PLEXAR®-II SERVICE

A. Descriptive Summary

Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer available for new installations or renewals of Plexar-II Service. Plexar-II customers currently on a 48 or 60 month term period may continue service at their existing Payment Plan rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply.

Plexar-II Service is a central office based business communications system. Plexar-II Service is provided through an arrangement of exchange access lines, Plexar stations and station line facilities, switching equipment, customer facility groups, and other facilities located on Company premises. A Plexar-II customer can control the number of simultaneous incoming and outgoing telephone calls through the quantity of Plexar-II exchange access lines to which they subscribe.

Integrated Services Digital Network (ISDN) is a set of standards for end-to-end digital voice and/or data transmission over the public switched network. These standards, defined by the International Telegraph and Telephone Consultative Committee (CCITT), are modified for North America in accordance with Telcordia recommendations.

Plexar-II Service offers National ISDN capability via the Basic Rate Interface (BRI)[1]. Each Plexar-II BRI station consists of two "B" channels and one "D" channel. Each "B" channel transmits information, including digitized voice, at 64 kilobits per second (Kbps), configured for Circuit Switching. Each "D" channel transmits signaling and other non-voice data at 16 Kbps.

PLEXAR®-II SERVICE (cont'd)

B. General

Plexar-II rates and charges provide for basic stations including standard features, station line facilities (which include the outside plant facilities) and optional features. Exchange access line rates and charges apply as found in Part 4, Section 2.

1. Feature Array

    a. Standard Features

        The following Standard Features are available with each Plexar-II basic station subject to the serving central office capability.

        Additional Call Offering
        Notifies the user of a waiting Circuit Switched Voice call that would normally be cleared because the user's B channel is busy. The method of notification to the end-user is customer premises equipment dependent.[1]

        Automatic Callback Calling
        Allows a Plexar-II user who encounters a busy condition when calling another Plexar-II station line to be automatically called back when the called station becomes idle.[2]

        Automatic Identified Outward Dialing (AIOD)
        Provides for the identification of outgoing Long Distance Message Telecommunications Service (LDMTS) messages and the billing of these messages by station number where the LDMTS is provided by the Company.

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[1] Not available on stations associated with Access Advantage Plus as found in Part 6, Section 7.
[2] Not available to BRI stations.

PLEXAR®-II SERVICE (cont'd)

B. General (cont'd)

    1. Feature Array (cont'd)

        a. Standard Features (cont'd)

<u>Call Forwarding</u>
Busy Line: Automatically forwards incoming and/or station-to-station calls to a preselected Plexar-II station line when the called station is busy.

Don't Answer: Automatically forwards incoming and/or station-to-station calls to a preselected Plexar-II station line when the called station line does not answer after a predetermined number of ringing cycles.

Variable: Automatically forwards incoming calls to a station line within, as well as outside the Plexar-II system.

<u>Call Hold</u>
Allows a Plexar-II station user to hold one call, for any length of time provided that neither party goes on-hook, through the use of a feature activation code that is dialed after a switchhook flash.

<u>Call Pickup</u>
Allows a Plexar-II station user to answer any call within an associated preset pickup group.

<u>Call Transfer - All Calls</u>
Allows a Plexar-II station user to transfer any established call to another telephone number within or outside the Plexar-II system. While the access line(s) may still be in use, the Plexar-II station user is then free to accept another call. The station user is prohibited from using this feature to avoid toll charges.

<u>Call Waiting</u>[1/]
Intragroup: Allows those Plexar-II stations with the Call Waiting-Terminating feature to have Call Waiting on intragroup calls.

Originating: Allows a Plexar-II station user to direct a call waiting tone toward a busy called Plexar-II station line. The busy called station line can retrieve the calling station by placing the existing call on hold and answering the waiting call.

Terminating: Allows a Plexar-II station user who is engaged in a telephone conversation to be alerted that an incoming call is attempting to reach that station user. The called station line can retrieve the waiting call by placing the existing call on hold and answering the waiting call.

/1/ Not available to BRI stations.

PLEXAR®-II SERVICE (cont'd)

B. General (cont'd)

    1. Feature Array (cont'd)

        a. Standard Features (cont'd)

        Class of Service Restriction
        Fully Restricted Stations: Allows only station-to-station (intercom) calling capabilities.

        Semi-Restricted Stations: Allows access to the exchange network only through the
        attendant.

        Toll Restricted Stations: Toll denied using either a standard Plexar-II announcement or
        assigned toll diversion to the attendant.

        Unrestricted Stations: Allows access to the exchange network, the toll network or any service
        accessible by dialing.

        Code Restriction[1]
        Denies or permits selected station lines the ability to complete outgoing exchange network
        calls to selected office/area codes (NPA, NXX).

        Consultation Hold
        Allows a Plexar-II station user to hold any existing call and originate a call to another station
        line within or outside the Plexar-II system.

        Dial Call Waiting[2]
        Provides the ability for originating Plexar-II stations to invoke Call Waiting service on selected
        intragroup calls.

        Direct Inward Dialing (DID)
        Allows an incoming call to reach a Plexar-II station line without attendant assistance.

        Direct Outward Dialing (DOD)
        Allows a Plexar II station to gain access to the exchange network without attendant
        assistance.

        Directed Call Pickup[2]
        Without-Barge In: Permits a Plexar-II station to answer a call that is ringing any other line
        within the Plexar group. Once the call is picked up, this feature will not allow the call to be
        barged-in upon.

        With Barge-In: Permits a Plexar-II station to answer a call that is ringing any other line within
        the Plexar group. With this feature, if the original called party has already answered the call,
        the station invoking Directed Call Pickup can barge into the answered call and be connected
        into a three-way call.

/1/ Obsolete. Available only to existing customers.
/2/ Not available to BRI stations.

PLEXAR®-II SERVICE (cont'd)

B. General (cont'd)

    1. Feature Array (cont'd)

        a. Standard Features (cont'd)

Distinctive Ringing
Provides ringing pattern of different cadences to the subscriber line; is a group of ringing patterns; and indicates the origin of calls terminated to the subscriber via the application of one of several ringing patterns.

Distinctive Ringing & Call Waiting Tone[1]
Allows a Plexar II station user to determine the source of a call incoming to the station by unique, audible signals. The station user is also able to determine the source of the call on call waiting calls.

Hunting
Basic: Provides hunting for an idle line starting with the called station and ending with the last station in the prearranged group, completing the call to the first idle line encountered.

Circular: Provides line hunting in which the hunt for an idle line starts with the called line and proceeds in a prearranged order to all lines in the group.

Speed Calling Personal (Short List)
Allows a user to place calls to a list of frequently dialed numbers by dialing fewer digits. The list consists of a maximum of ten stored numbers.

Station-to-Station Dialing (Intercom)
Allows a Plexar-II station user to directly dial other station lines within the same Plexar-II system without attendant assistance.

Three-Way Calling
Allows a Plexar-II station user to add a third party to any established call for a three-party conference, without the assistance of an attendant.

Touch-tone Dialing
All station lines are equipped for Touch-tone dialing.

Voice/Data Protection[1]
Prevents data calls from being interrupted by call waiting tones, testing or busy verification attempts.

/1/ Not available to BRI stations.

PLEXAR®-II SERVICE (cont'd)

B. General (cont'd)

    1. Feature Array (cont'd)

        b. Optional Features

The following Optional Features are available with Plexar-II at the rates and charges provided herein subject to the serving central office capability.

Assume Dial Nine
Provides for system-wide configuration that allows access to the Public Switched Telephone Network without the need to dial nine.

Automatic Route Selection (ARS) - Basic
Directs outgoing calls to the customer's most preferred available route. If the primary is busy, the ARS feature automatically tries alternate routes. The customer will preselect a sequence of routes which may include Foreign Exchange (FX), Common Control Switching Arrangement (CCSA), and Wide Area Telephone Service (WATS). A warning tone is provided to indicate the selection of the least preferred route.

Busy Verification[1]
Allows an attendant to establish connections to query busy station lines or trunks to determine if they are in working order.

Call Forwarding Busy Line/Don't Answer Outside System
Allows for forwarding of an incoming call to a preselected line outside the system when the called line does not answer after a predetermined number of rings and/or when a busy condition is encountered. This feature does not include the option to split the call forwarding destination based on originating party status (intra-system vs. external to system).

Custom Calling Services   (C)

Optional telephone service arrangements which provide one or more of the following features:

    Auto Redial
    Enables the customer to automatically redial the last outgoing telephone number by dialing an activation code. When the recalled telephone number is busy, the Company's equipment will monitor the line for a maximum of thirty (30) minutes beginning with the customer's activation of Auto Redial, in an attempt to establish the call. The customer will be signaled with a distinctive ring when the call can be completed.[2]

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[1] Not available to BRI stations.
[2] Some customer-provided equipment may not recognize the distinctive ringing patterns associated with this service.

PLEXAR®-II SERVICE (cont'd)

B. General (cont'd)

    1.   Feature Array (cont'd)

        b.   Optional Features (cont'd)

            Custom Calling Services (cont'd)   (C)

                Call Blocker
                Enables a customer to block the last incoming call and/or calls from a designated list of telephone numbers. To block specified telephone numbers, the customer can construct or modify a telephone number screening list by dialing a unique code. The Company equipment will screen incoming calls against the customer's list and block those on the list. If facilities are unavailable to provide incoming call screening via the customer's list, standard call completion will occur. To block unknown telephone numbers, a customer can activate a code after receiving an unwanted call and block the number. Telephone numbers that are blocked are directed to a Company recorded announcement.

                Call Return
                Enables the customer to automatically redial the telephone number of the most recent incoming call. If the most recent incoming call's telephone number is busy, the Company's equipment will monitor the line for a maximum of thirty (30) minutes beginning with the customer's activation of Call Return in an attempt to establish the call. The customer will be signaled with a distinctive ring when the call can be completed. This feature cannot be activated for calls originating from a line that is forwarded or from a line or trunk not associated with a telephone number, e.g., multi-line hunting groups.[1]

                Call Trace
                Enables the customer to initiate a trace of the last incoming call completed by dialing an activation code immediately after terminating the call. If a trace is successful, the Company's equipment will record the incoming call detail (not the conversation). The result of the trace will not be provided to the customer directly. For further action to be taken, the customer is required to contact the Company Service Center during normal work hours and work days.[2]

                Priority Call
                Provides the customer with a distinctive alerting signal, ring or call waiting tone (if the customer has subscribed to Call Waiting), when the customer is called from preselected telephone numbers. The customer can construct or modify a telephone number screening list by dialing a unique code. The Company equipment will screen incoming calls against the customer's list and provide the Priority Call feature for telephone numbers on the customer's list.[1,3]

/1/ Some customer-provided equipment may not recognize the distinctive ringing patterns associated with this service.
/2/ At its sole option, the Company will set up a tracing arrangement at no charge to the customer when in the judgment of the Company, the unwanted call(s) presents a serious threat of bodily harm or destruction of property and Call Trace is not available or is not otherwise a suitable solution. In such situations, the Company, not the customer, will perform the call trace function.
/3/ A customer may subscribe to both Priority Call and Call Waiting features. A distinctive Call Waiting tone is provided with the Priority Call feature.

PLEXAR®-II SERVICE (cont'd)

B. General (cont'd)

    1. Feature Array (cont'd)

        b. Optional Features

           Custom Calling Services (Cont'd)   (C)

                <u>Selective Call Forwarding</u>
                Enables the customer to forward incoming calls from preselected telephone numbers. The customer can construct or modify a telephone number screening list by dialing an activation code. The Company equipment will screen incoming calls against the customer's list and forward only those telephone numbers on the list.[1]

                <u>Call Park</u>
                Allows a station user to park (hold) a call against its own directory number. The parked call can be retrieved from any station by dialing the feature access code and directory number.

                <u>Calling Name Delivery</u>
                Enables the subscriber station line to identify the calling party by a displayed name before the call is answered. The displayed name is the name associated with the Calling Party Number. When a Calling Name Delivery equipped line is on-hook, the Calling Party Name is transmitted across the line during the silent interval between the first and second ring. Calling Name Delivery subscribers must provide, and connect, their own compatible CPE to process the Calling Name Delivery transmission.

                <u>Calling Number Delivery</u>
                Allows the transmission of Calling Party Number (CPN) to the subscriber's station line. When a Caller ID equipped line is on hook, CPN is transmitted across the line during the silent interval between the first and second ring. Caller ID subscribers must provide and connect their own compatible premises equipment to process the CPN transmission.

                <u>Cancel Call Waiting</u>
                Allows the Plexar-II subscriber with the Call Waiting Terminating feature to deactivate Call Waiting on the subscriber's line for the duration or one call.[2]

                <u>Conference Calling - 6-Port Conference Arrangement</u>
                Allows a Plexar-II station user to establish conference connections involving up to six conferees, including the conference controller.

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[1] A customer may subscribe to both Call Forwarding and Selective Call Forwarding features. However, both features may not be activated at the same time.
[2] Not available to BRI stations.

PLEXAR®-II SERVICE (cont'd)

B. General (cont'd)

   1. Feature Array (cont'd)

      b. Optional Features (cont'd)

          Dial Plan for Advanced Solutions (DPAS)
          DPAS converts an abbreviated number to the 10-digit telephone number used for direct calls.
          DPAS allows a Plexar customer to use an abbreviated dialing plan for intraLATA calls:
          -    between Plexar systems' stations ("in-network") and/or,
          -    from a Plexar station to an out-of-network number

          In-network numbers can be dialed and can dial back on an abbreviated basis. DPAS
          customers can dial out-of-network numbers on an abbreviated basis; however, the DPAS
          feature itself does not provide a means for an out-of-network number to dial back on an
          abbreviated basis. The total number of out-of-network numbers cannot exceed the sum of the
          number of Plexar stations in use when the DPAS feature was established plus the number of
          Plexar stations added to the system(s) at a later date. All stations in a Plexar System Dialing
          Plan must be equipped with the DPAS feature but not all Dialing Plans must be equipped with
          the DPAS feature. All in-network and out-of-network numbers must be assigned to the
          Customer of Record or a subsidiary of the Customer of Record.

          Two dialing plan formats are available: Extension Dialing and Location Dialing.

          The *Extension Dialing Plan* uses sequential digits from the seven digit telephone number (the
          "extension number") to identify an in-network or out-of-network number. Typically, the
          extension number is the last four digits of the telephone number. Each extension number in
          the dialing plan must be unique.

          The *Location Code Dialing Plan* uses a leading digit (the "location code") plus an extension
          number to identify an in-network or out-of-network number. Location code(s) permit
          duplication of extension numbers.

          The customer can choose between two DPAS billing alternatives; the Basic Dial Plan option
          or the Deluxe Dial Plan option. Customers who choose the Basic Dial Plan option will be
          assessed normal usage charges for both in-network (inter-Plexar) and out-of-network
          messages. Customers who choose the Deluxe Dial Plan option will be charged a flat rate for
          both in-network (inter-Plexar) messages and out-of-network messages completed to
          telephone numbers in the same Rate Center as the originating Plexar telephone number. If a
          Deluxe DPAS customer calls an out-of-network telephone number in a Rate Center that is
          different from that of the originating Plexar telephone number, the Company will assess
          normal usage charges.

          The Company will charge a DPAS Change Charge for modifications to the customer's DPAS
          feature. A DPAS Change Charge will not apply for changing an in-network number to an out-
          of-network number.

          DPAS is only available where equipment, features, and facilities are available. DPAS may
          conflict with the following Plexar features: Automatic Callback, Automatic Recall, Repeat
          Dialing, Account Codes, Attendant Consoles, and ISDN Data Calls. Other restrictions and
          limitations may apply. No charges will apply for removing incompatible Plexar features.

PLEXAR®-II SERVICE (cont'd)

B. General (cont'd)

    1. Feature Array (cont'd)

        b. Optional Features (cont'd)

        Electronic Key Telephone Service (EKTS) Package[1]

        Additional Call Offering for Circuit Switched Voice (CSV): Notifies the ISDN user of a waiting CSV call that would normally be cleared because the user's B-channel is busy. The method of notification to the end-user is customer premises equipment dependent.

        Bridged Call Exclusion: Allows a station user to restrict other users that share the directory number (DN) from bridging onto a call or from retrieving a held call. This feature cannot provide any restriction of bridging of a DN that is shared at the other end of the call. This feature cannot be activated on a bridged call. Call Exclusion can be activated on a manual or automatic basis.

        Delayed & Abbreviated Ringing: Provides the capability to alert an EKTS terminal for a predetermined interval (abbreviated ringing) before ringing another designated EKTS terminal (delayed) ringing.

        Held Call Retrieval from Shared Directory Number: Allows a call to be set up at one station, put on hold, and retrieved at another station that shares the same directory number using the same shared call appearance.

        ISDN Retrieval of Held Conference Call: Allows a user to set up a conference call at one station, put on hold, and retrieve at another station that shared the same directory number.

        Key System Coverage of Analog Lines: Allows an analog station set to share calls with the ISDN station set only. The ISDN EKTS station sets can have many call appearances (CA) shared with analog station sets, but only one CA per directory number (DN). If a DN is shared with an analog set, only one analog set in the shared DN group is assigned to that DN and the DN is primary on the analog station set.

        Multiple Call Appearances (MCA): Allows a telephone to have more than one call appearance button assigned to a single directory number (DN). Multiple incoming calls to this DN are terminated to the telephone if idle call appearances are available to accept the calls. Outgoing calls are made using this DN As long as there is an idle call available.

        Multiple Directory Numbers (DNs): Provides access to more than one DN on the station set. To have multiple DNs, an EKTS terminal must support the ability to originate and terminate calls for more than one DN.

        Outgoing Called Line Identification (OCLID): Provides the calling party information on the called party and the facility or designation. The facility and destination information are provided by the ISDN call identification call types. The OCLID information provides call appearance identification, called directory number and ISDN call identification.

/1/ Available only to BRI stations

PLEXAR®-II SERVICE (cont'd)

B. General (cont'd)

    1. Feature Array (cont'd)

        b. Optional Features (cont'd)

Electronic Key Telephone Service (EKTS) Package[1] (cont'd)

Shared Call Appearances (CA) for a Directory Number (DN): Allows several station sets to share one or more call appearances of a particular DN. The originating and terminating events on one station set affects all stations that share call appearance for a particular DN. The shared DN 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.

Shared Directory Number Bridging onto Conference Calls: Allows users having shared call appearances of a directory number to bridge onto a conference call that was established at another station with an appearance of the same call appearance.

Message Waiting Indication
Provides the Plexar-II station user with an audible alerting tone (intermittent dial tone) from the customer's serving central office and/or a signal which activates a visual indication on the station set indicating waiting messages.[4,5]

Music on Hold
Provides a continuous broadcast of customer provided music to callers who are waiting for connection to a called party.

Night Service
Routes calls normally directed to the attendant to preselected station lines within the customer group when the attendant is absent.[2]

Number Retention Service[3]

Outgoing Trunk Queuing
Allows efficient usage of business customer's private facilities by queuing individual station line calls. If all facilities are busy, the station user is provided a distinctive ring when a facility is available.[6]

/1/ Available only to BRI stations.
/2/ Not available to BRI stations.
/3/ Number Retention Service has been eliminated. See paragraph C.11 for Rules and Regulations associated with transfer of telephone numbers.
/4/ Visual message waiting indication cannot be provided on stations associated with Access Advantage Plus Service as found in Part 6, Section 7. These stations may be equipped with the audible alerting tone only (USOC: MW72X or M9Z).
/5/ Not available to BRI Stations. For the message waiting indication feature available to BRI Stations, see Visual Message Waiting Indication in B.1.b. *Optional Features*.
/6/ Not available on stations associated with Access Advantage Plus as found in Part 6, Section 7.

PLEXAR®-II SERVICE (cont'd)

B. General (cont'd)

  1. Feature Array (cont'd)

      b. Optional Features (cont'd)

          Plexar Mate (Previously Customer Rearrangement Service (CRS) – Basic)
          Allows customers to add/change/delete station features, handle station rearrangements, and
          review their Plexar system configuration. Changes are made via a computer terminal located
          on the customer premises. These changes can be scheduled by the customer to occur the
          same day or some future date.

          Preferential Hunting
          Provides a type of line hunting which permits a prehunt over a present preferential group of
          terminals before hunting through the entire multiline hunt group (MLHG). The hunt through
          the MLHG can be a basic or circular hunt.[1]

          Remote Access Capability
          Allows a remote caller access to the features of a Plexar-II system by dialing the number
          associated with the incoming facility and an optional security code.[1]

          Remote Access to Call Forwarding
          Permits a customer that also subscribes to the Call Forwarding feature to activate, deactivate
          or change Call Forwarding from a remote location. Remote Access to Call Forwarding can
          only be accessed from a touch-tone telephone. All charges incurred to access the remote
          number will be billed appropriately.

          Routed Numbers
          This feature routes calls to a Plexar System telephone number to an answering point at the
          customer location. Plexar Routed Numbers include the Plexar telephone number and the
          routing facility. Calls must be routed within the customer's common block.

          Simplified Message Desk Interface (SMDI)
          Provides an integrated, automated interface between the various voice/text messaging
          systems. Necessary information about a call is forwarded to the messaging system (e.g.,
          called station number, calling station number, type of call forwarding situation, etc.) over a
          data link. This information enables the messaging system to properly receive and store a
          message presented to it over the associated voice line.[1]

          Speed Calling - 30 Codes
          Allows a user to place calls to a list of frequently dialed numbers by dialing fewer digits than
          normally required. The list consists of a maximum of 30 stored numbers.

          Speed Calling - 50 Codes
          Allows a user to place calls to a list of frequently dialed numbers by dialing fewer digits than
          normally required. The list consists of a maximum of 50 stored numbers.[1]

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[1] Not available to BRI stations
[2] Not available on stations associated with Access Advantage Plus as found in Part 6, Section 7.

PLEXAR®-II SERVICE (cont'd)

B. General (cont'd)

1. Feature Array (cont'd)

   b. Optional Features (cont'd)

      Split Service Offering
      Provides for segregation of a customer's Plexar-II station lines into separate groups thereby enabling each group to have a different set of common features and/or access lines.

      Station Message Detail Recording (SMDR)
      Provides a magnetic tape record of call details (date, time, etc.) on outgoing calls placed over a customer's private facilities, i.e., Common Control Switching Arrangement (CCSA) and Foreign Exchange (FX), the line facilities, Long Distance Message Telecommunications Service (LDMTS) network, and Other Common Carriers (OCC) for whom the Company has a prearranged billing agreement.

      Trunk Answer Any Station
      Incoming calls, normally directed to the attendant, activate a common alerting signal on the customer's premises when the attendant positions are in night service and night station lines are not assigned or are all busy. These calls may then be answered by any station user in the system who dials a special code from any unrestricted station line.

PLEXAR®-II SERVICE (cont'd)

B. General (cont'd)

  1. Feature Array (cont'd)

     b. Optional Features (cont'd)

        Uniform Call Distribution (UCD)
        A type of hunting which provides for an even distribution of incoming calls among the
        available members of a hunt group. UCD is available with queuing (equal to 30% of all UCD
        stations in the group) or without queuing. Additional capabilities available with UCD are:

        Additional Queue Slots: Provides one additional holding position for incoming calls when all
        stations are busy.

        Make Busy Key: Allows designated lines to be made to look busy by means of a key
        operation.

        Music on Queue: With this feature, callers waiting in an incoming-call queue will hear
        customer provided music.

        Recorded Delay Announcement: A pre-recorded announcement provided to the caller in
        queue advising of the delay in answering.

        Stop Hunt Key: Allows the size of a multiline hunt group to be decreased by means of a key
        operation.

        UCD Queue Status Lamp: Indicates that calls have been waiting in queue longer than a
        customer specified time limit.

        UCD on Business Set: Allows an Electronic Business Set to be configured as part of a UCD
        group.

        Visual Message Waiting Indication
        Provides a visual indication on a station set to alert the subscriber that a message is waiting.[1]

/1/ Available only to BRI stations. For Basic stations, this functionality is provided through the Message
     Waiting Indication optional feature.

PLEXAR®-II SERVICE (cont'd)

B. General (cont'd)

    1. Feature Array (cont'd)

        c. Digital Multiplex System (DMS) Optional Features

        The following Optional Features are available with Plexar-II only in DMS offices, where applicable software exists, at the rates and charges provided herein:

        Automatic Call Distribution (ACD)
        Provides an even distribution of incoming calls by distributing them equally among a designated group of answering positions (agents). Also provides, as an option, a data stream of call events to a customer-provided down stream processor (Management Information System of MIS) which can format management information reports. ACD can be used with electronic or non-electronic telephone sets. The electronic business set's functionality is preprogrammed by the Company. A non-electronic telephone set requires a customer's agent to dial a code to activate features.[1,2]

        Electronic Business Sets

        Basic Feature Package

        Abandoned Call Clearing: Eliminates unnecessarily held connections. Calls are removed and recorded announcements or music stopped if a caller abandons while in an incoming-call queue.

        ACD Directory Number: One unique seven digit number used to receive incoming calls that are not associated with lines. Each ACD group can receive calls on an ACD directory number and distribute to the ACD agents assigned to the group.

        ACD Directory Number Priority: Allows a customer to prioritize calls depending on the ACD directory number dialed. Calls of a higher priority get answered before calls of a lower priority.

        Agent Queue: Ensures an even distribution of the workload among agents in the group. When there are no incoming calls waiting, the available agents are placed in a designated agent queue. The agent who has been waiting the longest receives the first incoming call.

        Automatic Overflow: Permits a customer to specify both a maximum number of calls that can be queued and a maximum waiting time for queued calls. When either limit is reached, calls can be directed to a customer-specified route instead of being placed in queue.

        Call Delay Announcement: One pre-recorded announcement provided to the caller in queue advising of the delay in answering.

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[1] Not available to BRI stations
[2] Not available on stations associated with Access Advantage Plus as found in Part 6, Section 7.

PLEXAR®-II SERVICE (cont'd)

B. General (cont'd)

    1. Feature Array (cont'd)

        c. Digital Multiplex System (DMS) Optional Features (cont'd)

            Automatic Call Distribution (ACD)[1,2] (cont'd)

                Electronic Business Sets (cont'd)

                Basic Feature Package (cont'd)

                In-Calls Key: This key is used by ACD agents to answer incoming ACD calls only. It cannot be used to originate calls.

                Incoming Call Queue (30%): Reserves queue slots equal to 30% of all agent positions for incoming calls when all agents are busy.

                Login/Logout: Requires an agent or supervisor to login and logout of a position using a security code.

                Make Set Busy: Prevents an agent position from receiving ACD calls; agents may make outgoing calls on secondary directory numbers.

                Night Treatment: Provides a night service mode when all agents in an ACD group activate Make Set Busy keys on their sets.

                Not Ready Key: Prevents the agent from receiving ACD calls when activated; usually used on a temporary basis to follow-up on a previous call.

                Ring Threshold: Provides for the rerouting of a call when an agent does not answer the call within a preprogrammed time. The call is rerouted either to the longest idle agent or the front of the queue if there is no agent available. The agent position that did not answer is logged out of service and must login to put the position back into service.

                Secondary Directory Number: (1/position) Standard (non-ACD) numbers used by agents to place or receive non-ACD calls or to receive transferred calls directed specifically to them.

                Supervisor Control of Night Service: Provides the supervisor with control of the initiation of the night service treatment for one or more agent groups within the same customer group.

                Three-Way Calling/Call Transfer/Call Chaining to ACD: Allows the agent to transfer calls to other ACD directory numbers in the same customer group and be included as a member of a three-way call chain.

/1/ Not available to BRI stations
/2/ Not available on stations associated with Access Advantage Plus as found in Part 6, Section 7.

PLEXAR®-II SERVICE (cont'd)

B. General (cont'd)

    1. Feature Array (cont'd)

        c. Digital Multiplex System (DMS) Optional Features (cont'd)

            Automatic Call Distribution (ACD)[1,2] (cont'd)

                Electronic Business Sets (cont'd)

                Advanced Feature Package

                Agent Login Enhancement: Provides an agent identification and password option to ensure that only assigned agents are able to login to an ACD group.

                Call Forcing: Increases the speed of processing ACD calls by automatically presenting incoming calls to the ACD agent. This eliminates the need for the agent to operate the In-Calls key to receive the next call. This feature operates more effectively with the use of agent headsets.

                Call Supervisor/Answer Agent Key: Allows the agent quick access to the supervisor for help or consultation. Agents calls to the supervisor are terminated on the supervisors Answer Agent Key.

                Display Queue Status Key: Allows an ACD supervisor to display the load status information associated with an ACD group.

                Overflow Enhancement: To increase the number of avenues for answering ACD calls during periods of heavy traffic, this feature adds the capability to program up to four ACD groups within the customer group as potential overflow routes before a call is rerouted to the customer-specified overflow destination.

                Queue Status Lamp: Provides a visual indication whenever the incoming call queue to an ACD group overflows.

                Display Feature Package

                Call Source Identification Display: Provides for the display of the incoming call facilities to help the agent distinguish the type of incoming call.

                Called Name/Number Display: Provides display of the ACD directory number the caller dialed and the associated ACD group name allowing agents to respond appropriately when answering calls to multiple ACD directory numbers or when providing a variety of services.

                Multistage Queue Status Display: Allows ACD supervisors with display sets to quickly and easily determine the length of time calls are held in the incoming call queue before being answered or the number of calls enqueued.

                Group Status Display: Allows the user to review statistics on ACD group status (number of manned positions, idle agents, etc.) at customer-specified intervals.

[1] Not available to BRI stations
[2] Not available on stations associated with Access Advantage Plus as found in Part 6, Section 7.

PLEXAR®-II SERVICE (cont'd)

B. General (cont'd)

1. Feature Array (cont'd)

    c. Digital Multiplex System (DMS) Optional Features (cont'd)

        Automatic Call Distribution (ACD)[1,2] (cont'd)

        Electronic Business Sets (cont'd)

        Optional Features

        Additional ACD Directory Number: Unique seven digit number used to receive incoming ACD calls that is not associated with a line.

        Additional ACD Directory Number Priority: Allows a customer to prioritize calls depending on the ACD directory number dialed. Calls of a higher priority get answered before calls of a lower priority.

        Additional Incoming Call Queue (10%): Reserves additional queue slots equal to 10% of all agent positions for incoming calls when all agents are busy.

        Additional Secondary Directory Number: Standard (non-ACD) numbers used by agents to place or receive non-ACD calls or to receive transferred calls directed specifically to them.

        Agent Key: Allows the supervisor to use any of the agent keys in conjunction with the Call Agent feature.

        Attendant Console to ACD: Allows an attendant console to originate or extend calls to ACD directory numbers.

        Call Agent Key: Permits a supervisor to communicate directly with an agent.

        Call Transfer with Time: Allows a call that has been answered by an agent and then transferred to another ACD group to be in the new group's highest priority queue based on the total time the call has previously been enqueued and talking in the original group.

        Controlled Interflow: This feature provides for a Controlled Interflow Key on the supervisor set, which, when activated, temporarily directs any new incoming ACD calls to a route defined by the customer, typically another ACD group.

        Display Agents Summary Key: Permits the supervisor with a display set to quickly check the overall status of all agent positions assigned to the group.

        Emergency Key: Allows the agent to confer immediately with the supervisor or automatically connect a tape recorder in the event of a threatening or abusive call. The agent is assigned the Emergency Key and the supervisor the Emergency Answer Key. Also allows an agent to add a supervisor and a recording device to a call simultaneously.

/1/ Not available to BRI stations
/2/ Not available on stations associated with Access Advantage Plus as found in Part 6, Section 7.

PLEXAR®-II SERVICE (cont'd)

B.   General (cont'd)

    1.   Feature Array (cont'd)

        c.   Digital Multiplex System (DMS) Optional Features (cont'd)

        Automatic Call Distribution (ACD)[1,2] (cont'd)

        Electronic Business Sets (cont'd)

        Optional Features (cont'd)

        Enhanced Group Status Display: Allows displays to be provided for multiple ACD end users from a single switch. Data can be reported for defined sets of ACD groups instead of one or all groups.

        Forced Agent Availability: Allows the supervisor to change the status of an agent's line from "Not Ready" to "Idle and Available".

        Increased MIS Links: Increases the number of Network Operations Protocol (NOP) links available on a DMS ACD node thus increasing the number of simultaneous ACD MIS sessions that can be conducted at any one time.

        Line-Of-Business Code Key: Enables ACD agent to enter a Line-Of-Business code for each call. Entering the code pegs a register for that line of business and allows the MIS administrator to track peg count and holding time for calls attributed to various activities.

        Load Management: Enables senior supervisor to promptly reconfigure the structure and operational parameters of an ACD group to maximize the number of calls served or to alleviate work loads. Requires down-stream processor on the customer premises.

        MIS Interface: Enables a down-stream processor on the customer premises to use a data stream to collect ACD information from the switch. The down-stream processor can then use this information to produce real-time statistics and historical reports.

        Multistage Queue Status Refresh: This enhancement feature updates the Multistage Queue Status display approximately every 30 seconds.

        Music on Delay (Queue): With this feature, callers placed in an incoming-call queue will hear customer-provided music instead of silence after the call delay announcement.

        Night Service Recorded Announcement and Forward: Enhances the currently available Night Service capability. Out of hour callers can be presented with a specialized recorded announcement before being directed to the specified Night Service treatment.

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[1] Not available to BRI stations
[2] Not available on stations associated with Access Advantage Plus as found in Part 6, Section 7.

PLEXAR®-II SERVICE (cont'd)

B. General (cont'd)

   1. Feature Array (cont'd)

      c. Digital Multiplex System (DMS) Optional Features (cont'd)

         Automatic Call Distribution (ACD)[1,2] (cont'd)

            Electronic Business Sets (cont'd)

            Optional Features (cont'd)

            Observe Agent: Allows an ACD supervisor to: observe agents on both primary and secondary directory numbers, follow agents from one line to the other as they move from the ACD directory number to the secondary directory number, monitor three-way calls in which an agent is participating, and observe an established ACD call answered at any agent or supervisor position that has an Incalls Key in any ACD group within the same customer group.

            Overflow of Enqueued Calls: Enhances the existing call overflow capability by providing for overflow of calls that have been enqueued for excessive amounts of time.

            Remote Load Management: Provides for the existing ACD Load Management capability on the terminal connected to the management reports down-stream processor on the customer premises.

            Second and Third Recorded Announcements: This feature enhances the basic announcement capability by allowing customer groups to specify delay periods between announcements and the type of treatment that callers are given during those delays and after the last announcement is given.

            Status Lamp Enhanced: When assigned to a supervisor's set, each agent status lamp lights when the agent is active on either an ACD call or a call on a secondary directory number. By pressing the key associated with the agent's status lamp, the supervisor is able to display the exact status of the agent. The display reports that the agent is active on an incoming call, an incoming call to a secondary directory number, or an outgoing call on a secondary directory number. When used with the Observe Agent feature, enables the supervisor to continuously monitor (visually) or observe (audio-monitor), individual agent activities on both agent's primary directory number (ACD calls) and one designated secondary directory number. A supervisor's set with display is needed for full functionality.

            Transfer to Incalls Key: Allows an agent to transfer an ACD call to another agent's Incalls Key within the same customer group.

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[1] Not available to BRI stations
[2] Not available on stations associated with Access Advantage Plus as found in Part 6, Section 7.

PLEXAR®-II SERVICE (cont'd)

B. General (cont'd)

1. Feature Array (cont'd)

c. Digital Multiplex System (DMS) Optional Features (cont'd)

Automatic Call Distribution (ACD)[1,2] (cont'd)

Electronic Business Sets (cont'd)

Optional Features (cont'd)

User Interface to ACD MIS: Provides security for multiple users served by a single switch by allowing the DMS-100 to control the ACD groups that can be accessed by each down-stream processor.

Variable Wrap-Up Time: Allows the ACD end user the flexibility to vary the time interval between call completion and the presentation of a new incoming call on an individual agent basis.

Virtual Facility Group (VFG) Data in ACD/MIS: When an ACD directory number is accessed through a VFG, this feature includes the existing VFG operational measurements related to facility blockage in the ACD Management Reports, providing the end user with a complete view of the ACD group's call handling capacity.

Walkaway/Closed Key: After activating the Not Ready Key, ACD agents must enter a code that specifies the reason for being unavailable. Tracking of these codes in the MIS downstream processor allows comprehensive management of agent activities by project.

/1/ Not available to BRI stations
/2/ Not available on stations associated with Access Advantage Plus as found in Part 6, Section 7.

PLEXAR®-II SERVICE (cont'd)

B.   General (cont'd)

    1.   Feature Array (cont'd)

        c.   Digital Multiplex System (DMS) Optional Features (cont'd)

           Automatic Call Distribution (ACD)[1,2] (cont'd)

                Non-Electronic Sets

                Basic Features

                Abandoned Call Clearing: Eliminates unnecessarily held connections. Calls are removed and recorded announcements or music stopped if a caller abandons while in an incoming-call queue.

                ACD on 2500 sets: Provides both ACD and non-ACD feature interactions for calls terminating on 2500 set ACD positions.

                ACD Directory Number: One unique seven digit number used to receive incoming ACD calls that are not associated with lines. Each ACD group can receive calls from up to three ACD directory numbers and distribute to the ACD agents assigned to the group.

                ACD Directory Number Priority: Allows a customer to prioritize calls depending on the ACD directory number dialed. Calls of a higher priority get answered before calls of a lower priority.

                Agent Login Enhancement: Provides an agent identification and password option to ensure that only assigned agents are able to login to an ACD group.

                Automatic Overflow: Permits a customer to specify both a maximum number of calls that can be queued and a maximum waiting time for queued calls. When either limit is reached, calls can be directed to a customer-specified route instead of being placed in queue.

                Call Delay Announcement: One pre-recorded announcement provided to the caller in queue advising of the delay in answering.

                Feature Assignment: Allows 2500-type sets to be assigned and deleted from ACD groups and moved from one ACD group to another.

                Incoming Call Queue (30%): Reserves queue slots equal to 30% of all agent positions for incoming calls when all agents are busy.

                Login/Logout: Allows an ACD agent to use a 2500-type set to login to an ACD group by dialing an activation code, identification code, and, if required, a password. The agent can also logout of an ACD group by dialing a deactivation code.

/1/ Not available to BRI stations
/2/ Not available on stations associated with Access Advantage Plus as found in Part 6, Section 7.

PLEXAR®-II SERVICE (cont'd)

B. General (cont'd)

1. Feature Array (cont'd)

c. Digital Multiplex System (DMS) Optional Features (cont'd)

Automatic Call Distribution (ACD)[1,2] (cont'd)

Non-Electronic Sets

Basic Features (cont'd)

Make Set Busy: Prevents an agent position from receiving only non-ACD calls to the set. ACD calls continue to be presented.

Night Treatment: Provides a night service mode when all agents in an ACD group activate make set busy keys on their sets.

Ring Threshold: Provides for the rerouting of a call when an agent does not answer the call within a preprogrammed time. The call is rerouted either to the longest idle agent or the front of the queue if there is no agent available. The agent position that did not answer is logged out of service and must login to put the position back into service.

Set Distinctive Ringing: Enables an ACD agent to distinguish an ACD call from other incoming calls. The main function is to provide a method by which ACD agents using 2500 sets will be able to distinguish ACD from non-ACD calls.

Set Not Ready: Allows a 500/2500 set logged into an ACD agent position to use access codes to activate and deactivate ACD Set Not Ready. This feature is typically used when post-call work time is required to complete a transaction.

Supervisor Control of Night Service: Provides the supervisor with control of the initiation of the night service treatment for one or more agent groups within the same customer group.

Three-Way Calling/Call Transfer/Call Chaining to ACD: Allows the agent to transfer to other ACD directory numbers in the same customer group and be included as a member of a three-way call chain.

/1/ Not available to BRI stations
/2/ Not available on stations associated with Access Advantage Plus as found in Part 6, Section 7.

PLEXAR®-II SERVICE (cont'd)

B. General (cont'd)

   1. Feature Array (cont'd)

      c. Digital Multiplex System (DMS) Optional Features (cont'd)

          Automatic Call Distribution (ACD)[1,2] (cont'd)

          Non-Electronic Sets (cont'd)

          Optional Features

          Additional ACD Directory Number: Unique seven digit number used to receive incoming ACD calls that are not associated with a line.

          Additional ACD Directory Number Priority: Allows a customer to prioritize calls depending on the ACD directory number dialed. Calls of a higher priority get answered before calls of a lower priority.

          Additional Incoming Call Queue (10%): Reserves additional queue slots equal to 10% of all agent positions for incoming calls when all agents are busy.

          Music on Delay (Queue): With this feature, callers placed in an incoming-call queue will hear customer provided music instead of silence after the call delay announcement.

          Night Service Recorded Announcement and Forward: Enhances the currently available Night Service capability. Out-of-hour callers can be presented with a specialized recorded announcement before being directed to the specified Night Service treatment.

          Overflow of Enqueued Calls: Enhances the existing call over-flow capability by providing for overflow of calls that have been enqueued for excessive amounts of time.

          Second and Third Recorded Announcements: This feature enhances the basic announcement capability by allowing customer groups to specify delay periods between announcements and the type of treatment that callers are given during those delays and after the last announcement is given.

          2500 Set MIS/Load Management: Allows ACD Load Management and ACD SHOW commands to be used for ACD groups consisting of 2500 set ACD agents. Load Management commands allow sets to be reassigned from one ACD group to another, and ACD SHOW commands display information about the group's agent position.

/1/ Not available to BRI stations
/2/ Not available on stations associated with Access Advantage Plus as found in Part 6, Section 7.

PLEXAR®-II SERVICE (cont'd)

B. General (cont'd)

   1. Feature Array (cont'd)

      c. Digital Multiplex System (DMS) Optional Features (cont'd)

         Business Set Interface[1,2]
         Allows customers the capability to activate Business Set functions in a Plexar-II system.
         Functions have been packaged as follows:

            Basic Business Set Interface Package

            Add-On Module Software: Allows the business set to be expanded when the customer
            provides adjunct Customer Premises Equipment (CPE).

            Auto Answer Back: Allows any incoming call to the primary directory number of the set to
            be automatically answered after four seconds of ringing.

            Automatic Dial: Allows a business set station user to call a frequently dialed number by
            depressing the assigned feature key.

            Automatic Line: Automatic Line is a directory number feature that may be assigned to
            individual directory number appearances on a business set station.

            Automatic Line and Multiple Appearance Directory Number (MADN): This feature allows
            a MADN-Single Call Arrangement (SCA)-Multi-Call Arrangement (MCA) member to be
            assigned as an Automatic Line. In addition, it makes automatic lines compatible with
            many features and options that do not require initial dial tone.

            Busy Override: Allows a business set station to gain access to a busy station by
            depressing an appropriate key.

            Call Forward: Allows a business set user to have incoming calls to a station
            automatically forwarded in one of the four variations to a predetermined telephone
            number.

            Call Park: Provides the business set user the capability of parking (holding) a call against
            its own directory number. The parked call can be retrieved from any station by dialing the
            feature access code and directory number. Once the call has been parked against a
            directory number in the system, the user is free to originate and receive calls.

            Call Pickup: Allows a station to answer calls incoming to another station within a
            predetermined call pickup group. A call pickup group is a group of stations with call
            pickup assigned and linked together using one of the stations as a linking member.

/1/ Not available to BRI stations
/2/ Not available on stations associated with Access Advantage Plus as found in Part 6, Section 7.

PLEXAR®-II SERVICE (cont'd)

B. General (cont'd)

1. Feature Array (cont'd)

   c. Digital Multiplex System (DMS) Optional Features (cont'd)

      Business Set Interface[1,2] (cont'd)

      Basic Business Set Interface Package (cont'd)

      Call Waiting: With this feature, an incoming call encountering a busy business set station received audible ringing, while the called station user receives call waiting notification. The called station user can choose to acknowledge the new caller and place the existing party on hold, to alternate between the callers, or to abandon one of the calls and be recalled by the other.

      Call Waiting-Originating for Business Sets: Enhances the original Call Waiting Originate (CWO) feature by extending the availability of CWO to business sets in the following manner:
      - allowing CWO to be assigned to a directory number on a business set, or
      - allowing an originator with CWO to terminate to a business set with a Call Waiting Terminating (CWT) key.

      Dial Call Waiting: Allows Dial Call Waiting to be assigned to a business set on a per directory number basis.

      Feature Code Access: Provides an alternate method of accessing business set features, other than through the use of feature keys.

      Group Intercom: Allows a customer to call a member of a predesignated group by using abbreviated dialing.

      Held Calls: Allows a business set user to hold an established call on any directory number on the business set. The user may then originate or receive another call on any other idle directory number.

      Intercom: Allows a customer to directly terminate on a predesignated set by depressing the intercom key.

      Key Short Hunt: Provides the capability for incoming calls to hunt over a set of directory number appearances on a business set in search of an idle directory number to terminate on. The directory numbers hunted over can be either standard directory numbers or Multiple Appearance Directory Numbers (MADNs).

      Listen on Hold: Allows a business set user to place a called party on hold and listen through the speaker.

/1/ Not available to BRI stations
/2/ Not available on stations associated with Access Advantage Plus as found in Part 6, Section 7.

PLEXAR®-II SERVICE (cont'd)

B. General (cont'd)

   1. Feature Array (cont'd)

      c. Digital Multiplex System (DMS) Optional Features (cont'd)

      Business Set Interface[1,2] (cont'd)

      Basic Business Set Interface Package (cont'd)

      Make Set Busy: Allows directory number appearances on a business set to be made busy to incoming calls.

      Multiple Appearance Directory Number (MADN): A directory number that is assigned to more than one business set is called a Multiple Appearance Directory Number (MADN). The business sets that are assigned this directory number are known as a MADN group.

      Multiple Appearance Directory Number (MADN) and Conference Interaction: Allows the following types of conference calls to interact with MADN Hold: Three-way Calling, Station Controlled Conference, Preset Conference, and Meet-Me Conference. This feature also allows a conference call to be either answered or established by one party, placed on hold, and picked up by another party.

      Privacy Release: Allows a MADN with Single Call Arrangement (MADN SCA) to establish a conference call among a number of MADN lines and an external party.

      Ring Again: With Ring Again, the user can have the business set monitor a busy directory number and be notified when the called station becomes free.

      Speed Calling (Personal): Allows a business set user to have their own one-digit and/or two-digit speed call list. The user assigns and changes numbers against these lists and they cannot be allowed access by other stations. The list consists of a maximum of 10 numbers.

/1/ Not available to BRI stations
/2/ Not available on stations associated with Access Advantage Plus as found in Part 6, Section 7.

PLEXAR®-II SERVICE (cont'd)

B. General (cont'd)

    1. Feature Array (cont'd)

        c. Digital Multiplex System (DMS) Optional Features (cont'd)

            Business Set Interface[1,2] (cont'd)

                Business Set Display Feature Package

                Call Forward/Automatic Dial Display: Displays the previously stored number when programming Call Forwarding or Automatic Dialing on a business set with a display.

                Display Called Number: Provides the user of a business set equipped with visual feedback concerning the called number during the origination, termination and programming, and feature activation operations.

                Display Calling Number-Closed User Group Only: Provides the business set user receiving an incoming call with visual feedback concerning the calling number.

                Enhanced Business Set Reason Display: For business set users with Display, this feature enhances Call Forward Reason Display to provide information on redirected calls. This allows the user to appropriately answer calls that are being redirected by features such as Call Forwarding.

                Query Time Key: Provides the current time and date on a business set LCD display when the Query Time and Date Key is depressed.

                Business Set Interface Optional Feature

                Individual Business Line: Allows the business set subscriber the appearance of a basic local access line as one of the directory numbers on the set.

/1/ Not available to BRI stations
/2/ Not available on stations associated with Access Advantage Plus as found in Part 6, Section 7.

PLEXAR®-II SERVICE (cont'd)

B. General (cont'd)

    1. Feature Array (cont'd)

        c. Digital Multiplex System (DMS) Optional Features (cont'd)

        Direct Station Selection/Busy Lamp Field
        Provides the following two functions on one feature key: *Direct Station Selection* provides direct dialing to a monitored directory number and *Busy Lamp Field* allows the user to monitor station status of a directory number through the use of the business set lamp status.

        Call Park
        Allows a station user to park (hold) a call against its own directory number. The parked call can be retrieved from any station by dialing the feature access code and directory number.[1,2]

        Last Number Redial
        Enables a subscriber to redial the last called number by pressing a single key rather than dialing the entire number.

        Meet-Me Conference
        Allows conferees to hold a conference on a six-port conference bridge by dialing a directory number at a specific time.

        Simultaneous Ring One Number[3]
        Causes one additional telephone number of the customer to ring simultaneously whenever the Plexar station number is dialed. The customer's Plexar station and the Simultaneous Ring One Number telephone number must be served from the same central office switch.

        Simultaneous Ring One Number is only available where equipment, features and facilities are available. Other restrictions and limitations may apply.

        Visual Message Waiting Indication[4]
        Provides a visual indication on a station set to alert the subscriber that a message is waiting. This feature is for use with customer equipment that requires a voltage signal to activate the message waiting light.[3]

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[1] Not available to BRI stations.
[2] Available only to existing customers who have this feature.
[3] Not available to BRI stations. For the message waiting indication feature available to BRI Stations, see Visual Message Waiting Indication in B.1.b. *Optional Features*.
[4] Not available on stations associated with Access Advantage Plus as found in Part 6, Section 7.

PLEXAR®-II SERVICE (cont'd)

C. Rules and Regulations

1. Plexar-II Service will be provided subject to the availability of the necessary switching equipment and outside plant facilities. The provisioning of standard and optional features is limited to the capabilities of the serving central office.

2. The following terms used in this section shall mean:

   Plexar-II Basic Station
   Consists of two rate elements, the appropriate basic station rate and station line facility rate[1]. The combined rate elements comprise all facilities, including intercommunication, outside plant facilities and standard features from the Plexar-II dial switching equipment located on the Company premises.

   Off-Premises Station
   Consists of two rate elements, the appropriate station rate and applicable private line rate charges.

   Multi-Switch Station Additive
   An additional rate element applicable to all Plexar-II Basic and/or Non-Working stations when service is provided in more than one serving central office. Two interoffice intercom paths will be provided in each serving central office to handle station-to-station dialing (intercom calling).

   Dormitory Station Line
   A station line which terminates in a student's room in a dormitory of an accredited public or private educational institution that has Plexar-II service for its administrative use.

   Plexar-II BRI Station[2]
   Consists of the appropriate station rate and station line facility rate. This can be provided as a combination of B- and D-channels with a maximum of 2 B-channels and 1 D-channel per BRI station. B-channels can be used for either Circuit Switched Voice (CSV) or Circuit Switched Data (CSD).

   ISDN Serving Area
   A Company exchange with one or more ISDN equipped central offices, plus all other Company exchanges and/or zones included in that exchange's non-optional local calling area as defined in Part 4, Section 1.

   Link Extension
   Provides the additional facility and central office hardware required to provide Plexar BRI service from the customer's non-BRI equipped serving central office to their Company designated BRI equipped serving central office.

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[1] Station line facility rates specified in this guidebook are not applicable to stations associated with Access Advantage Plus as found in Part 6, Section 7.
[2] Not available when associated with Access Advantage Plus as found in Part 6, Section 7.

PLEXAR®-II SERVICE (cont'd)

C. Rules and Regulations (cont'd)

2. The following terms used in this section shall mean: (cont'd)

Out-WATS Termination
Allows a station user access to Out-WATS services dedicated to a customer group by dialing an access code.

Tie Trunk Terminations
The following connections are available as outlined below:

Analog Termination: An analog termination used to connect tie lines or dedicated channels to other telecommunications switching system.

Digital Termination: A digital 1.544 Mbps termination used to connect dedicated tie trunks to another telecommunications switching system. The termination can accommodate twenty-four (24) DS0 channels, each dedicated to a specific service.

Digital Direct Termination: A digital 1.544 Mbps termination used to connect dedicated tie trunks to another telecommunications switching system. The termination can accommodate twenty-three (23) 64 kbps "B" channels for circuit switching and one 64 kbps "D" channel (23B+D) or, in cases of multiple Digital Direct terminations, twenty-four (24) 64 kbps "B" channels where "D" channels can be shared.

Optional Feature:
Backup D-Channel
Provides backup for primary "D" channel under those circumstances where three or more Digital Direct Terminations share a single "D" channel. A predetermined channel on another Digital Direct Termination would automatically take over call control and signaling functions.

3. There is no minimum or maximum number of station lines that can be installed with the initial installation of the customer's Plexar-II service within each serving central office.

4. Plexar-II station line facilities are charged in mileage bands as measured in air miles from the station location to the serving central office[1].

Station line facility rates apply as follows:
a. to stations in excess of the number of access lines when access lines are rated at the equivalent Business Access Line Rate, or
b. to all stations when access lines are rated at the SmartTrunk service compatible trunk rate.

In no case shall the credit applied for station line facility rates in 4.a. preceding, exceed the number of station line facility rates billed. Station line facility rates are not applicable to Plexar-II Off-Premises stations.

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[1] Station line facility rates are not applicable to stations associated with Access Advantage Plus as found in Part 6, Section 7.

PLEXAR®-II SERVICE (cont'd)

C. Rules and Regulations (cont'd)

5. Plexar Mate (Previously Basic Customer Rearrangement Service (CRS)) allows customers to request changes as default (overnight), immediate (same day) or due-dated (up to 90 days in advance). Each customer will be permitted 25 due-dated and 10 immediate changes per day (per central office served). Default changes are included in the due-dated changes allowed per customer per day, as default changes are due-dated changes that always occur prior to 6:00 AM the day following the default change request. All normal and emergency central office functions have priority over customer requested changes. The Company is not responsible for customer change requests delayed by such central office functions.

    Basic Plexar Mate includes initial training at the time of Plexar Mate installation and access for multiple users. Each user must request and be assigned a unique login ID that is assigned by the Company. User tutorial and help screens are available from within Plexar Mate itself and there is no charge.

    The customer must obtain and maintain compatible Customer Premises Equipment (CPE) necessary for use with Plexar Mate.

    The customer assumes full responsibility for station information managed by Plexar Mate since the Company does not maintain station specific records once Plexar Mate changes have been made. The Company does maintain a total count of the number of optional features purchased. This count represents the maximum number which can be activated at any one time through Plexar Mate and will be used for billing purposes. Activation or deactivation of optional features through Plexar Mate does not affect billing. When the customer activates optional station features through Plexar Mate, the station feature nonrecurring charges are waived. If the customer requests the Company to activate optional station features instead of utilizing Plexar Mate capability, applicable guidebook charges for the activated feature will be applied.

    The Company reserves all rights to take the Plexar Mate computer down for maintenance of software updates as required. Whenever possible, this will be done during weekend and off-peak hours and customers will be notified in advance.

6. A Plexar-II Off-Premises station will be furnished the same service as a Plexar-II Basic station where equipment and facilities are available.

    Private line rates and charges, as specified in Part 15, Section 2, apply to Off-Premises stations.

7. The customer may move Plexar-II service where facilities permit, subject to the appropriate service connection charges and any other appropriate charges resulting from the customer's requirements (i.e. overtime hours, special construction). The old contract will not be affected. However, the station line facility rates may change due to distance charges. Refer to paragraph C.18 for moves associated with Plexar BRI stations.

PLEXAR®-II SERVICE (cont'd)

C. Rules and Regulations (cont'd)

8. A Plexar customer may be served by the same serving central office (referred to as normal serving office) or a different serving central office than the one in which they are located. If service is provided from a serving office other than their normal serving office, the rates and charges specified in this guidebook are applicable in addition to the rates, charges, terms and conditions of Foreign Serving Office (FSO)/Foreign Exchange (FX) Services specified in Part 4, Section 3 and Part 15, Section 2. Refer to paragraph C.18 when the customer subscribes to Plexar BRI service.

9. When a customer requests a special offering or modification of standard service offering, it will be furnished whenever possible if not detrimental to any of the services or equipment of the Company. Such special service offerings or modifications of standard service offerings will be furnished at additional charges.

10. Directory listings will be furnished in accordance with the regulations set forth in Part 12, Section 1.

11. The assignment of telephone numbers for Plexar-II shall be in accordance with 'Rules and Regulations Applying to All Customers' Contracts' in Part 2, Section 2. Where facilities allow transfer of telephone numbers between Plexar-II and other services will be permitted as follows:

    a. Customers converting between Plexar/Centrex Services will be permitted to retain their existing telephone numbers at no charge.

    b. Business customers changing to Plexar-II service may retain up to ten of their existing telephone numbers, per serving central office, at no charge. For charges applicable to telephone numbers exceeding ten, see paragraph E.1.f.

    c. Plexar-II customers may transfer one or more of their existing telephone numbers for use with other business services. Charges will apply for each number transferred. For applicable charges see paragraph E.1.f. Charges do not apply when the customer disconnects the entire Plexar-II system.

12. Temporary suspension of service will be permitted in accordance with Part 2, Section 4.

13. Multi-location arrangements will only be furnished if located within the same exchange, with exception of BRI stations provided outside the ISDN serving area as specified in C.18 following.

    All stations included in a multi-location serving arrangement will be furnished the local calling scope of their serving central office. All BRI stations included in a multi-location serving arrangement will be furnished the local calling scope of their serving central office.

14. Departmental billing reports will be furnished in accordance with the regulations set forth in Part 16, Section 2.

PLEXAR®-II SERVICE (cont'd)

C. Rules and Regulations (cont'd)

15. Rates and charges for the dormitory station line rate are determined by the number of Exchange Access Arrangements within the exchange or zone as follows:

Group 1:   0 - 72,000
Group 2:   72,001 & Over

Mileage charges do not apply to Plexar-II dormitory station lines that are located in the same serving central office that serves the education institution.

No minimum number of dormitory station lines is required to establish Plexar-II dormitory service except that all occupied dormitory rooms in a dormitory served by Plexar-II service must be equipped with a Plexar-II dormitory station line.

Plexar-II dormitory station lines are subject to Company initiated rate changes.

16. Custom Calling Services are comprised of a group of services which allow customers to efficiently manage the call flow generated over the Exchange Access Line(s). This management is possible only where the calling party's telephone number can be forwarded from the central office originating the call to the terminating central office serving the called party.   (C)

A monthly rate will apply to all Custom Calling Services including Call Trace which will also bill a per successful activation charge.   (C)

Custom Calling Services are functional only when both the call originating customer and the call terminating customer are served from central offices capable of sending and receiving the Calling Party Number (CPN) and are linked by appropriate facilities.   (C)

The Company shall not be liable for any loss or damages arising out of error, interruptions, defects, failures or malfunctions of Custom Calling Service or equipment. Damages arising out of such interruptions, defects, failures, or malfunctions of the services after the Company has been notified, and had a reasonable time for repair, shall in no event exceed an amount equivalent to the charges made for the service affected for the period following notice from the customer until service is restored.   (C)

PLEXAR®-II SERVICE (cont'd)

C. Rules and Regulations (cont'd)

17. Any Company calling party may prevent the delivery of Calling Party Name and/or Number to the called party by dialing an access code immediately prior to placing a call. The access code activates per call blocking. Per call blocking is available at no charge.

    If a calling party activates blocking, the Calling Party Name and/or Number will not be transmitted across the station line, including calls within and outside the Plexar group. Instead, Calling Party Name/or Number subscribers will receive an anonymous indicator. This anonymous indicator notifies the Calling Party Name and/or Number subscriber that the calling party chose to block Calling Party Name/or Number delivery.

    The blocking of Calling Party Name and/or Number will not be provided on calls originated from Customer-Owned Pay Telephone service.

    Per line blocking for the delivery of the calling number is available upon request, at no charge, to the following entities for lines over which the official business of the agency is conducted, where an executive office of the agency registers a need for blocking and provides the required certification to the Company: (a) private, nonprofit, tax-exempt, domestic violence intervention agencies and (b) federal, state and local law enforcement agencies. The calling number will not be transmitted from a line equipped with this capability.

    Calling Party Name and/or Number is available in conjunction with compatible single and multiple-line residence and business customers where facilities permit.

    Calling Party Name and/or Number will not be displayed under the following conditions:

    a. Calling Party Name and/or Number will not be displayed if the called party is off-hook.

    b. Calling Party Name and/or Number will not be displayed if the called party answers during the first ring interval.

    c. Calling Party Name and/or Number is not available with distinctive ringing services having a silent interval length insufficient for Calling Party Name and/or Number transmission.

    d. Identification of specific stations or extensions served by a PBX is not possible. The main directory number of the PBX will be displayed.

    e. Calling Party Name and/or Number cannot be identified or transmitted for calls made on a multi-party line. The called party will receive an "unavailable" indicator.

    f. Calling Party Name and/or Number will be displayed for calls made from another central office only if it is linked by appropriate facilities.

    g. Calling Party Name and/or Number will not be displayed if the calling party has activated Calling Party Name and/or Number blocking.

PLEXAR®-II SERVICE (cont'd)

C. Rules and Regulations (cont'd)

18. In addition to the provisions of Part 2, Section 2, the Company shall not be liable for any claims for damages caused or claimed to have been caused, directly or indirectly, by the transmission to a Caller ID customer of a name and/or telephone number which the calling party has requested to be omitted from the telephone directory or by the disclosing of such name and/or telephone number to any person. The Company shall not be liable for any claims for damages caused or claimed to have been caused, directly or indirectly, by the transmission to a Caller ID customer of a name and/or telephone number which the calling party or the Caller ID customer finds erroneous, offensive, embarrassing, or misleading for any reason, including but not limited to the way in which the calling party's name has been abbreviated. The Company shall not be liable for any claims for damages caused by a telecommunications utility's failure to transmit the privacy to the called party when such indicator has passed to the telecommunications utility by the Company.

    Plexar-II Service with a Basic Rate Interface (BRI) Integrated Services Digital Network (ISDN) requires compatible registered CPE under FCC Part 68.

    Upon subscribing to Plexar-II BRI Service, the customer may be required to change his existing telephone number(s) if the Company determines that it is not reasonably feasible for technical or number administration reasons to continue to provide the customer's existing telephone number(s).

19. The central office from which a customer's Plexar BRI Service is physically provided shall be designated the customer's Plexar BRI serving central office. The following regulations are associated with the serving arrangement:

    a. If the customer's normal serving office is Plexar BRI equipped, the customer will be provided Plexar BRI from their normal serving office.

    b. If the customer's normal serving office is located within an ISDN Service Area and is not Plexar BRI equipped or lacks available capacity, the customer may be provided Plexar BRI Service from another Plexar BRI equipped central office at the rates and charges specified in paragraph E.3 and E.4 following. (Note that in this situation, Link Extension charges do not apply, if the customer's normal serving office is within an ISDN Service Area).

    c. In case 19.b. preceding, when a new central office becomes the designated Plexar BRI equipped serving office, their existing Plexar BRI service will continue to be provided from their original Plexar BRI serving office. Should the customer subsequently request that their Plexar BRI Service be provisioned from the new designated serving office, the provisions and charges for moves specified in paragraph C.7 will apply. The Company may request that the customer, at the customer's option, have the customer's Plexar BRI Service provided from the customer's normal serving office and, in conjunction therewith, will waive move charges. Such a move may require the customer to change telephone number(s).

PLEXAR®-II SERVICE (cont'd)

C. Rules and Regulations (cont'd)

19. (cont'd):

d. If the customer's normal serving office is not located within an ISDN Service Area, the customer may be provided with Plexar BRI Service from a Plexar BRI equipped central office in an ISDN Service Area within the LATA, if agreed to by the Company. In such cases, the charges for the Link Extension specified in paragraph E.4, will apply in addition to the other charges for Plexar BRI service.

e. In case 19.d. preceding, when the customer's normal serving central office becomes Plexar BRI equipped, the customer's Plexar BRI Service may be moved from their original Plexar BRI serving central office to the customer's normal serving office. Such a move may require the customer to change telephone number(s), and in conjunction therewith, the Company will waive the provisions and charges for moves specified in paragraph C.7. The Link Extension charges will no longer apply once the customer's Plexar BRI Service has been moved back to their normal serving central office. However, if agreed to by the Company, the customer may request that their Plexar BRI Service not be moved from their original Plexar BRI serving central office. In such case, the Link Extension charges will continue to apply.

f. If a customer requests Plexar BRI Service to be provisioned from an office in their exchange other than the Plexar BRI serving central office designated by the Company, and if agreed to by the Company, the Link Extension charge found in paragraph E.4 will apply in addition to the charges for Foreign Serving Office Service, under Part 4, Section 3. Foreign Serving Office Service charges shall apply on a per Channel basis.

g. If a customer requests Plexar BRI Service to be provisioned from an office outside of their exchange other than the Plexar BRI serving office designated by the Company, and if agreed to by the Company, the Link Extension charge found in paragraph E.4 will apply in addition to the charges for Foreign Exchange Service, under Part 4, Section 3. Foreign Exchange Service charges shall apply on a per Channel basis.

PLEXAR®-II SERVICE (cont'd)

D. **Payment Plans[1]**

1. The Plexar-II Payment Plan offers the customer two options for payment. They are as follows:

    Fixed Monthly Rate Plan
    Under this plan the customer pays a fixed monthly rate for a specified contract term. The customer may choose a 12, 24, 36, 48 or 60 month contract. During the course of the contract, fixed rates (recurring and non-recurring) are not subject to Company initiated rate increases.

    Month-to-Month Plan
    Under this plan the customer elects to pay month to month. Month-to-Month rates (recurring and non-recurring) are subject to Company initiated rate changes.

    Existing Month-to-Month customers may elect to convert to a 36-Month, 48-Month or 60-Month Fixed Monthly Rate Plan at any time, and receive a credit for the difference between the prior month-to-month recurring rate and the selected contract rate. The maximum amount of credit allowed with the option will be that produced by six months of prior month-to-month service.

    If a customer elects to convert to a Fixed Monthly Rate Plan, the customer's bill will be credited for the difference between the prior month-to-month rate already billed, and the rates they would have been billed had they been receiving service under the selected Fixed Monthly Rate Plan for the Plexar-II elements in service at the time of conversion. The effective date of the selected Fixed Monthly Rate Plan will be beginning date of the period of service being counted for credit.

2. All one time (non-recurring) charges specified within this guidebook can be deferred over the length of any fixed term on initial and subsequent installations of service. Annuity factors utilized in deferring these charges should be based upon the maximum legal discount rate in effect at the time the contract is executed.

    The customer's contract specifies the discount rate that will be used if a customer terminates service under the conditions specified in paragraph D.9. following. The discount rate used in initiating a contract is the discount rate in effect at the time the contract is executed and remains fixed over the life of the contract term.

[1] Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer available for new installations or renewals of Plexar-II Service. Plexar-II customers currently on a 48 or 60 month term period may continue service at their existing Payment Plan rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply.

PLEXAR®-II SERVICE (cont'd)

D. Payment Plans[1] (cont'd)

3. Additions to service under the two plans specified in paragraph D.1., preceding, can be added to the existing agreement.

    Additions to the Fixed Monthly Rate Plan can be conterminous with the original contract or for a shorter term. If more than 90 days remain on the contract, apply rates equivalent to those of the original contract term. If less than 90 days remain, additions must be made only under a Month-to-Month option.

    Additions to service under the Month-to-Month plan can be made at any time.

    Additions to the Fixed Monthly Rate Plan that exceed the number of stations initially covered under the agreement are subject to the same termination liability charges as the initial stations.

4. Station rates, station line facility rates, facility terminating arrangements and optional features are covered under the Plexar-II payment plans. All other rates and charges not specifically covered in this section are not included. Plexar-II access lines are not included in these payment plans.

5. Existing Plexar®-I and Centrex Service customers may convert to Plexar-II subject to the payment of the conversion charges specified in paragraph E.1.b following.

6. With prior Company agreement, service under these plans may be transferred from one customer to another at the same location for a Supersedure Fee as identified in paragraph E.1.c following. The new customer assumes all obligations under the existing contract. Changes and additions to the assumed service can be made after the first day of service has been assumed.

7. Customers may request a Plexar-Custom serving arrangement prior to the expiration of the existing contract term provided that the requested contract term be at least 12 months longer than the time remaining on the existing contract. Termination liability charges will not apply when the customer continues with an equivalent Plexar service arrangement (i.e., current system size).

[1] Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer available for new installations or renewals of Plexar-II Service. Plexar-II customers currently on a 48 or 60 month term period may continue service at their existing Payment Plan rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply.

PLEXAR®-II SERVICE (cont'd)

D. Payment Plans[1] (cont'd)

8. At the conclusion of the fixed term for any contract, renewal procedures will be determined based on the number of stations currently in service within any serving central office.

    Plexar-II customers can renew the service at terms, conditions and rates that exist at the time of renewal, by subscribing to a Fixed Monthly Rate Plan, changing to Month-to-Month rates for all rate elements (standard and optional), or subscribing to the Contract Extension Option.

    'Thank You For Renewing' Credit Option Available With Fixed Monthly Rate Plans: With this option, customers who sign a new Plexar-II term Payment Plan contract for their existing service with a 36-, 48-, or 60-month contract term will receive a one-time bill credit of $50.00 per station (Basic stations, ISDN BRI stations or Off-Premise stations), up to a maximum of $1,500.00 per contract. This credit option is only available to existing Plexar-II customers (month-to-month or contract), but is not available to customers with more than twelve months remaining on their existing Plexar-II term Payment Plan contract. Standard Plexar-II termination charges will apply. This credit option is not available to customers covered under a Customer Specific Pricing (CSP) contract.

    Contract Extension Option: The contract extension option must be subscribed to during the last twelve months of a Plexar-II term contract. The customer may extend their contract for either an additional 12-month or 24-month[2] period at the same rates provided under the original guidebook contract. Subject to the Company's right to seek to discontinue this option to extend the contract period or to otherwise change the terms and conditions of this option, the customer may exercise this option up to three separate times. Customers who exercise the option to extend the term of the contract are not entitled to a different rate based on the overall term of the contract as extended (e.g., customers who initially have a 36-month contract and extend it by an additional 24 months are not entitled to the rates allowed under a 60-month contract). An extension will begin on the expiration date of the existing contract or extension. Requests to terminate contract extensions will be governed by the terms and conditions found in this same guidebook under Payment Plans.

    Upon the expiration date, as noted on the Company billing records, of a contract or contract extension option, if the customer does not elect to subscribe to a new contract and does not request discontinuance of the service, service will be continued on a Month-to-Month basis. The Month-to-Month rates currently in effect at the time of expiration of the contract will apply. Once on a Month-to-Month Plan the customer will not have additional service commitment and will no longer be subject to termination charges. The Month-to-Month service rates will be subject to Company-initiated rate changes.

    Customers desiring Plexar Custom Service can convert the service at terms, conditions and rates set forth in *'Plexar-Custom Service'* found later in this Section.

[1] Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer available for new installations or renewals of Plexar-II Service. Plexar-II customers currently on a 48 or 60 month term period may continue service at their existing Payment Plan rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply.

[2] Effective October 1, 2013, the 24-Month option will no longer be available for customers seeking to extend their contract under this option.

PLEXAR®-II SERVICE (cont'd)

D. Payment Plans[1] (cont'd)

9. For Service Term Agreements which become effective on or after April 27, 2005:

   - Termination charges will be applicable to the fixed monthly rate plan under the following conditions if the subscriber: a) disconnects the entire service; b) disconnects more than 35% of the maximum contracted station quantity installed during the duration of the contract.

   For Service Term Arrangements in effect prior to April 27, 2005:

   - Termination charges based on the present worth of the remaining monthly payments will be applicable to the fixed monthly rate plan under the following conditions if the subscriber: a) disconnects the entire service; b) disconnects more than 35% of the maximum contracted station quantity installed during the duration of the contract.

   The termination charge is calculated as follows:

   1. Under the conditions described above, subtract the allowable 35% station fluctuation from the maximum contracted station quantity installed during the duration of the contract. This number is multiplied by

   2. The monthly Plexar-II charges, multiplied by

   3. The number of months of the contract not being fulfilled, multiplied by

   4. Fifty percent (50%).

   In addition, the remainder of any installation and non-recurring charges that have been deferred must be paid in full.

   Termination charges are not applicable to Plexar-II station line facilities under the following conditions: (1) when the customer adds Plexar-II access lines with an equivalent reduction in the number of station line facility rate elements; (2) the customer subscribes to Access Advantage Plus as found in Part 6, Section 7 and continues with an equivalent Plexar service arrangement subject to the allowable station fluctuation specified above.

10. The customer may, at his option, prior to the expiration of the existing contract term, terminate the contract without incurring termination charges provided: a) customer signs a new contract at prevailing rates for a term at least as long as the period remaining in the original contract; b) continues with an equivalent Plexar service arrangement (i.e., current system size); and c) agrees to pay the deferred installation and nonrecurring charges incurred on the original contract, by present worthing the remaining amount and applying current annuity factors as specified in paragraph D.2 preceding, for the new term.

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[1] Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer available for new installations or renewals of Plexar-II Service. Plexar-II customers currently on a 48 or 60 month term period may continue service at their existing Payment Plan rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply.

PLEXAR®-II SERVICE (cont'd)

D. Payment Plans/1/ **(cont'd)**

    11. Nonrecurring Charge Waiver Options

        New Service
        Nonrecurring charges associated with the installation of new PLEXAR-II service will be waived for new, winback, and win customers. In addition, existing PLEXAR-II subscribers moving their PLEXAR-II service to a new location are eligible. Customers must agree to sign a 24-month or greater term Payment Plan and install a minimum of 8 stations. Nonrecurring charges will be waived for each analog or ISDN BRI Station connected during installation of the PLEXAR-II system.

        Additional Lines
        Nonrecurring charges associated with the installation of new PLEXAR-II stations will be waived for existing customers who agree to install a minimum of 3 additional stations and add the stations to an existing agreement.

        The nonrecurring charges to be waived under these Waiver Options are as follows:
- Service Establishment Charge to Establish a New System (per Central Office)
- Station Rates, Initial Installation, Service Connection Charge (per station)
- Station Line Facility Rates Installation Charge (based on mileage)

        These Waiver Options are not available to customers covered under a Customer Specific Pricing (CSP) contract.

    12. Service Migration and Early Termination Charges

        If Customer migrates an AT&T Plexar-II Service or Service Component (referred to as the "Terminated ILEC Service") to a qualifying AT&T Business Voice over IP (BVoIP) Service (referred to as the "Replacement Service"), then the Early Termination Charge associated with the Terminated ILEC Service will be waived provided:

- The Terminated ILEC Service has been installed at the Customer site for no fewer than 12 months;
- The Term of the Replacement Service agreement is equal to or greater than the remaining term for the Terminated ILEC Service; and   (C)
- The Replacement Service is installed at the same Customer sites as the Terminated ILEC Service.   (C)
        (D)
        (D)

        It is at the Company's sole discretion whether a product change satisfies these requirements.

/1/ Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer available for new installations or renewals of Plexar-II Service. Plexar-II customers currently on a 48 or 60 month term period may continue service at their existing Payment Plan rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply.

PLEXAR®-II SERVICE (cont'd)

E. Rates

1. Nonrecurring Charges

   a. Service Establishment Charge, to establish a new system:

   Per Serving Central Office (Analog only) /NRCEX/
   Month to Month $450.00
   12 Months 450.00
   24+Months 450.00

   Per Serving Central Office (Analog/BRI mix) /C3CCB/
   Month to Month 450.00
   12 Months 450.00
   24+Months 450.00

   Per Serving Central Office (BRI only) /C3CBR/[1,2]
   Month to Month 290.00
   12 Months 145.00
   24Months .... N/A

   b. Conversion Charges, applicable to converting existing systems, per serving central office and when converting existing Plexar-II service provided by a Competitive Local Exchange Carrier (CLEC) reselling AT&T Arkansas' Plexar-II service back to AT&T Arkansas service.[4]

   Centrex II to Plexar-II /FSC24/... 285.00
   Plexar-I, Package 1 or Package 2 to Plexar-II /C3VIX/ 450.00
   BRI Converting Analog or Analog and BRI /FSCBA/
   Month to Month 160.00
   12 Months 305.00
   24+Months 450.00

   c. Supersedure Fee, per system /NRV08/.. 25.00

   d. System Subsequent Change Charge,

   Per Serving Central Office, per Change /1CRAL/... 31.20[3]
   Service and Equipment... 2.50

   e. Service Connection Charge .... 2.50[3]

   f. Transfer of Telephone Numbers

	Nonrecurring Charge	Service Connection Charge
To Plexar-II, per number /NR9TH/	$25.00[5]	$2.50[6]
To Other Business Services, per Number /NR9TJ/	25.00[7]	2.50[7]

Refer to footnotes on the following sheet.

PLEXAR®-II SERVICE (cont'd)

E. **Rates (cont'd)**

1. Nonrecurring Charges (cont'd)

    Footnotes:

    /1/ The installation charge (also referred to as nonrecurring charge) will be waived if the customer agrees to maintain the service for at least 24 months from the date of installation. If the customer fails to maintain the service for the entire 12 or 24 month period, upon disconnection of service, the waived installation charge will be billed to the customer. Customers who agreed to the 12 month period will be billed the additional $145.00 for a total of $290.00. Customers who agreed to the 24 month period will be billed the $290.00 installation charge.

    /2/ The Company will agree to allow new ISDN customers a 60-day trial of the service for one Plexar-II ISDN system at a single location from the date of installation prior to obligating themselves to pay the installation charge of $290.00 for month-to-month service, $145.00 for agreeing to maintain the service for a 12-month period, or no installation charge for agreeing to maintain the service for at least a 24-month period. In the event a customer decides to terminate the service prior to the expiration of the 60-day trial period, then the customer will not be obligated to pay the Plexar-II system installation charge and will be obligated only for the monthly recurring charges from the date of the installation to the date of the requested termination. The trial provision is not intended for transient locations or use, such as trade shows, convention centers, exhibit halls, etc. A 60-day trial period counts as part of any contract period a customer may elect at the conclusion of the trial.

    /3/ Applies when changes are made that effect the entire system.

    /4/ Refer to Part 3, Section 1 for applicable conversion charge.

    /5/ Standard capability of a Plexar-II arrangement includes the customer retaining a maximum of ten existing telephone numbers, at the time of initial installation, per serving central office. This charge applies to those numbers exceeding ten. When the customer requests the addition of telephone numbers subsequent to initial installation, this charge applies to each number.

    /6/ Applicable when transferring telephone numbers subsequent to initial system installation.

    /7/ Not applicable when the customer disconnects the entire Plexar-II system.

PLEXAR®-II SERVICE (cont'd)

E. Rates (cont'd)

2. Plexar-II Access Line Rates

   a. Rates and Charges for Simulated Access Lines shall be the equivalent monthly Business Access Line rate as set forth in Part 4, Section 2 or SmartTrunk Business Trunk equivalent rate as set forth in Part 17, Section 2, paragraph M. *Rate and Charge Schedule.*

   b. A Plexar system must have one or more Basic Rate Interface (BRI) stations as part of their Plexar system in order to qualify for SmartTrunk Compatible Trunk Equivalents. The combination of SmartTrunk Business Trunk equivalents and Business Access Line equivalents in the same common block is prohibited.

   c. These facilities may be used for either interoffice station-to-station and/or network access requirements. If dedicated interoffice facilities are utilized in lieu of Plexar-II access lines for station-to-station calling, apply appropriate rates and charges as specified in Part 15, Section 2 or Section 3.

   d. Apply the equivalent PBX Trunk rate, as specified in the Part 4, Section 2, per Plexar-II access lines.[1]

   e. End User Common Line (EUCL) charges will be billed to Plexar-II as set forth in the Access Tariff.

   f. For Plexar-II, an equivalent to the Business EUCL charge will apply per Plexar-II access line. The difference between the calculation from paragraph E.2.e preceding and this paragraph will be credited to the customer's account, once each month on the customer's bill. No credit or debit will be applied to the customer's partial month's Business EUCL charges for stations which may have been added or deleted during the bill period.

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[1] For access lines arranged for inward only traffic, apply appropriate inward only PBX Trunk Rate in Part 4, Section 2.

PLEXAR®-II SERVICE (cont'd)

E. Rates (cont'd)

3. Plexar-II Station Rates

				Monthly Rates			
	USOC	Month to Month	12 Month	24 Month	36 Month	48 Month[7]	60 Month[7]
29 or fewer Stations:							
Basic Station	FZA FZAX3 HRAX3 HRQX3	$12.75	$10.00	$9.00	$7.00	$6.50	$6.25
Off-Premises Station	FZN FZNX3 HRNX3	12.75	10.00	9.00	7.00	6.50	6.25
BRI Station[4,6]	XRB	19.00	18.00	17.00	16.00	15.00	14.00
- CSV/CSD, per B-Channel[5]	LTG1X	7.50	7.25	7.00	6.75	6.50	6.25
30 Stations & Above:							
Basic Station	FZA FZAX3 HRAX3 HRQX3	11.75	9.00	8.00	6.00	5.50	5.25
Off-Premises Station	FZN FZNX3 HRNX3	11.75	9.00	8.00	6.00	5.50	5.25
BRI Station[4,6]	XRB	18.00	17.00	16.00	15.00	14.00	13.00
- CSV/CSD, per B-Channel[5]	LTG1X	7.50	7.25	7.00	6.75	6.50	6.25
Multi-Switch Station Additive[3]	ILVTS	1.30	1.30	1.30	1.30	1.30	1.30

See following sheet for footnotes

PLEXAR®-II SERVICE (cont'd)

E. Rates (cont'd)

3. Plexar-II Station Rates (cont'd)

Nonrecurring Charges

	USOC	Installation Charge	Service Connection Charge
Initial Installation, Per Basic or Off-Premise station		---	$23.55
Per BRI Station		---	23.55
Subsequent Change Charge	SG9PA	$0.30[1]	2.50[2]

/1/ Applies per feature, per station, when making changes subsequent to initial system installation to add, change, or rearrange standard features. Not applicable to changes made by Plexar Mate (Previously CRS).
/2/ Applies per station regardless of the number of standard features added, changed or rearranged.
/3/ Not applicable to Plexar-II Off-Premises Stations.
/4/ Maximum of two B-Channels of either Circuit Switched Voice (CSV) or Circuit Switched Data (CSD) and one D-Channel per BRI station.
/5/ Applies in addition to the BRI station rate based on the customer's configuration of B & D Channels.
/6/ Not available when associated with Access Advantage Plus as found in Part 6, Section 7.
/7/ Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer available for new installations or renewals of Plexar-II Service. Plexar-II customers currently on a 48 or 60 month term period may continue service at their existing Payment Plan rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply.

PLEXAR®-II SERVICE (cont'd)

E. Rates (cont'd)

4. Station Line Facility Rates[1]

	USOC	MON. TO MON.	MONTHLY RATES				
			12 MON.	24 MON.	36 MON.	48 MON.[7]	60 MON.[7]
Basic Station[5] 0-2.0 Miles, per Plexar-II station[2] 1LSEA		$60.00(I)	$9.85	$8.65	$8.50	$8.00	$7.50
Over 2.0 Miles, per Plexar-II station[2] 1LSEB		80.00(I)	16.10	14.20	12.70	12.25	11.70
BRI[3,6] 0-2.0 Miles, per Plexar-II BRI station[4] 1LSDA		73.00(I)	21.00	20.50	20.00	19.50	19.00
Over 2.0 Miles, per Plexar-II BRI station[4] 1LSDB		55.50	55.00	54.50	54.00	53.50	53.00
Link Extension[6] Per Plexar BRI station .... LKX		106.50	106.00	105.50	105.00	104.50	104.00

Nonrecurring Charges

USOC	Installation Charge
1LSEA	N/A
1LSEB	N/A
1LSDA	$181.60
1LSDB	181.60
LKX	97.25

[1] The station line facility rates apply to Plexar-II stations in excess of the number of Plexar-II access lines.

[2] Apply 415 Type rates and charges as specified in Part 15, Section 2 to Off-Premises Stations in lieu of station line facility rates.

[3] Apply BRI Station Line Facility in addition to a SmartTrunk compatible Trunk Flat Rate Usage when SmartTrunk Compatible Trunk is used for exchange access lines.

[4] Apply Link Extension in addition to the appropriate BRI Station Line Facility Rate when used for Off-Premise Stations.

[5] Not applicable on stations associated with Access Advantage Plus as found in Part 6, Section 7.

[6] Not available when associated with Access Advantage Plus as found in Part 6, Section 7.

[7] Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer available for new installations or renewals of Plexar-II Service. Plexar-II customers currently on a 48 or 60 month term period may continue service at their existing Payment Plan rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply.

PLEXAR®-II SERVICE (cont'd)

E. Rates (cont'd)

   5. Facility Terminations:

| | | MONTHLY RATES | | | | | |
	USOC	MON. TO MON.	12 MON.	24 MON.	36 MON.	48 MON.[7]	60 MON.[7]
Tie Trunk Terminations							
Analog Facility[1].......	KT6	$33.00	$28.00	$28.00	$28.00	$28.00	$28.00
Digital Facility:							
- Per DS1 Connection[2]	KES	160.00	155.00	155.00	155.00	155.00	155.00
- Per DS0 Channel[3]	K6S	12.00	11.50	11.50	11.50	11.50	11.50
Digital Direct Facility:							
- Per Digital Direct Termination[2].....	UTAPX	800.00	750.00	600.00	500.00	400.00	300.00
- Optional Feature Backup D-Channel, each[4]							
Out-WATS Terminations[6]							
Per Termination	EET	15.00	12.25	12.25	12.25	12.25	12.25

| | Nonrecurring Charges | |
	Installation Charge	Service Connection Charge
Tie Trunk Terminations		
Analog Facility[1]...	$41.25	$4.20[5]
Digital Facility:		
- Per DS1 Connection[2]..	49.10	4.20[5]
- Per DS0 Channel[3]...	8.45	4.20[5]
Digital Direct Facility:		
- Per Digital Direct Termination[2]	2,000.00	4.20[5]
- Optional Feature Backup D-Channel[4], each............		
Out-WATS Termination		
- Per Termination...	73.45	4.20[5]

/1/ Appropriate rates and charges for analog facilities apply.
/2/ Appropriate rates and charges for the digital 1.544 MBPS facilities apply.
/3/ One DS1 connection is required per 24 DSOs.
/4/ For optional *Backup D-Channel* USOC, Rates and Nonrecurring Charges, please see Part 17, Section 2, paragraph M. *Rate and Charge Schedule*.
/5/ Not applicable if the feature is installed at the same time as the Plexar-II system.
/6/ Appropriate rates and charges for the facility being terminated also apply.
/7/ Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer available for new installations or renewals of Plexar-II Service. Plexar-II customers currently on a 48 or 60 month term period may continue service at their existing Payment Plan rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply.

PLEXAR®-II SERVICE (cont'd)

E. Rates (cont'd)

6. Optional Features

MONTHLY RATES

	USOC	MON. TO MON.	12 MON.	24 MON.	36 MON.	48 MON./4/	60 MON./4/
Assume Dial Nine							
Per Serving Central Office...........	A9DPO	$25.00	$25.00	$25.00	$25.00	$25.00	$25.00
Automatic Route Selection (ARS) - Basic							
Per Plexar-II Station in an ARS arrangement	ABBPA	0.75	0.70	0.60	0.50	0.40	0.30
Busy Verification							
Per System	EDSPS	2.00	1.90	1.80	1.70	1.60	1.50

Nonrecurring Charges

	USOC	Installation Charge	Service Connection Charge
Assume Dial Nine			
Per Serving Central Office........................	A9DPO	$19.80	$4.20/1/
Automatic Route Selection (ARS) - Basic Initial Installation			
Per System	1CRPB	170.85	4.20/1/
Subsequent Change Charge			
Per System/2/...	SG9PB	170.85	4.20
Per Plexar-II Station/3/..............................	SG9PV	0.30	2.50
Busy Verification			
Per System	EDSPS	19.50	4.20/1/

/1/ Not applicable if the feature is installed at the same time as the Plexar-II system.
/2/ Applies when making changes subsequent to initial optional feature installation to add or make changes to the ARS arrangement.
/3/ Applies when making changes subsequent to initial optional feature installation to equip additional stations or change the stations accessibility to the ARS arrangement.
/4/ Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer available for new installations or renewals of Plexar-II Service. Plexar-II customers currently on a 48 or 60 month term period may continue service at their existing Payment Plan rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply.

PLEXAR®-II SERVICE (cont'd)

E. Rates (cont'd)

6. Optional Features (cont'd)

MONTHLY RATES

	USOC	MON. TO MON.	12 MON.	24 MON.	36 MON.	48 MON./3/	60 MON./3/

Call Forwarding Busy Line/Don't Answer Outside System

Per Plexar-II Station
Equipped with:

	USOC	MON. TO MON.	12 MON.	24 MON.	36 MON.	48 MON./3/	60 MON./3/
Busy.........................	FBJ	$2.00	$1.50	$1.25	$1.00	$0.75	$0.50
Don't Answer	FDJ	2.00	1.50	1.25	1.00	0.75	0.50
Busy and Don't Answer	FVJ	3.00	2.50	2.00	1.50	1.00	0.75

	USOC	Nonrecurring Charges Installation Charge	Service Connection Charge

Call Forwarding Busy Line/Don't Answer Outside System

Per Plexar-II System equipped with:

	USOC	Installation Charge	Service Connection Charge
Busy..	1CRCF	$5.20	$4.20/1/
Don't Answer	1CRCG	5.20	4.20/1/
Busy and Don't Answer	1CRCH	10.35	4.20/1/

Per Plexar-II Station equipped with:

	Installation Charge	Service Connection Charge
Busy..	---	$4.20/1/
Don't Answer	---	4.20/1/
Busy and Don't Answer	---	4.20/1/

	USOC	Installation Charge	Service Connection Charge
Subsequent Change Charge Per Plexar-II Station/2/.............................	SG9PV	0.30	2.50

/1/ Not applicable if the feature is installed at the same time as the Plexar-II system or station.
/2/ Applies when making changes subsequent to initial optional feature installation to change the destination telephone number or the number of ringing cycles.
/3/ Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer available for new installations or renewals of Plexar-II Service. Plexar-II customers currently on a 48 or 60 month term period may continue service at their existing Payment Plan rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply.

PLEXAR®-II SERVICE (cont'd)

E. Rates (cont'd)

6. Optional Features (cont'd)

		MONTHLY RATES						
	USOC	MON. TO MON.	12 MON.	24 MON.	36 MON.	48 MON./4/	60 MON./4/	
Custom Calling Services Per Plexar-II Station:								(C)
Auto Redial	NX9	$1.00	$1.00	$1.00	$1.00	$1.00	$1.00	
Call Blocker..............	NX5	1.00	1.00	1.00	1.00	1.00	1.00	
Call Return..............	NX8	1.00	1.00	1.00	1.00	1.00	1.00	
Priority Call	NX2	1.00	1.00	1.00	1.00	1.00	1.00	
Selective Call Forwarding...............	NX6	1.00	1.00	1.00	1.00	1.00	1.00	
Custom Calling Service Package (all 5 services listed above)								(C)
....	NLH5U	3.85	3.85	3.85	3.85	3.85	3.85	

		Nonrecurring Charges		
	USOC	Installation Charge	Service Connection Charge	
Custom Calling Services Per System:				(C)
Auto Redial...	NX9PS	$33.15	$4.20/1/	
Call Blocker	NX5PS	20.45	4.20/1/	
Call Return...	NX8PS	33.15	4.20/1/	
Priority Call	NX2PS	20.45	4.20/1/	
Selective Call Forwarding......................	NX6PS	20.45	4.20/1/	
Custom Calling Service Package..........	NHL5V	127.65/2/	4.20/3/	(C)
Per Plexar-II Station:				
Auto Redial...	NX9	1.00	4.20/1/	
Call Blocker	NX5	1.00	4.20/1/	
Call Return...	NX8	1.00	4.20/1/	
Priority Call	NX2	1.00	4.20/1/	
Selective Call Forwarding......................	NX6	1.00	4.20/1/	
Custom Calling Service Package..........	NLH5U	5.00/2/	4.20/3/	(C)

/1/ Not applicable if the feature is installed at the same time as the Plexar-II system or station.

/2/ This charge applies only when the complete Custom Calling Service package is subscribed to. If (C)
individual services have previously been installed, apply the individual installation charge for each
service being added in lieu of the Custom Calling Service package installation charge. (C)

/3/ This charge applies only when the complete Custom Calling Service Package is subscribed to or if a (C)
customer subsequently subscribes to services which completes the package.

/4/ Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer
available for new installations or renewals of Plexar-II Service. Plexar-II customers currently on a 48
or 60 month term period may continue service at their existing Payment Plan rate until the contract
term expires. Upon completion of the current contract term, customers may continue receiving the
service at the then current month-to-month rates. If the customer does not request discontinuance of
the service, the month-to-month rates in effect at such time will automatically apply.

PLEXAR®-II SERVICE (cont'd)

E. Rates (cont'd)

6. Optional Features (cont'd)

	USOC	MON. TO MON.	12 MON.	24 MON.	36 MON.	48 MON.[3]	60 MON.[3]
				MONTHLY RATES			
Call Trace........................	N6T	$1.00	$1.00	$1.00	$1.00	$1.00	$1.00
Call Park Per Station.......................	C4Z	0.20	0.20	0.20	0.20	0.20	0.20

	USOC	Installation Charge	Service Connection Charge
		Nonrecurring Charges	
Call Trace			
Per Plexar-II Station:	N6T	$1.00	$4.20[1]
Per System	N6TPS	29.10	4.20[1]
Per Successful Trace	---	[2]	---
Call Park			
Per System	C4ZPS	35.05	4.20[1]
Per Station	C4Z	1.40	4.20[1]

[1] Not applicable if the feature is installed at the same time as the Plexar-II system or station.

[2] Apply the *Business Call Trace, Per Successful Activation*, rate as specified in Part 7, Section 2, paragraph C. *Prices.*

[3] Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer available for new installations or renewals of Plexar-II Service. Plexar-II customers currently on a 48 or 60 month term period may continue service at their existing Payment Plan rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply.

PLEXAR®-II SERVICE (cont'd)

E. Rates (cont'd)

6. Optional Features (cont'd)

				MONTHLY RATES			
	USOC	MON. TO MON.	12 MON.	24 MON.	36 MON.	48 MON./4/	60 MON./4/
Caller ID							
Per Plexar-II Station/1/							
Calling Number Delivery	NXD	$2.85	$2.85	$2.85	$2.85	$2.85	$2.85
Calling Name Delivery....	NN2	2.85	2.85	2.85	2.85	2.85	2.85
Calling Name & Number Delivery	NXM	3.30	3.30	3.30	3.30	3.30	3.30

		Nonrecurring Charges	
	USOC	Installation Charge	Service Connection Charge
Caller ID			
Initial Installation			
Calling Number Delivery:			
Per System	NXDPS	$12.60	$4.20/3/
Per Plexar-II Station/2/..............................	NXD	2.05	4.20/3/
Calling Name Delivery:			
Per Station	NN2	2.05	4.20/3/
Calling Number & Name Delivery:			
Per System	NXMPS	12.60	4.20/3/
Per Station	NXM	3.40	4.20/3/
Conversion Charges			
Calling Number Delivery to Calling Number & Name Delivery:			
Per Station	NR9C2	2.05	4.20/3/
Calling Name Delivery to Calling Number & Name Delivery:			
Per System	NR9C4	12.60	4.20/3/
Per Station	NR9C3	3.40	4.20/3/

/1/ For DMS-100 central offices not equipped with the software package NTXR83AA, these rates apply only to those individual Non-Business Set stations assigned Caller ID and to all Business Sets with Display stations.

/2/ For DMS-100 central offices not equipped with the software package NTXR83AA, these rates apply only to those Non-Business Set Stations assigned Caller ID.

/3/ Not applicable if the feature is installed at the same time as the Plexar-II system or station.

/4/ Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer available for new installations or renewals of Plexar-II Service. Plexar-II customers currently on a 48 or 60 month term period may continue service at their existing Payment Plan rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply.

PLEXAR®-II SERVICE (cont'd)

E. Rates (cont'd)

6. Optional Features (cont'd)

		MONTHLY RATES					
	USOC	MON. TO MON.	12 MON.	24 MON.	36 MON.	48 MON./4/	60 MON./4/
Cancel Call Waiting/2/ Per Plexar-II Station	PQK	$0.60	$0.55	$0.50	$0.45	$0.40	$0.35
Conference Calling – 6-Port Conference Arrangement Per 6-Port Conference Arrangement/3/	EAA	33.00	30.00	27.50	25.00	22.50	20.00
Dial Plan for Advanced Solutions (DPAS) Per Plexar Station							
Basic Dial Plan	D6PAB	0.50					
Deluxe Dial Plan.............	D6PAD	1.75					

		Nonrecurring Charges	
	USOC	Installation Charge	Service Connection Charge
Cancel Call Waiting			
Per System	1CRCW	$8.90	$4.20/1/
Per Plexar-II Station		---	4.20/1/
Conference Calling – 6-Port Conference Arrangement			
Per 6-Port Conference Arrangement........		17.70	4.20/1/
Dial Plan for Advanced Solutions (DPAS) DPAS Dial Plan established or Plexar Dial Plan or System added	SEPA3	200.00	
Per Plexar station added			
Basic Dial Plan..	D6PAB	1.00	
Deluxe Dial Plan	D6PAD	1.00	
Subsequent Change Charge Per request	REATH		50.00

/1/ Not applicable if the feature is installed at the same time as the Plexar-II system or station.
/2/ Not available to BRI stations.
/3/ When combining two or more conference arrangements, a reduction of available ports will occur.
/4/ Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer available for new installations or renewals of Plexar-II Service. Plexar-II customers currently on a 48 or 60 month term period may continue service at their existing Payment Plan rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply.

PLEXAR®-II SERVICE (cont'd)

E. Rates (cont'd)

6. Optional Features (cont'd)

MONTHLY RATES

	USOC	MON. TO MON.	12 MON.	24 MON.	36 MON.	48 MON./12/	60 MON./12/
Electronic Key Telephone Service (EKTS) Package/1/							
Per B-Channel................	EFV	$3.00	$3.00	$3.00	$3.00	$3.00	$3.00
Message Waiting Indication/7/ Per Plexar-II Station:							
With SMDI/4,5,8/................	MWZ M9Z, M5Z MW4PK	0.15	0.10	0.10	0.10	0.10	0.10
Without SMDI/6,9/.............	MWC3X MW72X MWS, MW9PK	---	---	---	---	---	---
Music on Hold/10,11/ Per System.....................	MHDPS	29.00	29.00	29.00	29.00	29.00	29.00

		Nonrecurring Charges	
	USOC	Installation Charge	Service Connection Charge
Electronic Key Telephone Service (EKTS) Package Initial Installation			
Per System	1CREP	$107.55	$4.20/3/
Subsequent Change Charge/2/			
Per B-Channel	REA18	3.65	2.50/3/
Per System	REA13	21.90	2.50/3/
Message Waiting Indication Per Plexar-II Station:			
With SMDI..	MWZ, M9Z M5Z, MW4PK	1.65	4.20/3/
Without SMDI...	MWC3X, MWS MW72X, MW9PK	1.65	4.20/3/
Music on Hold			
Per System	MHDPS	38.50	$4.20/3/
Per Station	MHD	1.40	$4.20/3/

See following sheet for footnotes

PLEXAR®-II SERVICE (cont'd)

E. Rates (cont'd)

    6. Optional Features (cont'd)

       Electronic Key Telephone Service (EKTS) Package

       Message Waiting Indication

/1/   Available only to BRI stations.
/2/   Applies when making changes subsequent to initial optional feature installation to add, change or rearrange features contained in the EKTS Package.
/3/   Not applicable if the feature is installed at the same time as the Plexar-II system.
/4/   Requires Simplified Message Desk Interface (SMDI). These rates are in addition to the rates and charges for SMDI.
/5/   This charge is applicable to SMDI arrangements when calls are forwarded to the message desk hunt group within the Plexar-II system, whether utilizing an external message desk provider or customer provided message desk equipment. This provides for activation of message waiting indication (audible and/or visual).
/6/   This charge is applicable to Plexar-II arrangements subscribing to voice mail services provided by an external message desk where calls are forwarded outside the Plexar-II system. This one time charge allows the activation of message waiting indication (audible and/or visual) per Plexar-II station. Additionally, rates and charges for "Call Forwarding/Busy Line Don't Answer Outside System" apply per Plexar-II station.
/7/   Not available with BRI Stations. For the message waiting indication feature available to BRI Stations, see *Visual Message Waiting Indication* in paragraph B.1.b.
/8/   The MWZ USOC applies when both audible and visual alerting are provided. For audible signal only, the M9Z USOC applies; for visual signal only, the M5Z USOC applies. For Business Sets (DMS100) only, the MW4PK USOC applies.
/9/   The MWC3X USOC applies when both audible and visual alerting are provided. For audible signal only, the MW72X USOC applies; for visual signal only, the MWS USOC applies. For Business Sets (DMS100) only, the MW9PK USOC applies.
/10/ A voice grade channel may be required for this service. Apply the appropriate rates and charges as specified in Part 15, Section 2.
/11/ Not applicable for Business Sets.
/12/ Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer available for new installations or renewals of Plexar-II Service. Plexar-II customers currently on a 48 or 60 month term period may continue service at their existing Payment Plan rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply.

PLEXAR®-II SERVICE (cont'd)

E. Rates (cont'd)

6. Optional Features (cont'd)

	USOC	MON. TO MON.	MONTHLY RATES				
			12 MON.	24 MON.	36 MON.	48 MON./7/	60 MON./7/
Night Service Per Arrangement............	NS6PA	$7.50	$7.00	$6.50	$6.00	$5.50	$5.00
Outgoing Trunk Queuing/2/ Per System.....................	OYTPS	2.00	1.75	1.50	1.25	1.00	0.75
Plexar Mate (previously Customer Rearrangement Service (CRS) - Basic)/3/ Per Plexar-II Station/6/	DWD	1.95/4/	1.00	0.90	0.75	0.60	0.50

	USOC	Nonrecurring Charges Installation Charge	Service Connection Charge
Night Service Per Arrangement		$36.95	$4.20/1/
Outgoing Trunk Queuing Per System		27.65	4.20/1/
Plexar Mate Per Database/5/	1CRCR	475.05	4.20/1/
Additional Plexar Mate Training Per Hour	NR9TR	Nonrecurring Charge $59.25	

/1/ Not applicable if the feature is installed at the same time as the Plexar-II system or station.
/2/ Not available on stations associated with Access Advantage Plus as found in Part 6, Section 7.
/3/ Refer to paragraph C.5 preceding for parameters associated with this feature.
/4/ Available only to existing Plexar Mate contracted customers at the conclusion of their fixed term contract.
/5/ A separate Plexar Mate database must be established for each *different* central office served by a single Plexar-II system. The installation charge applies to each Plexar Mate database established.
/6/ Applicable only to Plexar-II stations loaded into the Plexar Mate database.
/7/ Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer available for new installations or renewals of Plexar-II Service. Plexar-II customers currently on a 48 or 60 month term period may continue service at their existing Payment Plan rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply.

PLEXAR®-II SERVICE (cont'd)

E. Rates (cont'd)

6. Optional Features (cont'd)

MONTHLY RATES

	USOC	MON. TO MON.	12 MON.	24 MON.	36 MON.	48 MON./3/	60 MON./3/
Routed Numbers Per Telephone Number Routed............................	R1SCX	$0.25	$0.25	$0.25	$0.25	$0.25	$0.25
Preferential Hunting Per Plexar-II Station	PHG	0.35	0.30	0.25	0.20	0.15	0.10
Remote Access to Call Forwarding Per Station......................	FRC	1.00	1.00	1.00	1.00	1.00	1.00

		Nonrecurring Charges	
	USOC	Installation Charge	Service Connection Charge
Routed Numbers Route Index Established Charge Per Route Established..............................	SEPR1	$150.00	$5.05/1/
Preferential Hunting Initial Installation Per Plexar-II Station		---	4.20/1/
Subsequent Change Charge Per Plexar-II Station/2/..............................	SG9PV	$0.30	2.50/1/
Remote Access to Call Forwarding Per System	FRCPS	45.20	4.20/1/
Per Station	FRC	1.40	4.20/1/

/1/ Not applicable if the feature is installed at the same time as the Plexar-II system or station.
/2/ Applies when making changes subsequent to initial optional feature installation to add, change or rearrange a hunt list.
/3/ Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer available for new installations or renewals of Plexar-II Service. Plexar-II customers currently on a 48 or 60 month term period may continue service at their existing Payment Plan rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply.

PLEXAR®-II SERVICE (cont'd)

E. Rates (cont'd)

6. Optional Features (cont'd)

				MONTHLY RATES			
	USOC	MON. TO MON.	12 MON.	24 MON.	36 MON.	48 MON./8/	60 MON./8/
Remote Access Capability/2/ Per Remote Access Facility	RAUPS	$20.00	$19.50	$19.00	$18.50	$18.00	$17.50
Simplified Message Desk Interface (SMDI)/4/ Per System/5,6,7/	SMQPS	200.00	190.00	180.00	170.00	160.00	150.00

		Nonrecurring Charges	
	USOC	Installation Charge	Service Connection Charge
Remote Access Capability Initial Installation Per Facility...		$12.20	$4.20/1/
Subsequent Change Charge/3/	SG9PR	12.20	2.50
Simplified Message Desk Interface (SMDI) Per System/5,6,7/..		73.80	4.20/1/

/1/ Not applicable if the feature is installed at the same time as the Plexar-II system or station.
/2/ Appropriate rates and charges for incoming and outgoing facilities also apply.
/3/ Applies when making changes subsequent to initial optional feature installation when making changes associated with accessing the Remote Access Facility.
/4/ Plexar-II stations in the SMDI message desk hunt group must be in the same Plexar-II system as the stations accessing the message desk.
/5/ SMDI arrangements utilizing an external message desk/voice mail provider require access links and a voice grade channel, subscribed to by the external message desk/voice mail provider, from Part 15, Section 2. The external message desk provider must also provide a modem conforming to the technical standards of the Company. Access links carry the voice traffic between the Plexar-II system and the message desk/mail box. The data channel carries called party number information and the message waiting indicator. The Plexar-II message desk hunt group is connected to the access links in the central office.
/6/ SMDI arrangements utilizing the customer-owned message desk/voice mail equipment, require the Plexar-II customer to additionally subscribe to a voice grade data channel from Part 15, Section 2. Customer-provided modem, answering equipment, and Message Desk controller conforming to the technical specifications of the Company are also required. The message desk Plexar-II hunt group provides the access links to the customer premises.
/7/ This rate provides for called party number delivery.
/8/ Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer available for new installations or renewals of Plexar-II Service. Plexar-II customers currently on a 48 or 60 month term period may continue service at their existing Payment Plan rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply.

PLEXAR®-II SERVICE (cont'd)

E. Rates (cont'd)

6. Optional Features (cont'd)

MONTHLY RATES

	USOC	MON. TO MON.	12 MON.	24 MON.	36 MON.	48 MON./3/	60 MON./3/
Speed Calling – 30 Codes Per Plexar-II Station	E3Z	$0.40	$0.30	$0.30	$0.30	$0.30	$0.30
Speed Calling – 50 Codes/2/ Per Plexar-II Station	E5V	0.60	0.50	0.50	0.50	0.50	0.50
Split Service Offering Per Additional Common Block..............................	SOJ	10.00	9.00	8.00	7.00	6.00	5.00
Station Message Detail Recording (SMDR) Per Plexar-II Station	SMR	1.70	1.60	1.50	1.40	1.30	1.20

Nonrecurring Charges

	USOC	Installation Charge	Service Connection Charge
Speed Calling – 30 Code Initial Installation			
Per System	1CRSC	$9.75	$4.20/1/
Per Plexar-II Station		---	4.20/1/
Speed Calling – 50 Code Initial Installation			
Per System	1CRSD	9.75	4.20/1/
Per Plexar-II Station		---	4.20/1/
Split Service Offering Per Additional Common Block..................		58.30	4.20/1/
Station Message Detail Recording (SMDR) Per System	SMRPS	104.35	4.20/1/

/1/ Not applicable if the feature is installed at the same time as the Plexar-II system or station.
/2/ Not available to BRI stations.
/3/ Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer available for new installations or renewals of Plexar-II Service. Plexar-II customers currently on a 48 or 60 month term period may continue service at their existing Payment Plan rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply.

PLEXAR®-II SERVICE (cont'd)

E. Rates (cont'd)

6. Optional Features (cont'd)

	USOC	MON. TO MON.	12 MON.	24 MON.	36 MON.	48 MON./7/	60 MON./7/
Trunk Answer Any Station Per Arrangement............	NTUPA	$0.75	$0.50	$0.50	$0.50	$0.50	$0.50
Uniform Call Distribution (UCD) Per UCD Group/2/							
With Queuing/4/...............	UQAPG	45.00	40.00	40.00	40.00	40.00	40.00
Without Queuing	A6VPG	27.50	25.00	25.00	25.00	25.00	25.00
Additional Queue Slots Per Queue Slot..............	QSSA1	1.50	1.00	1.00	1.00	1.00	1.00
Make Busy Key, Per Key/3/........................	DXVPB	4.00	3.75	3.75	3.75	3.75	3.75
Music on Queue, Per UCD Group/3/	MQQPG	27.00	25.00	25.00	25.00	25.00	25.00
Recorded Delay Announcement Per Announcement/3/......	RKDEX	28.50	26.50	26.50	26.50	26.50	26.50
Stop Hunt Key, Per Key/3/........................	BHKPB	4.00	3.75	3.75	3.75	3.75	3.75
UCD Queue Status Lamp Per UCD Group/3/	AQQPG	15.00	13.00	13.00	13.00	13.00	13.00
UCD on Business Set/5/							
Per UCD Group..............	UGPPG	10.75	9.50	9.50	9.50	9.50	9.50
Per Business Set............	UGPPK	0.15	0.10	0.10	0.10	0.10	0.10
Visual Message Waiting Indication/6/							
Per B-Channel................	OFABN	0.50	0.50	0.50	0.50	0.50	0.50

Nonrecurring Charges (see following sheet)

See following sheet for footnotes

PLEXAR®-II SERVICE (cont'd)

E. Rates (cont'd)

6. Optional Features (cont'd)

| | | Nonrecurring Charges | |
	USOC	Installation Charge	Service Connection Charge
Trunk Answer Any Station			
Per Arrangement		$6.30	$4.20[1]
Uniform Call Distribution (UCD)			
Per UCD Group[2]			
With Queuing[4]		44.90	4.20[1]
Without Queuing		25.90	4.20[1]
Additional Queue Slots			
Per Queue Slot		2.05	4.20[1]
Make Busy Key			
Per Key[3]		---	4.20[1]
Music on Queue			
Per UCD Group[3]		28.15	4.20[1]
Recorded Delay Announcement			
Per Announcement[3]		114.15	4.20[1]
Stop Hunt Key			
Per Key[3]		---	4.20[1]
UCD Queue Status Lamp			
Per UCD Group[3]		18.40	4.20[1]
UCD on Business Set[5]			
Per UCD Group		21.45	4.20[1]
Per Business Set		1.45	4.20[1]
Visual Message Waiting Indication			
Per B-Channel	OFABN	3.20	4.20[1]

[1] Not applicable if the feature is installed at the same time as the Plexar-II system or station.
[2] Maximum of 25 agents per UCD group.
[3] A voice grade channel may be required for this service. Apply the appropriate rates and charges as specified in Part 15, Section 2.
[4] Equal to 30% of all UCD stations in the group.
[5] Available only in DMS offices where applicable software exists.
[6] Available only to BRI stations. For Basic Stations, this functionality is provided through the Message Waiting Indication optional feature.
[7] Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer available for new installations or renewals of Plexar-II Service. Plexar-II customers currently on a 48 or 60 month term period may continue service at their existing Payment Plan rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply.

PLEXAR®-II SERVICE (cont'd)

E. Rates (cont'd)

  7. Digital Multiplex System (DMS) Optional Features

MONTHLY RATES

	USOC	MON. TO MON.	12 MON.	24 MON.	36 MON.	48 MON./9/	60 MON./9/
Automatic Call Distribution (ACD)/7,8/ Electronic Business Sets:							
Basic Feature Package Per Agent/1,3/..................	BQEPA	$14.25	$14.00	$13.75	$13.50	$13.25	$13.00

		Nonrecurring Charges	
	USOC	Installation Charge	Service Connection Charge
Automatic Call Distribution (ACD)/7,8/ Electronic Business Sets:			
Basic Feature Package Service Establishment Charge Per Agent	SEPE2	$400.00/5/	---
Initial Installation:			
Per System..	BQEPS	203.20/4/	$4.20/2/
Per Agent		7.45	4.20/2/
Subsequent Change Charge/6/			
Per System..	BQESS	195.70	2.50
Per Agent	BQESA	2.40	2.50

/1/ Features in this package are not available on an individual basis.
/2/ Not applicable if the feature is installed at the same time as the Plexar-II system or station.
/3/ A voice grade channel may be required for Call Delay Announcement. Apply the appropriate rates and charges as specified in Part 15, Section 2.
/4/ When combining Electronic Business Sets and Non-Electronic Sets, apply the Non-Electronic Set installation charge, (USOC, BQBPS).
/5/ Also applies to supervisor sets that are agent sets as well.
/6/ Applies when making changes subsequent to initial optional feature installation to add, change or rearrange features contained in the Basic Feature Package.
/7/ Not available to BRI stations.
/8/ Not available on stations associated with Access Advantage Plus as found in Part 6, Section 7.
/9/ Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer available for new installations or renewals of Plexar-II Service. Plexar-II customers currently on a 48 or 60 month term period may continue service at their existing Payment Plan rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply.

PLEXAR®-II SERVICE (cont'd)

E. Rates (cont'd)

    7. Digital Multiplex System (DMS) Optional Features (cont'd)

		MONTHLY RATES					
	USOC	MON. TO MON.	12 MON.	24 MON.	36 MON.	48 MON.[8]	60 MON.[8]
Automatic Call Distribution (ACD)[6,7] (cont'd) Electronic Business Sets (cont'd)							
Advanced Feature Package Per Agent[1,2,4]	BQAPA	$4.00	$3.00	$3.00	$3.00	$3.00	$3.00
Display Feature Package Per Agent[1,2]	BQVBA	3.00	2.60	2.60	2.60	2.60	2.60

		Nonrecurring Charges	
	USOC	Installation Charge	Service Connection Charge
Automatic Call Distribution (ACD) Electronic Business Sets:			
Advanced Feature Package[4] Initial Installation: Per Agent		$35.60	$4.20[3]
Subsequent Change Charge[5] Per Agent	BQASA	35.60	2.50
Display Feature Package Initial Installation: Per System...	BQVPS	19.35	4.20[3]
Per Agent		33.20	4.20[3]
Subsequent Change Charge[5] Per System...	BQVSS	19.35	2.50
Per Agent	BQVSA	33.20	2.50

/1/ Features in this package are not available on an individual basis.
/2/ Requires the Basic Feature Package. These rates are in addition to the rates for the Basic Feature Package.
/3/ Not applicable if the feature is installed at the same time as the Plexar-II system or station.
/4/ A voice grade channel may be required for Queue Status Lamp. Apply the appropriate rates and charges as specified in Part 15, Section 2.
/5/ Applies when making changes subsequent to initial optional feature installation to add, change or rearrange features contained in the Advanced or Display Feature Package.
/6/ Not available to BRI stations.
/7/ Not available on stations associated with Access Advantage Plus as found in Part 6, Section 7.
/8/ Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer available for new installations or renewals of Plexar-II Service. Plexar-II customers currently on a 48 or 60 month term period may continue service at their existing Payment Plan rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply.

PLEXAR®-II SERVICE (cont'd)

E. Rates (cont'd)

7. Digital Multiplex System (DMS) Optional Features (cont'd)

	USOC	MON. TO MON.	MONTHLY RATES				
			12 MON.	24 MON.	36 MON.	48 MON.[4]	60 MON.[4]
Automatic Call Distribution (ACD)[2,3] (cont'd) Electronic Business Sets (cont'd)							
Optional Features							
Additional ACD Directory Number Per Number....................	BQGOB	$0.15	$0.10	$0.10	$0.10	$0.10	$0.10
Additional ACD Directory Number Priority Per Number....................	BQGOD	0.15	0.10	0.10	0.10	0.10	0.10
Additional Incoming Call Queue (10%) Per ACD Group	BQGOF	6.00	5.00	5.00	5.00	5.00	5.00
Additional Secondary Directory Number Per Number....................	BQGMB	0.15	0.10	0.10	0.10	0.10	0.10

	USOC	Nonrecurring Charges	
		Installation Charge	Service Connection Charge
Automatic Call Distribution (ACD) Electronic Business Sets:			
Additional ACD Directory Number Per Number...		---	$4.20[1]
Additional ACD Directory Number Priority Per Number...		---	4.20[1]
Additional Incoming Call Queue (10%) Per System...	BQGOE	$36.85	4.20[1]
Additional Secondary Directory Number Per Number...		---	4.20[1]

/1/ Not applicable if the feature is installed at the same time as the Plexar-II system or station.
/2/ Not available to BRI stations.
/3/ Not available on stations associated with Access Advantage Plus as found in Part 6, Section 7.
/4/ Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer available for new installations or renewals of Plexar-II Service. Plexar-II customers currently on a 48 or 60 month term period may continue service at their existing Payment Plan rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply.

PLEXAR®-II SERVICE (cont'd)

E. Rates (cont'd)

7. Digital Multiplex System (DMS) Optional Features (cont'd)

				MONTHLY RATES			
	USOC	MON. TO MON.	12 MON.	24 MON.	36 MON.	48 MON./4/	60 MON./4/
Automatic Call Distribution (ACD)/2,3/ (cont'd)							
Electronic Business Sets: (cont'd)							
Optional Features (cont'd)							
Agent Key							
Per Agent	BQGMC	$0.10	$0.05	$0.05	$0.05	$0.05	$0.05
Attendant Console to ACD							
Per Console	BQGMD	2.50	2.00	2.00	2.00	2.00	2.00
Call Agent Key							
Per Agent	BQGME	0.10	0.05	0.05	0.05	0.05	0.05
Call Transfer with Time							
Per ACD Group	BQGMF	2.50	2.00	2.00	2.00	2.00	2.00
Controlled Interflow							
Per ACD Group	BQGMH	6.00	5.00	5.00	5.00	5.00	5.00
Display Agent Summary Key							
Per ACD Supervisor.......	BQGMK	0.15	0.10	0.10	0.10	0.10	0.10

		Nonrecurring Charges	
	USOC	Installation Charge	Service Connection Charge
Automatic Call Distribution (ACD)			
Electronic Business Sets:			
Agent Key			
Per Agent		---	$4.20/1/
Attendant Console to ACD			
Per Console		---	4.20/1/
Call Agent Key			
Per Agent		---	4.20/1/
Call Transfer with Time			
Per Agent	BQGOT	$8.30	4.20/1/
Controlled Interflow			
Per ACD System	GQGMG	8.30	4.20/1/
Display Agent Summary Key			
Per ACD Supervisor.......................................		---	4.20/1/

/1/ Not applicable if the feature is installed at the same time as the Plexar-II system or station.
/2/ Not available to BRI stations.
/3/ Not available on stations associated with Access Advantage Plus as found in Part 6, Section 7.
/4/ Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer available for new installations or renewals of Plexar-II Service. Plexar-II customers currently on a 48 or 60 month term period may continue service at their existing Payment Plan rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply.

PLEXAR®-II SERVICE (cont'd)

E. Rates (cont'd)

7. Digital Multiplex System (DMS) Optional Features (cont'd)

	USOC	MON. TO MON.	12 MON.	24 MON.	36 MON.	48 MON.[5]	60 MON.[5]
Automatic Call Distribution (ACD)[3,4] (cont'd)							
Electronic Business Sets: (cont'd)							
Optional Features (cont'd)							
Emergency Key							
Per Agent[2].................... BQGMM		$1.50	$1.25	$1.25	$1.25	$1.25	$1.25
Enhanced Group Status Display							
Per System..................... BQGMN		6.00	5.00	5.00	5.00	5.00	5.00
Forced Agent Availability							
Per System..................... BQGMO		6.00	5.00	5.00	5.00	5.00	5.00
Increased MIS Links							
Per MIS Link.................. BOGMO		21.00	20.00	20.00	20.00	20.00	20.00
Line of Business Code Key							
Per Agent .... BQGMR		0.25	0.20	0.20	0.20	0.20	0.20
Load Management							
Per System..................... BQGMS		2.50	2.00	2.00	2.00	2.00	2.00

The header for the monthly rates table reads "MONTHLY RATES".

	USOC	Installation Charge	Service Connection Charge
		Nonrecurring Charges	
Automatic Call Distribution (ACD)			
Electronic Business Sets:			
Emergency Key			
Per System[2]	BQGML	$49.85	$4.20[1]
Enhanced Group Status Display			
Per System..		---	4.20[1]
Forced Agent Availability			
Per System..		---	4.20[1]
Increased MIS Links			
Per System..	BQGMP	8.30	4.20[1]
Line of Business Code Key			
Per Agent		53.10	4.20[1]
Load Management			
Per System..		---	4.20[1]

/1/ Not applicable if the feature is installed at the same time as the Plexar-II system or station.
/2/ A voice grade channel may be required for this service. Apply the appropriate rates and charges as specified in Part 15, Section 2.
/3/ Not available to BRI stations.
/4/ Not available on stations associated with Access Advantage Plus as found in Part 6, Section 7.
/5/ Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer available for new installations or renewals of Plexar-II Service. Plexar-II customers currently on a 48 or 60 month term period may continue service at their existing Payment Plan rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply.

PLEXAR®-II SERVICE (cont'd)

E. Rates (cont'd)

   7. Digital Multiplex System (DMS) Optional Features (cont'd)

		MONTHLY RATES					
	USOC	MON. TO MON.	12 MON.	24 MON.	36 MON.	48 MON./6/	60 MON./6/
Automatic Call Distribution (ACD)/3,4/ (cont'd)							
Electronic Business Sets: (cont'd)							
Optional Features (cont'd)							
MIS Interface							
Per Interface/1,3/	BQGMU	$1.50	$1.25	$1.25	$1.25	$1.25	$1.25
Multistage Queue Status Refresh							
Per ACD Group	BQGMW	2.50	2.00	2.00	2.00	2.00	2.00
Music on Delay (Queue)							
Per System/1/	BQGOG	2.50	2.00	2.00	2.00	2.00	2.00
Night Service Recorded Announcement and Forward							
Per System.....................	BQGOH	2.50	2.00	2.00	2.00	2.00	2.00
Observe Agent							
Per Observe Key............	BQGMX	3.00	2.00	2.00	2.00	2.00	2.00

		Nonrecurring Charges	
	USOC	Installation Charge	Service Connection Charge
Automatic Call Distribution (ACD)			
Electronic Business Sets:			
MIS Interface			
Per System.....................................	BQGMT	$67.95	$4.20/1/
Multistage Queue Status Refresh			
Per System.....................................	BQGMV	19.35	4.20/1/
Music on Delay (Queue)			
Per System/1/.................................		---	4.20/1/
Night Service Recorded Announcement and Forward			
Per System.................................		16.65	4.20/1/
Observe Agent			
Per Observe Key...........................		---	4.20/1/

/1/ Not applicable if the feature is installed at the same time as the Plexar-II system or station.
/2/ A voice grade channel may be required for this service. Apply the appropriate rates and charges as specified in Part 15, Section 2.
/3/ Not available to BRI stations.
/4/ Not available on stations associated with Access Advantage Plus as found in Part 6, Section 7.
/5/ This feature requires User Interface to MIS. The rates for User Interface to MIS are in addition to the MIS Interface rates.
/6/ Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer available for new installations or renewals of Plexar-II Service. Plexar-II customers currently on a 48 or 60 month term period may continue service at their existing Payment Plan rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply.

PLEXAR®-II SERVICE (cont'd)

E. Rates (cont'd)

   7. Digital Multiplex System (DMS) Optional Features (cont'd)

		MONTHLY RATES				
	USOC	MON. TO MON.	12 MON.	24 MON.	36 MON.	48 MON.[5]	60 MON.[5]
Automatic Call Distribution (ACD)[2,3] (cont'd) Electronic Business Sets: (cont'd)							
Optional Features (cont'd)							
Overflow of Enqueued Calls Per ACD Group	BQGOK	$1.25	$1.00	$1.00	$1.00	$1.00	$1.00
Remote Load Management Per System.....................	BQGMY	1.50	1.25	1.25	1.25	1.25	1.25
Second and Third Recorded Announcements Per Announcement	BQGOL	1.25	1.00	1.00	1.00	1.00	1.00
Status Lamp Enhanced Per Agent[1].....................	BQGM2	1.00	0.75	0.75	0.75	0.75	0.75
Transfer to Incalls Key Per Agent	BQGM3	0.15	0.10	0.10	0.10	0.10	0.10

		Nonrecurring Charges	
	USOC	Installation Charge	Service Connection Charge
Automatic Call Distribution (ACD) Electronic Business Sets:			
Overflow of Enqueued Calls Per System..	BQGOJ	$10.65	$4.20[1]
Remote Load Management Per System..		128.85	4.20[1]
Second and Third Recorded Announcements Per System..	BQGMZ	49.85	4.20[1]
Status Lamp Enhanced Per Agent[1]..		---	4.20[1]
Transfer to Incalls Key Per Agent		---	4.20[1]

/1/ Not applicable if the feature is installed at the same time as the Plexar-II system or station.
/2/ Not available to BRI stations.
/3/ Not available on stations associated with Access Advantage Plus as found in Part 6, Section 7.
/4/ A voice grade channel may be required for this service. Apply the appropriate rates and charges as specified in Part 15, Section 2.
/5/ Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer available for new installations or renewals of Plexar-II Service. Plexar-II customers currently on a 48 or 60 month term period may continue service at their existing Payment Plan rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply.

PLEXAR®-II SERVICE (cont'd)

E. Rates (cont'd)

7. Digital Multiplex System (DMS) Optional Features (cont'd)

	USOC	MON. TO MON.	12 MON.	24 MON.	36 MON.	48 MON.[5]	60 MON.[5]
					MONTHLY RATES		
Automatic Call Distribution (ACD)[3,4] Electronic Business Sets:							
Optional Features (cont'd)							
User Interface to MIS Per MIS Interface[2].........	BOGM4	$1.50	$1.25	$1.25	$1.25	$1.25	$1.25
Variable Wrap-Up Time Per System....................	BQGM5	1.25	1.00	1.00	1.00	1.00	1.00
Virtual Facility Group (VFG) Data in ACD/MIS Per ACD Group	BQGM7	0.15	0.10	0.10	0.10	0.10	0.10
Walkaway/Closed Key Per Agent	BQGM8	0.15	0.10	0.10	0.10	0.10	0.10

	USOC	Nonrecurring Charges Installation Charge	Service Connection Charge
Automatic Call Distribution (ACD) Electronic Business Sets:			
User Interface to MIS Per MIS Interface[2]..		---	$4.20[1]
Variable Wrap-Up Time Per System...		$16.65	4.20[1]
Virtual Facility Group (VFG) Data in ACD/MIS Per System...	BQGM6	19.35	4.20[1]
Walkaway/Closed Key Per Agent		---	4.20[1]

/1/ Not applicable if the feature is installed at the same time as the Plexar-II system or station.
/2/ This feature requires MIS Interface. The rates for MIS Interface are in addition to the User Interface to MIS rates.
/3/ Not available to BRI stations.
/4/ Not available on stations associated with Access Advantage Plus as found in Part 6, Section 7.
/5/ Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer available for new installations or renewals of Plexar-II Service. Plexar-II customers currently on a 48 or 60 month term period may continue service at their existing Payment Plan rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply.

PLEXAR®-II SERVICE (cont'd)

E. Rates (cont'd)

7. Digital Multiplex System (DMS) Optional Features

	USOC	MON. TO MON.	12 MON.	24 MON.	36 MON.	48 MON.[8]	60 MON.[8]
			MONTHLY RATES				
Automatic Call Distribution (ACD)[6,7] Non-Electronic Sets:							
Basic Feature Package Per Agent[1,3]..................	BQBPA	$12.75	$12.50	$12.25	$12.00	$11.75	$11.50

	USOC	Installation Charge	Service Connection Charge
		Nonrecurring Charges	
Automatic Call Distribution (ACD) Non-Electronic Sets:			
Basic Feature Package Service Establishment Charge Per Agent	SEPE4	$488.00[4]	---
Initial Installation:			
Per System......................................	BQBPS	250.65	$4.20[2]
Per Agent		22.45	4.20[2]
Subsequent Change Charge[5]			
Per System......................................	BQBSS	227.45	2.50
Per Agent	BQBSA	17.40	2.50

/1/ Features in this package are not available on an individual basis.
/2/ Not applicable if the feature is installed at the same time as the Plexar-II system or station.
/3/ A voice grade channel may be required for Call Delay Announcement. Apply the appropriate rates and charges as specified in Part 15, Section 2.
/4/ Also applies to supervisor sets that are agent sets as well.
/5/ Applies when making changes subsequent to initial optional feature installation to add, change or rearrange features contained in the Basic Feature Package.
/6/ Not available to BRI stations.
/7/ Not available on stations associated with Access Advantage Plus as found in Part 6, Section 7.
/8/ Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer available for new installations or renewals of Plexar-II Service. Plexar-II customers currently on a 48 or 60 month term period may continue service at their existing Payment Plan rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply.

PLEXAR®-II SERVICE (cont'd)

E. Rates (cont'd)

7. Digital Multiplex System (DMS) Optional Features (cont'd)

	USOC	MON. TO MON.	12 MON.	24 MON.	36 MON.	48 MON.[4]	60 MON.[4]
			MONTHLY RATES				

Automatic Call Distribution (ACD)[2,3] (cont'd)
Non-Electronic Sets (cont'd)

Optional Features

	USOC	MON. TO MON.	12 MON.	24 MON.	36 MON.	48 MON.[4]	60 MON.[4]
Additional ACD Directory Number Per Number	BQHOB	$0.15	$0.10	$0.10	$0.10	$0.10	$0.10
Additional ACD Directory Number Priority Per Number	BQHOD	0.15	0.10	0.10	0.10	0.10	0.10
Additional Incoming Call Queue (10%) Per ACD Group	BQHOF	6.00	5.00	5.00	5.00	5.00	5.00

	USOC	Installation Charge	Service Connection Charge
		Nonrecurring Charges	

Automatic Call Distribution (ACD)
Non-Electronic Sets:

Optional Features

	USOC	Installation Charge	Service Connection Charge
Additional ACD Directory Number Per Number		---	$4.20[1]
Additional ACD Directory Number Priority Per Number		---	4.20[1]
Additional Incoming Call Queue (10%) Per System	BQHOE	$36.85	4.20[1]

/1/ Not applicable if the feature is installed at the same time as the Plexar-II system or station.
/2/ Not available to BRI stations.
/3/ Not available on stations associated with Access Advantage Plus as found in Part 6, Section 7.
/4/ Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer available for new installations or renewals of Plexar-II Service. Plexar-II customers currently on a 48 or 60 month term period may continue service at their existing Payment Plan rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply.

PLEXAR®-II SERVICE (cont'd)

E. Rates (cont'd)

    7. Digital Multiplex System (DMS) Optional Features (cont'd)

		MONTHLY RATES					
	USOC	MON. TO MON.	12 MON.	24 MON.	36 MON.	48 MON./5/	60 MON./5/
Automatic Call Distribution (ACD)/3,4/ (cont'd) Non-Electronic Sets: (cont'd)							
Optional Features (cont'd)							
Music on Delay (Queue) Per System/1/	BQHOG	$2.50	$2.00	$2.00	$2.00	$2.00	$2.00
Night Service Recorded Announcement and Forward Per System.....................	BQHOH	2.50	2.00	2.00	2.00	2.00	2.00
Overflow of Enqueued Calls Per ACD Group	BQHOK	1.25	1.00	1.00	1.00	1.00	1.00
Second and Third Recorded Announcement Per Announcement	BQHOL	1.25	1.00	1.00	1.00	1.00	1.00
2500 Set MIS/Load Management Per System.....................	BQHNB	1.25	1.00	1.00	1.00	1.00	1.00

		Nonrecurring Charges	
	USOC	Installation Charge	Service Connection Charge
Automatic Call Distribution (ACD) Non-Electronic Sets:			
Optional Features (cont'd)			
Music on Delay (Queue) Per System/1/		---	$4.20/2/
Night Service Recorded Announcement and Forward Per System..		$16.65	4.20/2/
Overflow of Enqueued Calls Per System..	BQHOJ	10.65	4.20/2/
Second and Third Recorded Announcement Per System..	BQHNA	49.85	4.20/2/
2500 MIS/Load Management Per System...		---	4.20/2/

/1/ A voice grade channel may be required for this service. Apply the appropriate rates and charges as specified in Part 15, Section 2.
/2/ Not applicable if the feature is installed at the same time as the Plexar-II system or station.
/3/ Not available to BRI stations.
/4/ Not available on stations associated with Access Advantage Plus as found in Part 6, Section 7.
/5/ Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer available for new installations or renewals of Plexar-II Service. Plexar-II customers currently on a 48 or 60 month term period may continue service at their existing Payment Plan rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply.

PLEXAR®-II SERVICE (cont'd)

E. Rates (cont'd)

7. Digital Multiplex System (DMS) Optional Features

	USOC	MON. TO MON.	12 MON.	24 MON.	36 MON.	48 MON.[6]	60 MON.[6]
				MONTHLY RATES			
Business Set Interface[4,5]							
Basic Business Set Interface Package Per Business Set[1]	BPZ	$1.75	$1.70	$1.65	$1.60	$1.55	$1.50

	USOC	Installation Charge	Service Connection Charge
		Nonrecurring Charges	
Business Set Interface			
Basic Business Set Interface Package Initial Installation:			
Per System...	1CRS1	$22.20	$4.20[2]
Per Business Set..		8.50	4.20[2]
Subsequent Change Charge[3]			
Per System...	SG9PX	5.50	2.50
Per Business Set...	SG9PV	0.30	2.50

/1/ Features in this package are not available on an individual basis.
/2/ Not applicable if the feature is installed at the same time as the Plexar-II system or station.
/3/ Applies when making changes subsequent to initial optional feature installation to add, change or rearrange features contained in the Basic Business Set Interface Package.
/4/ Not available to BRI stations.
/5/ Not available on stations associated with Access Advantage Plus as found in Part 6, Section 7.
/6/ Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer available for new installations or renewals of Plexar-II Service. Plexar-II customers currently on a 48 or 60 month term period may continue service at their existing Payment Plan rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply.

PLEXAR®-II SERVICE (cont'd)

E. Rates (cont'd)

7. Digital Multiplex System (DMS) Optional Features

	USOC	MON. TO MON.	12 MON.	24 MON.	36 MON.	48 MON.[7]	60 MON.[7]
				MONTHLY RATES			
Business Set Interface[5,6] (cont'd)							
Basic Set Display Feature Package Per Business Set[1,2]	BPJ	$0.50	$0.45	$0.40	$0.35	$0.30	$0.25
Individual Business Line Per Business Set[2]	BPZ1R	0.15	0.10	0.10	0.10	0.10	0.10
Direct Station Selection/Busy Lamp Field Per Business Set[2]	BUDPK	15.00	15.00	15.00	15.00	15.00	15.00

	USOC	Installation Charge	Service Connection Charge
		Nonrecurring Charges	
Business Set Interface Business Set Display Feature Package[1,2] Initial Installation:			
Per System...	1CRS2	$38.15	$4.20[3]
Subsequent Change Charge[4]			
Per System...	SG9S2	8.15	2.50
Per Business Set..	SG9PV	0.30	2.50
Individual Business Line[2] Initial Installation			
Per System...	1CRS3	55.70	4.20[3]
Direct Station Selection/Busy Lamp Field Initial Installation			
Per Business Set..	BUDPK	5.95	4.20[3]

/1/ Features in this package are not available on an individual basis.
/2/ This feature/feature package requires the Basic Business Set Interface Package. These rates are in addition to the rates for the Business Set Interface Package.
/3/ Not applicable if the feature is installed at the same time as the Plexar-II system or station.
/4/ Applies when making changes subsequent to initial optional feature installation to add, change or rearrange features contained in the Business Set Display Feature Package.
/5/ Not available to BRI stations.
/6/ Not available on stations associated with Access Advantage Plus as found in Part 6, Section 7.
/7/ Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer available for new installations or renewals of Plexar-II Service. Plexar-II customers currently on a 48 or 60 month term period may continue service at their existing Payment Plan rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply.

PLEXAR®-II SERVICE (cont'd)

E. Rates (cont'd)

7. Digital Multiplex System (DMS) Optional Features (cont'd)

		MONTHLY RATES					
	USOC	MON. TO MON.	12 MON.	24 MON.	36 MON.	48 MON.[8]	60 MON.[8]
Call Park[2,3]							
Per Plexar-II Station	C5Z	$0.15	$0.10	$0.10	$0.10	$0.10	$0.10
Last Number Redial							
Per Station.....................	LNJ	0.25	0.25	0.25	0.25	0.25	0.25
Meet-Me Conference[3]							
Per 6-Port Conference Arrangement[4]	MMJPA	33.00	30.00	27.50	25.00	22.50	20.00
Simultaneous Ring One Number[5]							
Per Plexar-II Station Equipped	S3S1X	2.50	2.50	2.50	2.50	2.50	2.50
Visual Message Waiting Indication[5,6,7]							
Per Station.....................	MLN	1.50	1.50	1.50	1.50	1.50	1.50

		Nonrecurring Charges	
	USOC	Installation Charge	Service Connection Charge
Call Park			
Per System..	1CRCP	$10.50	$4.20[1]
Per Plexar-II Station		---	4.20[1]
Last Number Redial			
Per System..	LNJPS	1.85	4.20[1]
Per Station...	LNJ	1.40	4.20[1]
Meet-Me Conference			
Per 6-Port Conference Arrangement		8.15	4.20[1]
Simultaneous Ring One Number Initial Installation			
Per Plexar-II Station Equipped........................	S3S1X	6.50	4.20[1]
Visual Message Waiting Indication			
Per System..	MLNPS	18.25	4.20[1]
Per Station...	MLN	3.20	4.20[1]

/1/ Not applicable if the feature is installed at the same time as the Plexar-II system or station.
/2/ Available only to existing customers subscribing to this feature.
/3/ Not available to BRI stations.
/4/ When combining two or more conference arrangements, a reduction of available ports will occur.
/5/ Not available to BRI stations. For message waiting indication feature available to BRI Stations, see *Visual Message Waiting Indication* in paragraph B.1.b.
/6/ Not available on stations associated with Access Advantage Plus as found in Part 6, Section 7.
/7/ This feature is for use with customer equipment that requires a voltage signal to activate the message waiting light.
/8/ Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer available for new installations or renewals of Plexar-II Service. Plexar-II customers currently on a 48 or 60 month term period may continue service at their existing Payment Plan rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply.

PLEXAR®-II SERVICE (cont'd)

E. Rates (cont'd)

8. Service for Educational Institutions

Plexar-II Service for dormitories administered by the educational institution may be provided at the following rates when associated with Plexar-II Service, as provided for in this guidebook.

	USOC	Rate Groups[1] 1	2
Monthly Rate[2,3]...	PSA RV3	$13.91	$15.31
Service & Equipment Charge:			
Initial Installation		23.55	23.55
Reinstallation[4]...		8.75	8.75

[1] Refer to Paragraph C.15 for definition of Groups.
[2] The Company will bill and collect all IntraLATA toll charges.
[3] Subject to Company initiated rate changes.
[4] Applies to reinstallation of a dormitory station connected during the previous college term.

PLEXAR®-CUSTOM SERVICE

A. Scope of the Plan

Plexar-Custom Service is a central office-based service which utilizes existing Company facilities and equipment, construction of new facilities and the purchase of new central office equipment or any combination thereof. A Plexar-Custom arrangement is provided when the customer's requirements can not be met in the Company's guidebooks. The Plexar-Custom arrangement is based on the use of simulated access facilities in which the customer specifies the desired level of exchange access.

This arrangement will be provided only when in the judgment of the Company it is practicable and will not be detrimental to any other services furnished by the Company. Plexar-Custom arrangements are intended for use by business customers with a minimum requirement of 75 stations within a single serving office.

B. General Regulations

1. Each Plexar-Custom specialized arrangement is intended for use by the specific customer at the designated locations only. Major changes to the service arrangement made by the customer will require review by the Company which may result in a change of rates and charges.

2. On or prior to the expiration date of any Plexar-Custom service contract negotiated on or after August 1, 2012, the customer must elect one of the following options:
   a. Negotiate and enter into a new contract mutually agreeable to the customer and the Company;
   b. Continue to accept service which the Company will provide solely on a month-to-month basis, at the original contract rates plus an additional $10.00 per station; or
   c. Discontinue service.

   If the customer makes no election, the Company will continue to provide service on a month-to-month basis, at the original contract rates plus an additional $10.00 per station, until either a new contract is negotiated or service is discontinued.

   For service negotiated prior to August 1, 2012:
   At the conclusion of the contract, the customer must elect one of the following options:
   a. Renew the contract at the terms, conditions and rates that are offered at that time.
   b. Discontinue the service.

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PLEXAR®-CUSTOM SERVICE (cont'd)

B. General Regulations (cont'd)

3. One primary directory listing will be furnished with this service in accordance with the regulations set forth in *'Directory Listings'* found in Part 12, Section 1.

4. The assignment of telephone numbers for this service shall be in accordance with *'Rules and Regulations Applying to All Customers' Contracts'* in Part 2, Section 2.

5. Each station line will terminate in a Network Interface at the customer's premises. The Network Interface is included in the Station Line Installation Charge.

6. Sufficient floor space and the necessary wiring, outlets and commercial power for the operation of the service are furnished by the customer who assumes all responsibility for the safe condition of such floor space, wiring, outlets and power.

7. Other facilities, miscellaneous and supplemental service offerings requested by the customer and not detrimental to this service will be furnished in accordance with regulations and at the rates specified in the applicable sections of this guidebook.

8. Customer requests for special or modified service offerings will be furnished whenever possible if not detrimental to this service or other services of the Company. Such requests will be provided based on costs incurred.

9. Service Connection Charges as set forth in *'Service Connections, Moves and Changes'* found in Part 3, Section 1 shall apply.

10. End User Common Line Charges will be billed per Plexar-Custom local exchange access line as prescribed by the FCC and set forth in the Access Charges tariff. An additive equivalent to the Business End User Common Line Charge will apply per Plexar-Custom Access Line. The difference between these two amounts will be credited to the customer's account, once each month on the customer's bill. No credit or debit will be applied to the customer's partial month's Business End User Common Line Charges for stations which may have been added or deleted during the bill period.

11. The contracted service does not include basic local exchange service, general exchange service, message telecommunications service, access service or wide area telecommunications service. Standard guidebook rates, terms and conditions will apply for these services.

12. Additions to this service may be coterminous with the original contract or for a shorter contract term.

13. Plexar Custom stations shall have available the calling scope associated with the Plexar serving office as defined in Part 4, Section 1.

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PLEXAR®-CUSTOM SERVICE (cont'd)

B. General Regulations (cont'd)

14. The use of Plexar Custom for other than administrative stations by the customer is prohibited.

15. Plexar Custom service will be provided subject to the availability of the necessary switching equipment and outside plant facilities. The provisioning of standard and optional features is limited to the capabilities of the serving central office.

C. Features

Standard and optional features with this arrangement are offered at rates and charges specified with each customer's service arrangement. Features will be provided as requested by the customer when available.

D. Rates

Plexar Custom arrangements will be developed on a case-by-case basis in response to a bona fide special request from a customer or prospective customer to develop a competitive bid for service that is not available under the guidebook. Individual Case Basis rates will be offered to the customer in writing and on a non-discriminatory basis.

Rates for Plexar-Custom arrangements will be based on the incremental costs, contribution level and the payment plan and contract option selected. These factors will vary with each Plexar-Custom arrangement and will, therefore, reflect varying rates for individual arrangements.

E. Incremental Cost Studies

An incremental cost study will be performed for each Plexar-Custom arrangement. These studies will conform to accepted economic principles and the approved cost allocations methodology.

F. Payment Options

Payment options specified by the customer will be offered when possible. The customer will be required to sign a Contract for service for the contract period chosen.

G. Standard Guidebook Offerings

1. Simulated Access Lines - See equivalent PBX trunk rate in Part 4, Section 2.[1]

2. For message telecommunications service, access service, or wide area telecommunications service, see appropriate guidebook offerings.

[1] For Simulated Access Lines arranged for inward only traffic, apply appropriate inward only PBX Trunk Rate in Part 4, Section 2.

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