

1. CENTREX**A. General**

Effective September 1, 2013, term agreements greater than 36 months are no longer available for new installations or renewals of Centrex Service. Centrex customers currently on a term agreement greater than 36 months may continue service at their existing rate until the contract term expires. Upon completion of the current contract term, customers may the service, the month-to-month rates in effect at such time will automatically apply.

(N)
(N)

- a. The rates for trunking include the trunk line facilities except foreign exchange trunk line facilities necessary to furnish the Centrex service. Where the customer requests tie line facilities be connected to local trunk facilities, the rates for trunking include the trunk line facilities necessary to permit tie line type facilities to make such connection. The rates for Centrex lines include the switching equipment necessary to furnish the Centrex service features.

Provision of Centrex with attendant transfer, station transfer and a combination of attendant transfer and station transfer.

- (1) A customer Centrex system may consist of all stations arranged for attendant transfer, all stations arranged for station transfer, or some stations arranged for attendant transfer and some arranged for station transfer.
- (2) The minimum monthly rates for Primary-Centrex with attendant transfer and Primary-Centrex with station transfer "first 2 lines or less" apply to each group of primary stations arranged for either attendant transfer or station transfer.
- b. Centrex service with station transfer shall be furnished only where all stations are served from one switching equipment.
- c. Dormitory flat rate service may be furnished concurrently with a measured rate Centrex service.
- d. Centrex service will be furnished within the base rate area at the rates shown in rates and charges, D.4. following and Guidebook, Part 5, Section 1 for CO and Restricted Centrex Service.

/1/

/1/ Material now appears on Sheet 1.1.

1. CENTREX (cont'd)**A. General (cont'd)**

e. Dormitory lines furnished in D. following, have the same service features as the Centrex service with which they are associated. In addition, the following is also applicable to dormitory stations.

(1) The lines include service equivalent to that of residence individual line service outlined in Guidebook, Part 4, Section 2, Local Exchange Service. For Centrex-CO Dormitory Service charges (Guidebook, Part 3, Section 1) apply for new service, additions, in place connection, move and changes.

(2) The lines will be furnished to schools, colleges and universities who are customers to Primary Lines, as shown in D. following, and may be installed only in the living quarters of residence halls, dormitories, faculty or other employee residences and other similar living quarters, which are owned or leased and operated by a school, college or university and the use of such stations is in accordance with that for residence service as shown under Schedule Cal.P.U.C. No. A2.1., Rules.

(3) Extension stations may be furnished only where the intended use of such stations is for the occupants of the rooms or space for which the primary stations are furnished.

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/1/ Material formerly appeared on Sheet 1.

1. CENTREX (cont'd)**A. General (cont'd)****1. Regulations (cont'd)**

e. Dormitory lines furnished in D. following, have the same service features as the Centrex service with which they are associated. In addition, the following is also applicable to dormitory stations. (cont'd)

(4) One of the following options may be designated for the assumption of responsibility for toll and local message charges associated with each line and/or station and the billing and collection thereof:

Option A

The college or university is responsible for the billing and collecting of toll and local message charges and the payment of all other rates and charges associated with such stations.

Option B

The Company is responsible for the billing and collecting of toll and local message charges to dormitory stations and, in addition, any restoration-reconnection charges incurred in connection therewith as provided for in Schedule Cal.P.U.C. No. A2.1.11. The college or university is responsible for the payment of all other rates and charges associated with such stations.

Option C

The Company is responsible for the billing and collecting of exchange, toll and local message and all other rates and charges associated with such stations.

Option B or Option C will be furnished under the conditions of an agreement, as shown in Schedule Cal.P.U.C. No. A2.3 Forms, and negotiated between the university or college and the Company.

Pacific Bell 24 Hour Discounts Service Area Plan^{/1/} as specified in Guidebook, Part 20, Section 9, are available to Centrex Dormitory service associated to Option C only.

(C)

(D)

(5) Apply rates and charges as defined in Guidebook, Part 3, Section 1.

/1/ Frozen/Grandfathered 24 Hour Discounts-Service Area Plan, effective December 31, 2012. See Frozen Grandfather Services in Part 2, Section 2 of this Guidebook.

(C)

1. CENTREX (cont'd)**A. General (cont'd)****1. Regulations (cont'd)****f. Optional Features**

(1) Rates and charges for optional features are in addition to those for Centrex service.

(2) As shown in D.5. following and Guidebook, Part 5, Section 1, the following applies:

- Each arrangement

The rates and charges apply regardless of the number of lines in the Centrex system.

- Each primary line in the system

The rates and charges apply to all primary station lines in service in the Centrex system since these are system features that all primary stations in the system have the capability of using.

- Each primary line equipped

The rates and charges apply to only the station lines equipped with this optional feature individually or as part of a station line group.

(3) Either attendant or machine intercept is included in the primary service. Where attendant intercept is desired in addition to the machine intercept provided with the Centrex system it will be provided at additional rates and charges as shown in D. following.

(4) Attendant transfer of station calls will be provided at additional rates and charges as shown in D. following. A primary station line can only be arranged for one type of transfer, either station transfer or attendant transfer.

(5) The nonrecurring charges for certain optional features shown in D. following, do not apply when:

Other work subject to a nonrecurring charge or installation charge or service connection charge is done at the same time on the same line on the same order.

1. CENTREX (cont'd)

A. General (cont'd)

1. Regulations (cont'd)

f. Optional Features (cont'd)

(6) Call Forwarding Over Private Facilities in the switching equipment is offered in accordance with the following:

Call Forwarding Over Private Facilities (CFPF) for CCSA, EPSCS, ETS and FXS requires a different generic than for tie lines/Special Access Voice Grade (VG36) Channels. When a customer subscribes to CFPF and the central office is not equipped initially to provide CFPF for CCSA, EPSCS, ETS and FXS as the capability is added, it will be included in the customer's CFPF arrangement at no additional charges.

Incoming local and toll message network and 800 Service calls to primary station lines arranged for CFPF routing are subject to the appropriate charges for such calls. The customer may request a common recorded announcement to inform the caller that the call is being forwarded.

Calls forwarded to the local and toll message network are subject to the appropriate charges for such calls.

Where the Call Forwarding Over Private Facilities optional service feature routes calls to a specific private facility which is denied access by activation by the Attendant Control of Facilities optional service arrangement, those calls will instead be routed to a common recorded announcement which refers the caller to the system's attendant.

1. CENTREX (cont'd)**A. General (cont'd)****1. Regulations (cont'd)****f. Optional Features (cont'd)****(7) Call Forwarding - Don't Answer**

When a primary station line is initially equipped for Call Forwarding - Don't Answer, it will be arranged for a predetermined number of ringing cycles to be completed prior to the call being forwarded.

When a change in the number of ringing cycles is made, apply a nonrecurring charge as shown in D.5.a.(11) following.

(8) Call Forwarding - Reminder Ring

When Reminder Ring is furnished with the initial installation of Call Forwarding Variable or Call Forwarding Over Private Facilities, no additional charges are applicable to provide the feature.

When Reminder Ring is added to an existing primary station line programmed for Call Forwarding Variable or Call Forwarding Over Private Facilities, a nonrecurring charge is applicable as shown in D.5.a.(11) following.

(9) Call Forwarding - Internal/External Splits

Call Forwarding Internal/External Splits is available to a customer whose Centrex service is furnished by use of a Digital Switching Systems (DSS) central office equipped with the required call processing and feature capacity and where operating conditions permit.

Call Forwarding Internal/External Splits is not available on an Electronic Business Set feature key.

When a primary station line is equipped with Call Forwarding Internal/External Splits, it cannot be activated/deactivated using Call Forwarding - Customer Programmable.

(10) Call Forwarding - Variable - (limited or unlimited)

The use of Call Forwarding, Variable (limited or unlimited) for the establishment of flexible night service connections is only available to those Centrex customers with 50A or 50B Customer Premises Systems (CPS) or compatible customer provided equipment.

1. CENTREX (cont'd)**A. General (cont'd)****1. Regulations (cont'd)****f. Optional Features (cont'd)****(11) Station Call Thru Test (SCTT)**

- Station Call Thru Test is an optional feature available to Centrex-CO customers.
- Customers may subscribe to SCTT as an individual feature offering at the Rates and Charges defined in D.10.a. following.
- Access codes must be established for Centrex systems not presently equipped with code assignments. Charges for establishing one or more access codes will be on a per system basis as shown in D.10.a.(3) following. All codes must be operational before feature(s) can be activated.
- Test capability will be accessible from pre-specified Centrex lines with attendant class of service as shown in D. Rates and Charges, 10.a.(2) following.
- If Central Office equipment is upgraded in advance of regularly scheduled Company cut-over dates in order to accommodate a customer's request for the SCTT or SCTT/BVT feature offering(s) charges will be based on applicable costs as defined in Schedule Cal.P.U.C. No. A2.1.36.

(12) Station Call Thru Test and Busy Verification Test (SCTT/BVT)

- BVT is not available as an individual feature. Customers must subscribe to SCTT/BVT as a two feature package offering. The Rates and Charges as shown in D.10.b. following apply.

(13) Direct Inward Dial to Direct Outward Dial (DID-DOD) Transfer

- DID-DOD Transfer requires Call Transfer - All Calls or Universal Call Transfer feature capability (USOC: E8A).
- DID-DOD Transfer will be provided to all stations in the Centrex system. The customer, however, may arrange to deny certain stations from having access to the DID-DOD Transfer feature.
- Charges between the originating location and the DID-DOD Transfer equipped Centrex station will be billed to the originating caller. The Centrex station transferring said call shall be responsible for the payment of all applicable charges for each call connected between the Centrex system and the telephone number at which the call is answered. All charges for local, message unit, zone calling units and dial station toll are applicable in accordance with this Guidebook.

1. CENTREX (cont'd)

A. General (cont'd)

1. Regulations (cont'd)

f. Optional Features (cont'd)

(14) Electronic Telephone Features

- The local loop range (distance) for a particular loop may vary depending on electrical connection requirements; thus, feature operation or availability of certain features may be limited. Consequently, Electronic Telephone Features will be provided only where central office facilities and operation conditions permit in a DSS type switching system (see B.1. following).
- Electrical Connection requirements apply as set forth in the Enhanced Business Service Network Access Interface Specification reference publication, Issue 1A, November/1984

These publications may be obtained from:

AT&T Help Desk and Document Center (517) 788-6872

- Rates and Charges applicable to providing Electronic Telephone Features are shown in D. following.
- Each Virtual Directory Number - Multiple Appearance (Multiple Appearance Directory Number (MADN)) group size is limited to sixteen (16) members.
- In addition to the Rates and Charges defined in D. following, the Electronic Telephone Features requires Touch-Tone Calling Service and Call Transfer Individual-All Calls.
- The customer is responsible for providing compatible premise equipment in order to utilize the Electronic Telephone Features offering.
- Key Short List is incompatible with all other types of hunting features, e.g., the same number cannot be in a Key Short List group and a Basic Centrex hunt group. The Key Short List must contain a minimum of two (2) Directory Numbers and may have a maximum of twenty-four (24) Directory Numbers.

1. CENTREX (cont'd)

A. General (cont'd)

1. Regulations (cont'd)

f. Optional Features (cont'd)

(15) Attendant Console Feature Packages

- (a) The local loop range (distance) for a particular loop may vary depending on electrical connection requirements; thus, feature operation or availability of certain features may be limited. Consequently, Attendant Console Feature Package will be provided only where central office facilities and operating conditions permit in a DMS 100 and 5ESS type switching system (see B.1. following).
- (b) Rates and Charges applicable to Attendant Console Feature Package are shown in D. following.
- (c) The customer is responsible for providing compatible premises equipment in order to utilize the Attendant Console Feature Package offering.
- (d) In addition to the Rates and Charges defined in D. following, the Attendant Console Features require Touch-Tone Calling Service.
- (e) The 5ESS Attendant Console Feature Package is available only with Centrex IS Feature Package A.

(16) Attendant Message Waiting

- The local loop range (distance) for a particular loop may vary depending on electrical connection requirements; thus, feature operation or availability of the feature may be limited. Consequently, Attendant Message Waiting will be provided only where central office facilities and operating conditions permit in a Digital Switching System (DSS) (see B.1. following).
- Applicable Rates and Charges are shown in D. following.
- The customer is responsible for providing compatible premises equipment in order to utilize the Attendant Message Waiting feature.
- In addition to the Rates and Charges defined in D. following, Attendant Message Waiting requires Touch-Tone Calling Service and Call Transfer Individual - All Calls. Stations requiring calls to be answered by an Attendant/Message Center must subscribe to some form of Call Forwarding.

1. CENTREX (cont'd)**A. General (cont'd)****1. Regulations (cont'd)****f. Optional Features (cont'd)****(17) Call Center Manager**

- The local loop range (distance) for a particular loop may vary depending on electrical connection requirements; thus, feature operation or availability of certain features may be limited. Consequently, Call Center Manager (CCM) will be provided only where central office facilities and operating conditions permit.
- When CCM is furnished, certain Basic Centrex Features and Optional Features are not provided.
- Variations in the switching and control equipment used may cause differences in the operation or availability of certain features.
- Rates and Charges applicable to CCM are shown in D. following.
- The customer is responsible for providing compatible premises equipment in order to utilize the Call Center Manager offering.
- In addition to the Rates and Charges defined in D. following, the CCM requires Touch-Tone Calling Service.

(18) Music On Hold¹

A voice grade circuit and the music source must be provided by the customer from either the customer or music provider's premises to the Central Office. Not available with Airport Intercommunication Service (AIS) as set forth in Guidebook, Part 5,Section 1.

(19) Universal Call Transfer

- This allows subscribers of Call Transfer – All Calls the ability to override the fraud prevention feature inherent to Call Transfer – All Calls. It enables the subscriber to transfer calls to all direct dialed numbers at international and other high risk destinations.
- A Universal Call Transfer Agreement form must be signed by the customer and on file.
- Customer assumes all liability for toll fraud resulting from overriding the fraud prevention feature.

/1/ Customer provided voice grade circuit as defined in Schedule Cal.P.U.C. No. 175-T, Section 7.5.3,(A)(B).

1. CENTREX (cont'd)**A. General (cont'd)****1. Regulations (cont'd)****g. Tie Lines, Access Lines and/or Special Access Voice Grade Channels.**

(1) When tie lines, access lines and/or Special Access Voice Grade Channels are furnished to connect a customer provided switching system to a Centrex system, the tie lines, access and/or Special Access Voice Grade Channel normally will not be arranged for access to the local trunk facilities of the Centrex system. Such access may be provided where specifically requested by the customer and a trunking charge as shown in D.2.d. following, and Guidebook, Part 5, Section 1. will apply to each tie line, access line and/or Special Access Voice Grade Channel so arranged.

(2) Advanced Private Line Termination (APLT)

APLT is offered in switching equipment with the proper generic.

When one line in a group of lines is terminated using an APLT, all lines in the group must use an APLT.

When converting from terminations that use USOC's RXNXX, ESO and RXN a new I.C. is applicable for each APLT.

(3) Direct Digital Interface (DDI)

DDI provides a connection to a Special Access High Capacity Digital Channel within the Company's central office. Each DDI consists of one digroup (unit) which is equivalent to 24 derived 64 Kbps DS-0 bit streams (24 voice equivalent circuits). The rates and charges for DDI are in addition to the rates and charges applicable to a High Capacity Service as shown in Schedule Cal.P.U.C. No. 175-T, Section 7.5.8,(C)/ FCC 1. DDI tandem capability is available only where facilities and operating conditions permit.

Access to the local trunking facilities of the Centrex or PBX system may be provided where specifically requested by the customer. The quality of transmission may vary depending on the distance and routing necessary to complete each call; consequently, overall or end-to-end transmission is not guaranteed by the Company.

h. Miscellaneous

Compatible audible and visual signal equipment for use with the "night answer any station" feature may be used.

In addition, rates and charges equivalent to those for channels as shown in Schedule Cal.P.U.C. No. 175-T, Section 7.5 will apply where required.

1. **CENTREX** (cont'd)

A. General (cont'd)

1. Regulations (cont'd)

i. Mileage

In accordance with the Federal Communications Commission Order CC Docket No. 79-143 amending Part 68 of the Commission's Rules and Regulations to allow for direct connection of terminal equipment and systems to certain services the following is required in addition to D.6. following, at no increase in rate:

Signaling Arrangements - except for continuous property

(1) For off-premises station channels used with a customer provided system, Restricted Centrex Service or similar multiline terminating system arranged for dial signaling.

- Type A

Furnished for use with class A station ports capable of operation over channels with resistance in the range of 0-199 ohms. (USOC: SAL)

- Type B

Furnished for use with class B station ports capable of operation over channels with resistance in the range of 200-899 ohms. (USOC: SAU)

- Type C

Furnished for use with class C station ports capable of operation over channels with resistance in the range of 900 ohms or more. (USOC: SAY)

(2) For tie line operation channels used with customer provided Private Branch Exchange (CP-PBX) to CP-PBX, CP-PBX to Centrex or similar multiline terminating system arranged with an E&M type signaling interface. (USOC: SLM)

1. **CENTREX** (cont'd)

A. General (cont'd)

1. Regulations (cont'd)

j. Most Economical Routing (MER) - #2ESS Type Centrex

(1) Charges applicable to changes and rearrangements.

Where a change in the quantity of patterns is required, the charges and rates for the increased patterns shown in D.9.e.(2) following, apply.

(2) Call Detail is available for calls placed via MER service. Centrex customers using MER service may obtain this call detail by subscribing to Supplemental Billing Service. The Call Detail available and the applicable rates and charges are shown in Guidebook, Part 8, Section 8 USOC items Y18, BDTXW, CMM, CMMAA and BDTXF.

k. Verification/Interrupt^{/1}

(C)

(D)

Busy Verification (USOC: B24), D.5.a. following, is not compatible and will not be offered with the 50A and 50B attendant equipment due to translation and program limitations.

/1/ Effective March 19, 2016, Collect, Person-to-Person, Bill to Third Number calls and Busy Line Verification/Interruption services are discontinued.

(N)
(N)

1. CENTREX (cont'd)**A. General (cont'd)****1. Regulations (cont'd)****I. Rates and Charges**

A customer will be furnished measured rate service in exchange and district areas where Measured Rate Service is offered for Private Branch Exchange Trunk Line Service as set forth in Guidebook, Part 4, Section 2.

Optionally, a customer may subscribe to either measured or flat rate service in exchange and district areas where Flat Rate Service is offered for Private Branch Exchange Trunk Line Service as set forth in Guidebook, Part 4, Section 2.

m. "Metropolitan Centrex" Service Features

The rates and charges for "Metropolitan Centrex" Service Features are in addition to the rates and charges and regulations applicable to:

- (1) Tie Line Service - Guidebook, Part 8, Section 8.
- (2) Special Access Voice Grade Channel Service - Schedule Cal.P.U.C. No. 175-T, Section 7.5.
- (3) Termination of tie lines, or special access voice grade channels in the switching equipment of a Centrex system - shown within this schedule.
- (4) Commercial Private Branch Exchange Trunk Line Service - Guidebook, Part 4, Section 2.
- (5) Foreign Exchange PBX Trunk Service - Guidebook, Part 4, Section 3.
- (6) Channels for Remote Metering, Supervisory Control and Miscellaneous Signaling Purposes - Schedule Cal.P.U.C. No. 175-T, Section 7.5.

1. CENTREX (cont'd)

A. General (cont'd)

1. Regulations (cont'd)

n. Centrex Management Service (CMS)

- (1) CMS will only be furnished where Centrex CO facilities and operating conditions permit.
- (2) Customers subscribing to CMS have the ability to make existing line and feature changes including but not limited to the following:
 - Change Centrex station line numbers (USOCs: RXR++, RX2++, RX7, RX8 and RXC++)¹
 - Change, rearrange, add or delete Centrex station line features (USOCs: SAK, EAT, E6G, E6GNC, E6GUR, E9G, E9GNC, E9GUR, E3P, DMA1E, E6CCS, E6N, ESZ, ESHC6, ESHC3, EAB, E8A, EAP, ESMCS, BRT, CCN, E2G, E3G, EMW, ODT, TTL, DMSAD, DMSTC, DMSPR, VDNA+, VDPA+, FDP, DMSTD, DMSCP, DMSAL, DMSEB, DMSBR, DMSGC, DMSSB, SPC30, SPC50, SPC70, SPD30, SPD50, SPD70, DMS6P), EWB, EWS.¹
 - Change restriction level between primary, primary semi-restricted and/or interior station lines.
 - Change billing of station lines from one sectional bill to another.¹
 - Disconnect station lines that are not primary billing numbers.¹
 - Receive printed formatted reports from the data base.¹

In addition, customers may increase and/or decrease the number of billed station features (see USOCs listed above) within their CMS arrangement.¹ Nonrecurring charges and/or Service Charges do not apply when the customer initiates any of the changes defined above via their CMS basic control package. Minimum billing is applicable in accordance with Schedule Cal.P.U.C. No. A2.1.9, Rule No. 9.

/1/ Available only where facilities and operating conditions permit with the proper program updates as determined by the Company.

1. **CENTREX** (cont'd)

A. General (cont'd)

1. Regulations (cont'd)

n. Centrex Management Service (CMS) (cont'd)

(3) Changes not included in the CMS offering:

- Add new station lines.
- Change multi-line hunt, screening point lines, distributor point lines, or ground start line arrangements.
- Decrease station lines or station line features below the stipulated minimum requirement level.

(4) The customer agrees to provide and maintain compatible equipment in order to utilize the CMS offering. Any changes in customer provided equipment as a result of growth, desired enhancements or technological advancement will be the responsibility of the CMS subscribers.

(5) The CMS subscriber is responsible for assigning and maintaining a record of station feature assignments. The customer also agrees to provide the Company with a central point of contact for inquiries and/or trouble reports involving station features.

(6) Customers requesting re-downloading or station feature verification after the initial installation will be billed for Labor Charges as defined in Guidebook, Part 3, Section 1, and order processing delays could result.

(7) The Company reserves the right to limit, suspend or discontinue the CMS offering should CMS orders exceed the Company's system(s) capacity.

(8) In the event of C.O. facility failure(s) and/or unusual operating conditions, the Company does not guarantee completion of CMS moves, changes or feature rearrangements on the assigned effective dates.

o. Centrex - CO Service, Less than 40 Lines

Alternate Serving Office Arrangement as defined in D.7. Rates and Charges following and Schedule Cal.P.U.C. No. A2.1 will not be provided to Centrex systems equipped with less than 40 primary lines. However, customers may subscribe to "Foreign Exchange Centrex" Service as described in C.26. Optional Features, following.

1. **CENTREX** (cont'd)

A. General (cont'd)

1. Regulations (cont'd)

p. Reseller Remote Access Service (RRAS)

(1) RRAS is a Central Office (C.O.) service provided to customers with Centrex-CO service as defined in this Schedule and Electronic Tandem Switching (ETS) as defined in Guidebook, Part 5, Section 1. Subscribers must be InterLATA Carriers as defined in Schedule Cal.P.U.C. No. 175-T Section 2.6.

(2) Conditions of offering:

- Service will only be furnished where facilities and operating conditions permit.
- The incoming access line used to access the RRAS must be two wire ground start with 16-66 Hz ringing; the outgoing Centrex station line must be two wire loop start.
- The user accessing the RRAS must be from a Touch-Tone Calling Service line or from a line where a dual tone multifrequency (DTMF) ancillary device is used.
- Touch-Tone Calling Service or DTMF tone signaling may be used for signaling between end users on a permissive basis. However, it is not guaranteed by the Company as transmission characteristics, of exchange facilities between end users, and may not be compatible with the signaling in every instance.
- The liability of the Company for damages arising out of mistakes, omission, interruptions, delays, errors or defects in transmission or facilities, shall in no event exceed an amount equal to the fractional charge of the RRAS for the period of service affected.
- The originating station accessing the RRAS is responsible for the payment of all applicable charges for each completed call to the RRAS. Once connected to the RRAS lines used by this arrangement, the RRAS Centrex customer becomes responsible for the payment of all applicable charges for each completed call. The respective charge for each such portion shall be in accordance with Guidebook schedules.

1. CENTREX (cont'd)**A. General (cont'd)****1. Regulations (cont'd)****p. Reseller Remote Access Service (RRAS) (cont'd)****(2) Conditions of offering: (cont'd)**

- The amplifier has an automatic level control that will extend the voice frequency range. The dominant or stronger voice signal is amplified while the non-dominant or weaker voice signal is attenuated by an amount equal to the amplified signal. When the voice signals are less than a preset value, the amplifier turns off and no gain or attenuation is provided.
- The amplifier includes a data disabler which prevents the amplifier from interfering with data transmission. A disable tone generated during answer-back of the customer's modem disables the amplifier. When disabled, the amplifier is transparent to the transmission of data. The amplifier remains disabled until the data transmission ceases.
- The quality of transmission may vary depending on the distance and routing necessary to complete each call; consequently, overall or end-to-end transmission is not guaranteed by the Company.
- Any access line used in conjunction with an Interexchange Carrier's (IEC's) Centrex-CO/ETS exchange service for InterLATA usage, will be subject to rules and regulations as defined in Schedule Cal.P.U.C. No. 175-T and all applicable F.C.C. Tariff Rules and Regulations.
- Customers are required to pay all applicable Basic Termination Charges (BTC) as shown in D. Rates and Charges following; plus, Minimum Billing applies as defined in Schedule Cal.P.U.C. No. A2.1.9.

q. Detariffing

Effective January 1, 1983, in accordance with the order of the FCC in Docket 20828, customer premises equipment, as defined by the FCC, will be provided by the Company for use with new or existing service only so long as such equipment is available from Company inventory acquired prior to January 1, 1983, except as otherwise permitted by the FCC.

The Company will continue to provide maintenance for the Company-provided customer premises equipment subject to the availability of replacement parts and/or equipment.

USOC affected by this action is: P24

1. **CENTREX** (cont'd)

A. General (cont'd)

1. Regulations (cont'd)

r. Forwarded Call Information

In addition to the charges and rates with Forwarded Call Information, each line must be equipped with one or more of the following Call Forwarding USOCs:

(1) E6G, E6GNC, E6GUR, E9G, E9GNC, E9GUR, E9GWA EAT, EATWA, ESMCS	- Rates, Charges and Regulations as defined in this Schedule apply.
(2) ESM, EVB, EVD, EVE,	- Rates, Charges and Regulations as defined in Guidebook, Part 7 Section 2 apply.
(3) MVPCF, MVCCF	- Rates, Charges and Regulations as defined in Guidebook, Part 6, Section 6 and Guidebook, Part 7, Section 2 apply.

s. Network Forwarded Call Information

In addition to the charges and rates with Forwarded Call Information, each line must be equipped with one or more of the following Call Forwarding USOCs:

(1) E6G, E6GNC, E6GUR, E9G, E9GNC, E9GUR, E9GWA EAT, EATWA, ESMCS	- Rates, Charges and Regulations as defined in this Schedule apply.
(2) ESM, EVB, EVD, EVE,	- Rates, Charges and Regulations as defined in Guidebook, Part 7, Section 2 apply.
(3) MVPCF, MVCCF	- Rates, Charges and Regulations as defined in Guidebook, Part 6, Section 6 and Guidebook, Part 7, Section 2 apply.

1. CENTREX (cont'd)**A. General (cont'd)****1. Regulations (cont'd)****t. Message Waiting Indicator (MWI)**

Message Waiting Indicator is available to Centrex Service, Airport Intercommunicating Service, COMMSTAR II^{1/}, Individual Line Residence and Business Exchange Service, Private Branch Exchange Trunk Line Service, or other Company provided dialable lines where dial tone is normally served. The following conditions apply:

(C)

- Customers must arrange to forward their calls to a Centrex-UCD equipped with Forwarded Call Information service, as defined in u., preceding or Network Forwarded Call Information as defined in v. preceding.
- In addition to the rates and charges associated with Message Waiting Indicator, customers must subscribe to one or more of the Call Forwarding USOCs listed in u., preceding. However, MWI and Call Forwarding features are not required on the same line.
- The Message Waiting Indicator customer and the Forwarded Call Information equipped system must be served by the same C.O.

/2/ Commstar II is a Grandfathered service. See Part 20, Section 7 for details.

(N)

1. **CENTREX** (cont'd)

A. General (cont'd)

1. Regulations (cont'd)

u. Resellers of InterLATA Carrier services with Centrex-CO as their switching vehicle, shall be subject to all Schedule Cal.P.U.C. and F.C.C. Tariff Rules and Regulations.

v. For Restricted Centrex Service, see 10.3 in this Schedule.

w. Service Charge - Basic Features

Service Charges do not apply in connection with changes, rearrangements or modifications to a customer's existing Centrex Basic Feature arrangement, provided application for change, rearrangement or modification is made within a six month period of time which extends from September 6, 1988 to March 6, 1989. On and after March 6, 1989, service charges apply as shown in D., following.

- x Additional wire, as required, beyond the Company's local loop demarcation point will be provided at the customer's request and expense.
- y As of January 1, 1995, customers of record with Metallic Service may add legs to existing circuits as long as the circuit design will not require new interoffice facility. Customers can continue to request moves or disconnection of existing legs as long as the changes do not require redesigns of the existing circuits. New Metallic Service is not available. This regulation is applicable to those Centrex features that utilize this type of service.

1. CENTREX (cont'd)

A. General (cont'd)

1. Regulations (cont'd)

z. Centrex ISDN (Centrex Integrated Service Digital Network)

- The local loop range (distance) for a particular loop may vary depending on available technology. Consequently, Centrex ISDN will only be provided where central office facilities and operating conditions permit.
- Centrex ISDN is furnished at the rates and charges as shown in D. following, which are in addition to other rates and charges for Basic Centrex service.
- Rates and Charges for Centrex Optional Features and Centrex ISDN are in addition to those for Centrex ISDN service, and are applicable to each telephone number associated with each B channel.
- Where the normal serving central office is not equipped to provide Centrex ISDN, the Centrex ISDN service only may be provided from a Company designated ISDN equipped alternate central office in the same or different exchange at no additional charge, utilizing extension technologies, where facilities and operating conditions permit. This arrangement is to be implemented May 1, 1994.
- Only the Consultative Committee International Telephone and Telegraph (CCITT) defined 2B+D channel structure is offered under this Guidebook.
- The interface to the network is the American National Standards Institute (ANSI) U interface.
- X.25 packet data calls can be transported between central office switches in those offices that are suitably equipped, using the Company's Packet Switched Network as set forth in the Company's schedules¹.
- Circuit Switched data calls can be transported between central office switches using circuit Switched Data transport facilities.
- 64 Kbps clear channel facilities with out of band signaling is available only in those central offices that are suitably equipped.

/1/ B & D Channel Packet is a Frozen/Grandfathered Service with the exception of B channel packet that does not connect to the DPN switch, effective June 11, 2004. See General Regulations, Schedule Cal.P.U.C. Nos. A2.1.2,A.4 and Guidebook, Part 2, Section 2.

1. CENTREX (cont'd)

A. General (cont'd)

1. Regulations (cont'd)

z. Centrex ISDN (Centrex Integrated Service Digital Network) (cont'd)

- Centrex ISDN will be furnished using the T-Interfaces, as specified by the American National Standards Institute (ANSI), on a contract basis only, where operating conditions permit, due to the unprotected nature of the T-Interface card.
- The customer is responsible for providing compatible premises equipment in order to utilize the Centrex ISDN offering. All customer provided equipment used to interface with Centrex ISDN is required to conform with the Technical Reference Specifications as used by the Company and found in the Switch Vendors Technical References:

<u>Vendor</u>	<u>Contact Number</u>
AT&T Customer Information Center	1-800-432-6600
NTI	1-800-347-4850

- Variations in the switching and control equipment used may cause differences in the operation or availability of certain features.
- Foreign Exchange Centrex Service as defined in C.26 following is not applicable to Centrex ISDN service. However, Centrex ISDN may be furnished from a contiguous or noncontiguous exchange or district area as selected by the customer other than the exchange or district area which the customer's primary location is located as set forth in C.50 and D.17 following.
- Extension Line Service is not offered with Centrex ISDN.
- The customer has the option to connect terminals that function in the stimulus or functional signalling mode.
- Centrex ISDN, at the Rates and Charges set forth in D.17 following may be furnished with Dormitory lines, Option A, as set forth in A.1.e.(4) preceding and D.4. following. Dormitory lines have the same service features as the Centrex and Centrex ISDN service with which they are associated except: Shared Directory Number, Secondary Directory Number and Analog Shared Directory Number.

1. CENTREX (cont'd)

A. General (cont'd)

1. Regulations (cont'd)

z. Centrex ISDN (Centrex Integrated Service Digital Network) (cont'd)

- Commercial power or another power source, including outlets, is required for the operation of compatible premises equipment and will be furnished, owned and maintained by the customer.
- B-Channel Contention (multiple devices on a single B channel) is allowed on the Basic Rate Interface (BRI) where central office facilities and operating conditions permit. A maximum of eight (8) physical devices are allowed on a BRI.

The following service standards and associated performance incentives are applicable¹:

- (1) In cases where the Company fails to keep an appointment with a customer for ISDN service or installation, the Company will credit the customer \$25.00 for each missed appointment. The credit will not apply in cases where the appointment is not kept as a result of customer action.
- (2) The Company will discount its installation charge for any customer by 10% for each day it fails to install ISDN service after 10 business days from the date of the initial order or the date the customer requests installation, whichever is later. In cases where the Company must determine whether the customer's line is capable of being equipped with ISDN service, the discount will apply after 15 business days from the date of the initial order or the date the customer requests installation, whichever is later.
- (3) The Company will credit customers \$5.00 for each day repairs required on the Company's system and which are not a result of customer conduct are not made, beginning 24 hours after the customer reports the system problem. This customer credit is waived in areas and during periods for which the governor has declared a state of emergency or natural disaster.

- The following is in compliance with Decision 98-09-071 dated September 17, 1998:²

The Company will waive all installation charges in cases where Pacific fails to keep an appointment for ISDN installation or if after keeping an installation appointment, the customer's ISDN service is not fully operational.

/1/ These performance incentives are effective May 1, 1997 and will terminate on April 30, 2001.

/2/ This waiver is effective January 29, 1999 through December 31, 1999 and takes precedence over Guidebook, Part 8, Section 10, ac. paragraph 2 preceding only, paragraphs 1 and 3 still apply. Installation intervals are the same as stated in Decision 97-03-021, Ordering Paragraph 2.

1. **CENTREX** (cont'd)

A. General (cont'd)

1. Regulations (cont'd)

aa. CenPath

- The local loop range (distance) for a particular loop may vary depending on electrical connection requirements. Consequently, CenPath will be provided only where central office facilities and operating conditions permit.
- Interoffice operation may be limited.
- The customer is responsible for providing compatible premises equipment in order to utilize the CenPath offering.
- Touch Tone Service is required.
- CenPath does not provide voice grade communications.

ab. Trunk Side Connection - Concentrated Access

- Technical capabilities between a customer provided switch and Centrex may vary, thus, feature operation or availability of certain features may be limited.
- The Centrex line will only be maintained at the normal Centrex line transmission level when interconnected to the network interface of a customer provided switch for Trunk Side Connection - Concentrated Access.

ac. Basic Centrex Access, Basic Centrex Features and Centrex Optional Features are authorized by D.94-09-065, dated September 15, 1994. The monthly rates and installation charges may be increased or decreased by the Company upon prior notice to the CPUC and affected customers.

1. **CENTREX** (cont'd)

A. General (cont'd)

1. Regulations (cont'd)

ad. Automatic Forwarding Over Customer Facilities (AFCF) is offered in accordance with the following:

- Incoming local, ZUM and toll message network calls to a directory number arranged for AFCF routing are subject to the appropriate charges for such calls.
- Business Service Primary Listing Service is not offered with an AFCF directory number but it may be included as a Business Service Additional Listing at the Rates, Charges and Regulations set forth in Guidebook, Part 12, Section 1.

ae. Centrex Networking Service (CNS) abbreviated dialing is offered in accordance with the following:

- Available only to Centrex Primary/Primary Semi-Restricted Lines.
- Calls to the distant locations are subject to the appropriate charges for local, ZUM and toll messages.
- The customer is responsible for specifying the number of locations to be called and the telephone numbers to be included in a abbreviated dialing plan.
- InterLATA, InterState and International abbreviated dialing will be routed to the Centrex system's primary long distance carrier.
- The number of digits dialed, to reach a distant location, may vary depending on the number of locations, the assigned telephone number, and shall not conflict with on-network code assignments of the Centrex system.
- Sectional Billing Service is not offered with Centrex Networking Service.
- Originating station call detail is not available in ESS central offices.

1. CENTREX (cont'd)

A. General (cont'd)

1. Regulations (cont'd)

af. Repeat Dialing, Priority Ringing, Select Call Acceptance and Select Call Forwarding are only available on calls that originate and terminate in central offices that are suitably equipped, with the exception of Select Call Forwarding and Select Call Acceptance as set forth in C.73. and C.75. following.

The local loop range (distance) for a particular loop may vary depending on available technology; thus, feature operation or availability of certain features may be limited. Consequently, these features will be provided only where central office facilities and operating conditions permit.

Variations in the switching and control equipment used may cause differences in the operation or availability of certain features, therefore, certain features may be incompatible or not available with customer provided Electronic Business equipment, FRS, ARS-D, Tie Lines, 800 lines, 900^{1/1}, Service Codes (411, 811, 911), Operator Assisted calls, Foreign Exchange Service and from Remote Switching Systems (1AESS and 1ESS central offices). (C)

When a customer elects to change an access code associated with Repeat Dialing, Priority Ringing, Select Call Forwarding and/or Select Call Acceptance, a Miscellaneous Change Charge as set forth in D. following is applicable.

/1/ California 900 and California 976 services withdrawn effective November 1, 2010.

(N)

1. **CENTREX** (cont'd)

A. General (cont'd)

1. Regulations (cont'd)

ag. The nonrecurring charge and monthly rate for up to five (5) Basic Centrex lines, in connection with the purchase of, (USOCs: RXR++ and AAF++) up to five (5) Centrex IS Basic Feature Packages (Centrex ISDN, USOC: BAPKG)(or alternative service, if available¹), limited to data and video applications, shall be waived for a period of one (1) year for Public Schools, Libraries and Community Colleges and Private Schools as defined in Schedule Cal.P.U.C. No. A2., participating in the Education First Program.

The one (1) year period shall begin on the date of installation and continue for twelve (12) months at which time the customer may elect to disconnect or continue the service at the prevailing rates and charges.

A Private School, Public School, Library or Community College may request this special waiver from May 19, 1994 through December 31, 1997.

/1/ Where ISDN-BRI is unavailable five (5) Individual Line Measured Rate Business lines for use with customer provided, high speed modems in only distance learning applications.

1. **CENTREX** (cont'd)

A. General (cont'd)

1. Regulations (cont'd)

ah. Waiver of Non-Recurring Charges

(1) Customers Returning to the Company

The Company will waive the non-recurring charges for a minimum of five Centrex lines, associated Classic Feature Packages, including Centrex System and Service Establishment charges for customers converting their existing Centrex service or similar functional type service from another provider to the Company as their local telecommunications service provider, providing:

The customer maintains the service for which non-recurring charges are waived for a period of two years;

The customer agrees to a two year Company Business Optional Calling Plan in association with the service returning to the Company;

Service is provided at the same address(es) as the configuration of the existing service.

If the customer disconnects any required service prior to completion of the agreement term, the Company will bill the customer for, and customer will be required to pay all previous waived charges.¹ In addition; customer also agrees to pay any other charges, payments, or disconnection/termination fees required by the Guidebook.

Adds, moves and changes will be completed within the established due date intervals and charged at the prevailing Guidebook rates after conversion to the Company.

(2) Customers Subscribing to New Service

The Company will waive the non-recurring charges for a minimum of five Centrex lines, associated Classic Feature Packages, or existing Centrex customers who add a system, providing:

The customer maintains the service for which non-recurring charges are waived for a period of three years;

The customer subscribes to a Company Business Optional Calling Plan.

If the customer disconnects more than 20% of the lines purchased under this Guidebook prior to completion of the agreement term, the Company will bill the customer for and the customer agrees to pay all previously waived charges received. In addition, the customer agrees to pay any other charges, payments, or disconnection/termination fees required by the Guidebook.

Customers subscribing to Centrex ISDN service or services governed under a 96A Contract may not participate in this offering.

/1/ Early Termination Fees will only apply if the total number of lines subscribed to during the agreement term at the service address falls below eighty percent of the total number of lines converted.

1. CENTREX (cont'd)

A. General (cont'd)

1. Regulations (cont'd)

ai. CentrexSMARTSM

CentrexSMART is offered subject to the availability of necessary facilities.

CentrexSMART is not represented to be a provision of billing detail.

Station message detail records will be provided on terminal equipment located at the customer's premises at the rates and charges specified in D. following. At the customer's option, these records will automatically be provided at specified intervals at no additional charge to the customer.

Processing of message detail information (CentrexSMART) will be performed by the customer at their expense. The customer is responsible for all terminal equipment and/or software required to perform such processing.

The customer must designate all station lines in a Centrex customer group and or selected facility groups on which CentrexSMART originating and terminating records are to be provided.

Where CentrexSMART is provided, a detailed record may be made for each completed call. At the option of the customer, arrangements can be made to provide records of calls attempted as well as calls completed. Under certain conditions, with CentrexSMART, calls may be processed without recording the call detail.

CentrexSMART includes the recording of Account Codes and Authorization Codes where these optional features are provided.

Charges applicable to CentrexSMART Common Equipment are based upon the total number of lines in the customer's Centrex system.

Aggregation and Operational Measurement Reports are available at the customer's option at additional charges as specified in D. following.

The type/grade of access line required between the serving central office CentrexSMART Common Equipment and the customer's premises will be determined by the customer depending upon the terminal equipment utilized to receive the CentrexSMART records. Rates and charges for this access line will apply in addition to rates and charges specified in D. following.

1. CENTREX (cont'd)

A. General (cont'd)

2. Centrex Term Offerings

a. The Answer

The Company will waive and or discount the nonrecurring charges of the Centrex lines, Service Establishment Charge (SEC) and Classic Feature Package (CFP) for new Centrex customers or existing Centrex customers ordering a new common block. The amount the Company will waive and or discount depends upon the customer's line size and the length of term agreement.

In order to receive the waiver or discounts, the customer is required to have:^{/1/}

(1) Classic Feature Package on each line; and
 (2) either a 12, 24 or 36 month term agreement.

(D)
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The chart below determines the customers' waiver and or amount of discounts.

Line size ⇒ Term ↓	1-10 line size	11-20 line size	21-lines and above
12 Month Term	NRC Discounts: <ul style="list-style-type: none"> Line: 10% CFP: 10% SEC: No discount 	NRC Discounts: <ul style="list-style-type: none"> Line: 25% CFP: 25% SEC: No discount 	NRC Discounts: <ul style="list-style-type: none"> Line: 40% CFP: 40% SEC: No discount
24 month Term	NRC Discounts: <ul style="list-style-type: none"> Line: 50% CFP: 50% SEC: No discount 	NRC Discounts: <ul style="list-style-type: none"> Line: 60% CFP: 60% SEC: No discount 	NRC Discounts: <ul style="list-style-type: none"> Line: 75% CFP: 75% SEC: No discount
36 month Term	NRC Waiver: <ul style="list-style-type: none"> Line: 100% CFP: 100% SEC: No discount 	NRC Waiver: <ul style="list-style-type: none"> Line: 100% CFP: 100% SEC: 100% 	NRC Waiver: <ul style="list-style-type: none"> Line: 100% CFP: 100% SEC: 100%

/1/ Effective April 1, 2003, the Optional Calling Plan requirement to qualify for The Answer is no longer necessary. Customers in current term offerings must complete their agreement under the terms and conditions at the time they entered into their agreement.

1. CENTREX (cont'd)**A. General (cont'd)****2. Centrex Term Offerings (cont'd)****a. The Answer (cont'd)**

If the customer disconnects prior to the expiration of the term Agreement (Early Termination), customer shall pay the Company the lesser of the following (Early Termination Fees):

- (1) The sum of all discounts rendered under the terms of this agreement, plus 10% annual interest¹, prorated monthly. Discounts are defined to include reductions to monthly Guidebook rates, full or partial waivers of nonrecurring charges, and any other discounts that have been rendered under the terms of this agreement; or
- (2) The total monthly payments or minimum annual commitments remaining on the service term discounted by 10%.

The customer must maintain a minimum of 80% of the lines purchased under this Guidebook within the line size range that the customer selected at the time of the term. If the customer disconnects more than 20% of the lines, causing a fall below line size range that the customer selected, the customer will be assessed the Early Termination Fees as stated above.

A customer may migrate from one Centrex term offering to another Centrex term offering and not incur early termination fees as long as:

- (1) All lines under the current term offering are migrated to the new term offering
- (2) The new term agreement is greater than or equal to the current term agreement and they have been on their current term for at least 4 months.

Customers subscribing to The Answer may not migrate to The Solution.

Customers subscribing to Centrex services governed under a 96A Contract may not participate in The Answer.

Centrex lines subscribing to The Answer cannot be a part of any other Centrex term offerings. A BTN can only participate in one Centrex Term Offering at a time.

Adds, moves and changes will be completed within the established due date intervals and charged at the prevailing Guidebook rates.

/1/ The annual interest rate shall be calculated as the maximum rate permissible by law, not to exceed the Company's approved Cost of Capital. In addition, the Company reserves the right to waive or reduce customer's termination liability amount when the customer migrates to other services provided by the Company.

1. CENTREX (cont'd)**A. General (cont'd)****2. Centrex Term Offerings (cont'd)****b. The Solution**

The Company will waive, and or discount the non-recurring charges of the Centrex lines, Service Establishment Charge (SEC) and Classic Feature Package (CFP) and give a credit to the recurring monthly rate of the Centrex lines for new Centrex customers returning from another provider to the Company. The amount the Company will waive, discount or credit depends upon the customer's line size and the length of term agreement.

In order to receive the waiver, discounts or credit, the customer is required to have:^{/1/}

(1) Classic Feature Package on each line; and	(D)
(2) either a 12, 24 or 36 month term agreement.	(D)
	(C)
	(C)

^{/1/} Effective April 1, 2003, the Optional Calling Plan requirement to qualify for The Solution is no longer necessary. Customers in current term offerings must complete their agreement under the terms and conditions at the time they entered into their agreement.

1. CENTREX (cont'd)

A. General (cont'd)

2. Centrex Term Offerings (cont'd)

b. The Solution (cont'd)

The chart below determines the customers' waiver, discounts or credit^{/1/}:

For New Centrex Term Agreements Established on or after January 4, 2021

(C)

Line size size⇒ Term ↓	1-10 line size	11-20 line size	21-lines and above
12 month Term	<u>NRC Discounts:</u> <ul style="list-style-type: none"> Line: 25% CFP: 25% SEC: 25% 	<u>NRC Discounts:</u> <ul style="list-style-type: none"> Line: 60% CFP: 60% SEC: 60% 	<u>NRC Waiver:</u> <ul style="list-style-type: none"> Line: 85% CFP: 85% SEC: 85%
24 month Term	<u>NRC Waiver/Discounts:</u> <ul style="list-style-type: none"> Line: 50% CFP: 50% SEC: 50% 	\$241.00 per month per line credit for each line under term	\$241.75 per month per line credit for each line under term
36 month Term	<u>NRC Waiver/Discounts:</u> <ul style="list-style-type: none"> Line: 90% CFP: 90% SEC: 90% 	\$242.00 per month per line credit for each line under term	\$242.75 per month per line credit for each line under term

(CFP is Centrex Feature Package)

/1/ Discounts apply to new term agreements established on or after January 4, 2021. Customers with term agreements established prior to January 4, 2021, will continue to receive the same net price for their Centrex services until their agreements expire. (C) (C)

1. CENTREX (cont'd)

- A. General (cont'd)
- 2. Centrex Term Offerings (cont'd)
- b. The Solution (cont'd)

If the customer disconnects prior to the expiration of the term Agreement (Early Termination), customer shall pay the Company the lesser of the following (Early Termination Fees):

- (1) The sum of all discounts rendered under the terms of this agreement, plus 10% annual interest¹, prorated monthly. Discounts are defined to include reductions to monthly Guidebook rates, full or partial waivers of nonrecurring charges, and any other discounts that have been rendered under the terms of this agreement; or
- (2) The total monthly payments or minimum annual commitments remaining on the service term discounted by 10%.

The customer must maintain a minimum of 80% of the lines purchased under this Guidebook within the line size range that the customer selected at the time of the term. If the customer disconnects more than 20% of the lines, causing a fall below line size range that the customer selected, the customer will be assessed the Early Termination Fees as stated above.

A customer may migrate from one Centrex term offering to another Centrex term offering and not incur early termination fees as long as:

- (1) all lines under the current term offering are migrated to the new term offering
- (2) the new term agreement is greater than or equal to the current term agreement and they have been on their current term for a least 4 months.

Customers subscribing to The Solution may not migrate to The Answer.

Customers subscribing to Centrex services governed under a 96A Contract may not participate in The Solution.

Centrex lines subscribing to The Solution cannot be a part of any other Centrex term offerings. A BTN can only participate in one Centrex term Offering at a time.

Adds, moves and changes will be completed within the established due date intervals and charged at the prevailing Guidebook rates. Terms and conditions of this offering will continued to apply with adds, moves and changes.

/1/ The annual interest rate shall be calculated as the maximum rate permissible by law, not to exceed the Company's approved Cost of Capital. In addition, the Company reserves the right to waive or reduce customer's termination liability amount when the customer migrates to other services provided by the Company.

1. CENTREX (cont'd)

- A. General (cont'd)
- 2. Centrex Term Offerings (cont'd)
- c. A Little Something Extra

The Company will apply a monthly credit per Centrex line of the recurring monthly rate for Centrex customers who are adding lines to their existing Centrex, new and/or Winback customers and Centrex customers who express a desire to leave the Company. The amount the Company will credit depends upon the customer's line size and the length of term agreement.

In order to receive the credit the customer is required to have either a 12, 24 or 36 month term agreement.^{/1/}

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(D)

Customers that subscribe to a Classic Feature Package (CFP) on each line are eligible to receive a waiver of the non-recurring charge of the Classic Feature Package.

In order to receive the non-recurring charge (NRC) waiver of the Classic Feature Package (CFP), the customer is required to have either a 12, 24 or 36 month term agreement.^{/2/}

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(D)

/1/ Effective April 1, 2003, the Optional Calling Plan requirement to qualify for A Little Something Extra is no longer necessary. Customers in current term offerings must complete their agreement under the terms and conditions at the time they entered into their agreement.

/2/ Effective December 4, 2005, the per line Classic Feature Package (CFP) requirement to qualify for A Little Something Extra is no longer required. Customers in current term offerings must complete their agreement under the terms and conditions at the time they entered into their agreement.

1. CENTREX (cont'd)**A. General (cont'd)**

2. Centrex Term Offerings (cont'd)

c. A Little Something Extra (cont'd)

The charts below determine the customer's per month credit and waiver^{/1/}:

For Centrex Term Agreements Established on or after January 4, 2021

(C)

Line size ⇒ Term ↓	1-10 line size	11-20 line size	21-lines and above
12 Month Term	\$240.00 per month per line credit for each line NRC Waiver: <ul style="list-style-type: none">• CFP: 100%	\$240.50 per month per line credit for each line NRC Waiver: <ul style="list-style-type: none">• CFP: 100%	\$241.25 per month per line credit for each line NRC Waiver: <ul style="list-style-type: none">• CFP: 100%
24 Month Term	\$240.50 per month per line credit for each line NRC Waiver: <ul style="list-style-type: none">• CFP: 100%	\$241.00 per month per line credit for each line NRC Waiver: <ul style="list-style-type: none">• CFP: 100%	\$241.75 per month per line credit for each line NRC Waiver: <ul style="list-style-type: none">• CFP: 100%
36 Month Term	\$241.50 per month per line credit for each line NRC Waiver: <ul style="list-style-type: none">• CFP: 100%	\$242.00 per month per line credit for each line NRC Waiver: <ul style="list-style-type: none">• CFP: 100%	\$242.75 per month per line credit for each line NRC Waiver: <ul style="list-style-type: none">• CFP: 100%

(CFP is Centrex Feature Package)

/1/ Discounts apply to new term agreements established on or after January 4, 2021. Customers with term agreements established prior to January 4, 2021, will continue to receive the same net price for their Centrex services until their agreements expire.

(C)

10.1 CENTREX (cont'd)

- A. General (cont'd)
- 2. Centrex Term Offerings (cont'd)
- c. A Little Something Extra (cont'd)

If the customer disconnects prior to the expiration of the term Agreement (Early Termination), customer shall pay the Company the lesser of the following (Early Termination Fees):

- (1) The sum of all discounts rendered under the terms of this agreement, plus 10% annual interest¹, prorated monthly. Discounts are defined to include reductions to monthly Guidebook rates, full or partial waivers of nonrecurring charges, and any other discounts that have been rendered under the terms of this agreement; or
- (2) The total monthly payments or minimum annual commitments remaining on the service term discounted by 10%.

The customer must maintain a minimum of 80% of the lines purchased under this Guidebook within the line size range that the customer selected at the time of the term. If the customer disconnects more than 20% of the lines, causing a fall below line size range that the customer selected, the customer will be assessed the Early Termination Fees as stated above.

The Early Termination Fee described above will be waived if the customer converts their existing "A Little Something Extra" term agreement to a new "A Little Something Extra" term agreement for a service term that equals or exceeds their existing term.

Customers subscribing to A Little Something Extra may not migrate to The Answer or The Solution.

Customers subscribing to Centrex services governed under a 96A Contract may not participate in A Little Something Extra.

Centrex lines subscribing to A Little Something Extra cannot be a part of any other Centrex term offerings. A BTN can only participate in one Centrex term offering at a time.

Adds, moves and changes will be completed within the established due date intervals and charged at the prevailing Guidebook rates. Terms and conditions of this offering will continue to apply with adds, moves and changes.

/1/ The annual interest rate shall be calculated as the maximum rate permissible by law, not to exceed the Company's approved Cost of Capital. In addition, the Company reserves the right to waive or reduce customer's termination liability amount when the customer migrates to other services provided by the Company.

1. CENTREX (cont'd)

A. General (cont'd)

2. Centrex Term Offerings (cont'd)

d. 'Thank You For Renewing' Credit Option

With this option, customers who sign a new 36-month Centrex term Agreement for their existing service under The Answer, The Solution, or A Little Something Extra will receive a one-time bill credit of \$50 per Centrex station, up to a maximum of \$1,500 per contract. This credit option is only available to existing Centrex customers (month-to-month or term Agreement), but is not available to customers with more than 12 months remaining on their existing Centrex agreement. Standard Centrex early termination fees will apply. This credit option is not available to customers covered under an Individual Case Basis (ICB) Contract.

e. Nonrecurring Charge Waiver OptionsNew Service

Nonrecurring charges associated with the installation of new Centrex service will be waived for new, winback and win customers. In addition, existing Centrex subscribers moving their Centrex service to a new location are eligible. Customers must agree to sign a 24-month or 36-month term agreement under any of the following Centrex term offerings: The Answer, The Solution or A Little Something Extra. The customer must install a minimum of 8 station lines. Nonrecurring charges will be waived for each analog or ISDN BRI Station connected during installation of the Centrex system.

Additional Lines

Nonrecurring charges associated with the installation of new Centrex 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.

These Waiver Options are not available to customers covered under Individual Case Basis (ICB) contracts.

f. 12 and 24 Month^{/1} Term Extension Option

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With this option, existing Centrex customers who have 12 months or less remaining on their existing 24-month or 36-month term agreement (purchased under one of the following Centrex term offerings: The Solution or A Little Something Extra), may extend their term agreement for either an additional 12-month or 24-month period at the same rates provided under the original term agreement. Customers may extend their term agreement up to three times. Customers who exercise the option to extend the term of the agreement are not entitled to a different rate based on the overall term of the agreement as extended (i.e., customers with an initial 24-month agreement and extend it by an additional 12 months are not entitled to the rates allowed under a 36-month agreement). The extension will begin on the expiration date of the existing agreement or extension. This extension option is not available to customers covered under an Individual Case Basis (ICB) Contract.

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

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(N)

1. CENTREX (cont'd)

A. General (cont'd)

2. Centrex Term Offerings (cont'd)

g. Business Solutions^{/1/}

(C)

The Company will discount the Classic Feature Package on two working Centrex Lines with the Classic Feature Package and a WirePro discount on up to nine working lines and the customer meets the following terms and conditions:

- (1) May include Centrex EBS lines, however may not include Centrex ISDN lines
- (2) A 12-month verbal term agreement

The chart below determines the customer's amount of discounts.

- (a) Retention^{/2/} discounts apply to all eligible new or existing customers.
- (b) Winback^{/2/} discounts apply to all customers who have discontinued their business with the Company for the purpose of establishing service with a Competitive Local Exchange Carrier operating within the Company's territory who now wish to return to the Company.

	Classic Feature Package Discount	WirePro ^{/3/, /5/} Discount	Unlimited Local Calling Plan WirePro ^{/3/, /5/} Discount ^{/4/}
Retention ^{/2/} Customer	\$0.07 per line on two working lines	\$0.50 per line, minimum two working lines, maximum 9 working lines	\$5.39 first line, Plus \$2.99 additional per line up to maximum 9 working lines
Winback ^{/2/} Customer	\$0.32 per line on two working lines	\$1.00 per line, minimum two working lines, maximum 9 working lines	\$4.89 first line, Plus \$2.49 additional per line up to maximum 9 working lines

/1/ Business Solutions is Grandfathered effective February 1, 2010.
See AT&T California Guidebook Part 2, Section 2.

/2/ Retention and Winback discounts are mutually exclusive. A customer can only receive discounts under the Retention or Winback discounts as described above.

/3/ WirePro credit will apply to all working lines that subscribe to WirePro, provided a minimum of two working lines and a maximum of nine working lines and all working lines are billed on the same bill.

/4/ The Unlimited Local Calling Plan discount applies to Retention Customers as described in (a) and Winback customers as described in (b). An additional \$5.39 discount for Retention Customers or \$4.89 discount for Winback Customers applies for the first line. For Retention Customers a \$2.99 WirePro discount or Winback Customers a \$2.49 WirePro discount applies for each additional line. There is a maximum nine working lines for customers that subscribe to the Business Solutions Plus Unlimited Local Calling Plan (see Guidebook, Part 7, Section 5).

/5/ See Schedule Guidebook, Part 8, Section 8.

1. CENTREX (cont'd)**A. General (cont'd)****2. Centrex Term Offerings (cont'd)****g. Business Solutions^{/1/} (cont'd)**

Customers must verbally commit to a minimum 12-month term agreement to receive the Business Solutions Discount.

In the event of early termination, customers will be charged an early termination fee equal to the Business Solutions credits applied to their account from the time of the verbal commitment until early termination.

If a customer exceeds their 12-month verbal commitment, they will continue to receive monthly credits as long as they continue to qualify pursuant to the regulations as set forth within this Guidebook.

A customer may migrate from one Centrex term offering to another Centrex term offering and not incur early termination fees as long as:

- (1) All working lines under the current term offering are migrated to the new term offering
- (2) The new term agreement is greater than the current term agreement and they have been on their current term for at least 4 months.

Customers subscribing to Centrex services governed under 96A Contract may not participate in Business Solutions.

This package is available to business customers who have Centrex or Centrex EBS working lines only, where facilities and operating conditions permit.

h. Service Migration and Early Termination Charges

If Customer migrates an AT&T Centrex 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
- The Replacement Service is installed at the same Customer sites as the Terminated ILEC Service.

(C)
(C)
(D)
(D)

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

/1/ Business Solutions is Grandfathered effective February 1, 2010. See AT&T California Guidebook Part 2, Section 2.

1. CENTREX (cont'd)**B. BASIC FEATURES**

1. Centrex CO service may be provided from Electronic Switching System (ESS) or Digital Switching System (DSS), including but not limited to the DMS 100 and #5ESS type central office equipment located on the Company's premises. The service is furnished subject to the availability of the necessary switching and control equipment. Variations in the switching and control equipment used may cause differences in the operation or availability of certain features.

Centrex CO Service consists of two basic, distinct components: Basic Centrex Features and Basic Centrex Access.

- a. The Basic Centrex Features component provides the call-processing features included in basic Centrex service as set forth in 3. following.
- b. The Basic Centrex Access connects the customer's premises to the Company's CO. The use of these facilities is limited to those services provided for in this Guidebook. Basic Centrex Access consists of all the Company's CO equipment, including exchange access trunking, and outside plant facilities that are needed to connect the serving CO to the Company Network Interface or its equivalent.

A separate rate element applies to each component as provided for in D. following.

/1/

/1/

/1/ Material formerly appeared on Sheet 39.

1. CENTREX (cont'd)**B. Basic Features (cont'd)**

3. The following call-processing features are included in basic Centrex service and are provided under control of the common equipment of the central office switching system:
 - a. Direct inward dialing to stations and attendant positions of the Centrex system.
 - b. Station line identification and billing of outward dialed toll and Zone 3 of zone calling (ZUM) unit calls.
 - c. Intercommunication between stations of the same Centrex system.
 - d. Call Transfer
 - (1) Station-controlled transfer of calls to other stations of the same Centrex system. This feature also allows a station user to hold a call and originate a call to another station inside the system for consultation and add-on purposes. Only one station outside the Centrex system may be involved in the transfer arrangement. Station transfer and add-on connections are subject to transmission limitations.
 - (2) Call Transfer - Individual - All Calls: Consultation Hold - All Calls; and Three-Way Calling - All Calls. A station user may hold any established call by flashing the switchhook, and on the same line originate a call to another telephone in or outside the Centrex system for private consultation. After the called person's answer or consultation, the station user can by flashing the switchhook a second time, either:
 - Return to the original call that was held, after the second station user hangs up, or
 - Add the second station user to the original call (Three-Way Calling)

The station user can also transfer the second station user to the original call by hanging-up after utilizing the Consultation Hold-All Calls and/or the Three-Way Calling feature. Only one party may be outside the Centrex system on the call transfer.

Calls cannot be transferred to high risk or international destinations. The capacity to transfer calls to high risk destinations, including international calls is provided by the optional feature as defined in A.1.f.(20) preceding.

- e. Station number hunting series-sequential and non-sequential order or circular hunting.
- f. Automatic interception of calls to unassigned station numbers and routing to a common recorded announcement, which is located in the Central Office.
- g. Night answer any station. This feature is controlled at the attendant position. When activated, incoming calls to the primary listed directory number of the system activate a common alerting signal on the customer's premises. These calls may then be answered by any non-restricted station in the system by dialing a prearranged code.

1. **CENTREX** (cont'd)

B. Basic Features (cont'd)

3. The following call-processing features are included in basic Centrex service and are provided under control of the common equipment of the central office switching system: (cont'd)
 - h. Flexible night service: Centrex attendants equipped with 50A or 50B Customer Premises Systems (CPS) and Call Forwarding - Variable (limited or unlimited) are capable of establishing selected Listed Directory Numbers (LDN) as night connections within the limitation of the serving feature.
 - i. Touch-Tone Calling Service
 - j. First eight treatment codes or line class codes per primary station line.
 - k. Single-Digit Dialing service is offered with ESS/DSS type Centrex-CO service where the switching equipment is suitably equipped. This feature permits a station user to reach selected lines or other internal facilities for special customer services by dialing a single-digit code.
4. These features are available to all stations of a Centrex system which are located at a designated customer primary location. The basic features of a Centrex system may be extended to stations of the same system located at secondary customer locations where facilities and operating conditions permit.
5. Provisions of Centrex service and its optional features is subject to the availability of the required central office switching equipment, call processing and feature capacity. It also may be limited by the availability of facilities and local operating conditions. All station-controlled features involving multiple line connections are subject to transmission limitations, e.g., Consultation Hold, Three-Way Calling and Conferencing.

1. CENTREX (cont'd)**C. Optional Features****1. Attendant Camp-On and Indication of Camp-On**

An incoming exchange network (listed directory number) or Common Control Switching Arrangement (CCSA) attendant call which the attendant attempts to complete to a busy station line within the Centrex system is held waiting until the called station becomes idle. The called station is then automatically rung and connected to the incoming call upon answer.

Indication of Camp-On is furnished with Attendant Camp-On and provides an audible burst of tone to the busy called station to indicate that the incoming call is camped on. Subsequent bursts of tone are applied each time the attendant leaves the waiting connection after reverifying the caller's desire to wait.

2. Attendant Transfer

The station user, by momentarily depressing and releasing the switchhook, signals and adds the attendant to the connection. The attendant may then transfer the incoming call to another station of the same Centrex system. The Attendant Transfer feature and the station transfer feature cannot be provided to the same Centrex station.

3. Automatic Callback

Automatic Callback permits a primary station line user who attempts an intercommunication call to a busy primary station line to be automatically connected to that line when both called and calling lines are subsequently idle. Automatic Callback is only operational for intercommunication calls between primary station lines served by the same customer group.

A calling primary station line is permitted only one Automatic Callback request at a time. In the #1ESS the called primary station line is limited to only one request at a time for Automatic Callback. Once requested, Automatic Callback will remain active for a period not to exceed thirty minutes unless deactivated by the calling primary station line.

4. Advanced Private Line Termination (APLT)

APLT is a termination designed primarily for use with Enhanced Private Switched Communication Service (EPSCS) access lines but can be used to terminate dial tie lines (tandem and non-tandem), Common Control Switching Arrangement (CCSA) access lines and Electronic Tandem Switching (ETS) tie trunks when required.

5. Busy Verification

The attendant may establish a connection to an apparently busy station line to determine if the station line is in working order. When the attendant, with live transmitter, is connected to a busy station line, periodic bursts of tone are applied to alert the talking parties to the attendant's presence.

1. CENTREX (cont'd)**C. Optional Features (cont'd)****6. Call Forwarding****a. Variable****(1) Limited**

When this feature is activated by a station line user or the attendant, incoming calls to the activated station line or attendant position will be automatically routed to any other selected station line, within the same Centrex system, or to the attendant position. The attendant may also activate this feature for a station line user.

(2) Unlimited

The same as Call Forwarding Variable Limited except that incoming calls may be automatically routed to a telephone number outside the Centrex system or to station lines within the same Centrex system. The attendant may not activate this feature to a telephone number outside the Centrex system for a station line user. Calls forwarded outside the Centrex system are subject to the appropriate charges for local and toll messages.

(3) In ESS central offices either Call Forwarding Variable Limited or Unlimited but not both may be provided in the same Centrex system. Call Forwarding Variable Limited and Unlimited may be provided in the same Centrex system in DSS central office.

b. Call Forwarding - Busy Line

Automatically routes direct-in-dialed calls to the attendant, to any other station line, or to another number outside the Centrex system in those offices that are suitably equipped or within the same serving central office as the Centrex, when the called station line is busy. Calls forwarded outside the Centrex system or within the same serving central office as the Centrex are subject to the appropriate local and toll message charges.

1. **CENTREX** (cont'd)

C. Optional Features (cont'd)

6. Call Forwarding (cont'd)

c. Call Forwarding - Don't Answer

Automatically routes direct-in-dialed calls to the attendant, to any other station line, or to another number outside the Centrex system in those offices that are suitably equipped or within the same serving central office as the Centrex, when the called station line does not answer within a prescribed time interval. Calls forwarded outside the Centrex system or within the same serving central office are subject to the appropriate local and toll message charges.

d. Call Forwarding Over Private Facilities

Call Forwarding Over Private Facilities (CFPF) incorporates and expands Call Forwarding - Variable capabilities. CFPF allows a Centrex Primary Station user to have incoming calls forwarded to a location outside the Centrex group using a specific selected facility or network which may include Common Control Switching Arrangement (CCSA), Enhanced Private Switched Communications Services (EPSCS), Electronic Tandem Switching (ETS), Foreign Exchange Service (FXS), senderized tie lines/special access voice grade channels and DDD. Automatic Route Selection (ARS) may also be selected.

e. Call Forwarding - Reminder Ring

Call Forwarding Reminder Ring provides for a distinctive ringing signal to be furnished to a Call Forwarding Variable or Call Forwarding Over Private Facilities equipped primary station line at the time a call is forwarded.

f. Automatic Forwarding Over Customer Facilities

Automatic Forwarding Over Customer Facilities (AFCF) is an arrangement that allows incoming calls to an AFCF Directory Number to be automatically forwarded to a Company provided private facility which may include Direct Digital Interface, Tie Lines and Special Access Voice Grade Channels. Each AFCF arrangement consists of a Directory Number and the specific private facility the calls are forwarded to.

1. **CENTREX** (cont'd)

C. Optional Features (cont'd)

6. Call Forwarding (cont'd)

g. Call Forwarding - Personal Call Screening

Call Forwarding - Personal Call Screening incorporates and expands Call Forwarding Variable capabilities. Personal Call Screening permits a station, that has been programmed to have calls forwarded to it, to be able to transfer the call back to the original called station.

h. Call Forwarding - Customer Programmable

Call Forwarding - Customer Programmable (CFCP) permits a station user to activate, change and/or deactivate the forwarded to number by dialing an activation/deactivation code. The station user may activate/deactivate Call Forward Busy and/or Call Forward Don't Answer and program the forward to number from the station. Incoming calls presented to a busy line can be forwarded to one alternate number while calls presented to an unanswered line can be forwarded to a different number. When this feature is activated by the station user all incoming calls will be automatically forwarded to the customer programmed telephone number outside the Centrex system or to a station line within the Centrex system when the station is busy or unanswered. Calls forwarded outside the Centrex system are subject to the appropriate charges for local, ZUM and toll messages.

i. Call Forwarding - Internal/External Splits

Call Forwarding Internal/External Splits automatically forwards incoming calls to different internal or external telephone numbers based on call origination. A call that originated internal to the Centrex system will be forwarded to a predetermined number internal or external to the system and calls originating external to the Centrex system may be forwarded to a different predetermined internal or external telephone number. Calls forwarded outside the Centrex system are subject to the appropriate charges for local, ZUM and toll messages.

1. CENTREX (cont'd)**C. Optional Features (cont'd)****7. Call Hold**

A station user may "hold" any call in progress by flashing the switchhook and then by dialing a "hold" code, clear the same line for the purpose of originating another call or returning to the previously held call. Only one call per station line may be held at one time. The "held" call cannot be added to the second call.

8. Call Pickup

A station user may answer any call directed to another station line within his own preset pickup group by dialing a special code. If more than one station line in the pickup group has an unanswered incoming call, the individual call to be answered will be selected by the switching system.

9. Directed Call Pickup (With or Without Barge-In)

- a. A station user may answer calls directed to any other station line in the Centrex system by dialing the unique answer code and the number of the station to be answered. The station for which calls are to be picked up must be arranged for Directed Call Pickup.
- b. The station picking up the call and the station whose calls are to be picked up must be in the same Centrex group. With Directed Call Pickup, the call pickup group may be the entire Centrex system. The number of primary station lines in a call pickup group is generally limited by the audible or visual facilities used to provide suitable identification of the primary station line that is ringing.

10. Directed Call Park

Directed Call Park allows Centrex stations to park a call against any other Centrex station directory number within the same group. The call may be retrieved from any other station.

10.1 Direct Inward Dial to Direct Outward Dial (DID-DOD) Transfer

DID-DOD Transfer is an optional feature arrangement available to Centrex services equipped with Call Transfer-Individual-All Calls or Universal Call Transfer feature capability as defined in B.3.d.(2), preceding. It allows a Centrex station user to transfer a direct inward dial call to a telephone number outside of the Centrex system. Once the transfer has been established, the Centrex station user either may remain with the call or hang up to complete the transfer, without disconnecting the outside parties. The Centrex station user who hangs up from an established transfer may continue to originate and receive calls normally. Refer to A.1.f.(13) preceding, regarding customer responsibility for the payment of applicable charges.

1. CENTREX (cont'd)**C. Optional Features (cont'd)****11. Call Waiting**

- a. Call Waiting allows an incoming DID call to a busy line to be held while an audible burst of tone is provided to the busy station line connection to indicate that a call is waiting.
- b. Call Waiting, Call Forwarding - Busy Line and Attendant Camp-On features cannot be provided to the same Centrex line.
- c. Call Waiting Originating

This option is provided in addition to Option a. preceding and may be provided separately. The option allows an originating party to initiate a call waiting indication on all Centrex intragroup station-station calls.

d. Intragroup Call Waiting

- (1) This option, provided per Centrex group, allows those Centrex stations with the Call Waiting option to receive indication of call waiting on intragroup calls. These calls include station-station tie trunk (regular and satellite), and attendant calls.
- (2) Call Waiting Intragroup is only provided when the customer subscribes to Call Waiting Incoming. When Call Waiting Intragroup is ordered, all Centrex lines equipped with Call Waiting Incoming will be equipped with Call Waiting Intragroup.

- e. Waiting Originating and Call Waiting Intragroup features are applicable only to the lines of the same Centrex group.

f. Dial Call Waiting

Dial Call Waiting (DCW) allows originating Centrex station users to invoke call waiting service on selected intragroup calls by dialing the DCW access code followed by the extension number of the station to be called waited.

12. Conference Calling

- a. A station user may establish a conference connection of up to six (ESS) or thirty (DSS) conferees (including self) without the aid of the attendant. Depending on the switching system, limitations exist on the number and types of trunks that may be included in the conference in lieu of station lines of the same Centrex.
- b. Conference Equipment provides for the conferencing of five or less primary station lines where facilities and operating conditions permit.

1. **CENTREX** (cont'd)

C. Optional Features (cont'd)

12. Conference Calling (cont'd)

c. Furnished only where attendant equipment is installed. Subject to transmission limitations the following may be included in the conference connection at any one time, in lieu of two primary stations:

(1) Two tie lines/special access voice grade channels or

(2) One central office trunk, foreign exchange line or switched services network access line and one tie line/special access voice grade channel.

d. Preset Conference

Permits a station user to establish a preset conference with up to twenty-five (25) total conferees. This is achieved by dialing a specific Directory Number (DN) which invokes simultaneous ringing of the conferees preselected through the use of a data table.

1. CENTREX (cont'd)**C. Optional Features (cont'd)****13. Speed Calling**

- a. A station user may assign abbreviated codes to certain called numbers. This permits him to dial the selected numbers using fewer digits than normally required.
- b. Two types of speed calling lists are available:

Short list - may be either an individual or group list and may contain from six to ten telephone numbers per list.

Long list - may be either an individual or group list and may contain from thirty to seventy telephone numbers per list.

The quantity of numbers in a Speed Calling list will vary with switching technology. Options include either fixed list or customer changeable list. Group Speed Calling requires a minimum of two station users.

- c. Each primary station line may access one list of each type. The rates shown apply to each list furnished. Individual speed calling list is not available to station lines assigned in multiline hunting.
- d. Where available in the switching equipment, the customer may add, remove or change telephone numbers in his speed calling list by dialing a special code followed by the new entry.

14. Direct Inward System Access (DISA)

Direct Inward System Access allows authorized outside callers to access Centrex service and facilities without attendant assistance. The caller gains access by dialing a DISA directory number, a seven (7) or ten (10) digit number or an Inward Wide Area Telephone Service then number, enters an authorization code and the called number.

1. **CENTREX** (cont'd)

C. Optional Features (cont'd)

15. Customer Dialed Account Recording (CDAR)

Permits Centrex stations and attendants to dial an account or project number of up to eight digits. For use when placing calls over facilities arranged for Automatic Message Accounting (AMA) recording. The account or project number must be input prior to dialing the called number.

- a. CDAR will be furnished where facilities and operating conditions permit.
- b. Rates and charges applicable to providing message detail with CDAR detail are as shown in Guidebook, Part 8, Section 8 Supplemental Billing Service.
- c. Account, project number or authorization codes may not exceed 8 digits.
- d. CDAR Non-Billed Record Identification (NBRI) is a feature that gives the Centrex attendant the capability of recording CDAR information up to a maximum of 8 digits for incoming calls on an AMA account number record before extending the call to a Centrex station line or other line terminated in the Centrex system.
- e. With NBRI the Centrex attendant can extend incoming calls with CDAR information to Centrex station lines and other lines where facilities and operating conditions permit.
- f. In addition to the following rates and charges for Centrex NBRI shown in D.8.d.(3) following, the customer must subscribe to Supplemental Billing Service which is filed in Guidebook, Part 8, Section 8.

1. CENTREX (cont'd)

C. Optional Features (cont'd)

16. Distinctive Ringing and Call Waiting Tone

a. Distinctive Ringing and Call Waiting Tone are furnished in different classes which permit primary station line users to identify the source of calls. These three classes identify:

<u>Class</u>	<u>Call Source</u>
A	Intercommunication
B	Direct inward dialed local and toll Attendant completed CCSA access line Tie line/Special Access Voice Grade Channel
C	Preemptible SCAN (Autovon) access line Call Waiting-Originating 51A Console night service arrangement

b. Distinctive Ringing is furnished to indicate the source of calls to idle primary station lines. Distinctive Tone is furnished to indicate the source of calls to busy primary station lines equipped for Call Waiting optional service features.

1. **CENTREX** (cont'd)

C. Optional Features (cont'd)

16. Distinctive Ringing and Call Waiting Tone (cont'd)

- c. A Distinctive Ringing/Tone is furnished to each class and is used to identify all call sources within each class.
- d. Class A ringing/tone is not furnished separately and is included at no additional charge to primary station lines arranged for Class B ringing/tone. Class C ringing/tone may be furnished separately or in association with Class B ringing/tone.
- e. Class C tone associated with Call Waiting-Originating will only be provided where all primary station lines in the same customer group are commonly arranged for Class C tone.
- f. Where a customer's system is equipped with a 51A Console and is arranged for Class B ringing/tone, Class C ringing will be provided to identify night service arrangement extended calls to primary station lines at no additional charge.

17. Music/Silence In Queue

Allows for customer-provided music or silence in queue for No. 1/1A ESS - CO/ACD Type A and B terminating lines and Centrex UCD Service. Complete Rates and Charges, descriptions and Regulations as defined in Guidebook, Part 6, Section 9 are applicable.

18. Selected Customer Control of Facilities (SCCOF)

- a. Selected Customer Control of Facilities is a 50A and 51A Console attendant position optional service arrangement which permits the attendant to restrict the access of all primary station lines to specific facility groups which are a part of a predetermined routing pattern.
- b. When the Selected Customer Control of Facilities optional service arrangement is activated for a facility group, calls directed to that group will automatically proceed to the next idle route designated in the routing pattern.
- c. When a facility group is restricted by use of the Selected Customer Control of Facilities optional service arrangement, access to that group is restricted whether the call attempt is via a predetermined routing or normal access method.

1. CENTREX (cont'd)**C. Optional Features (cont'd)****19. Source Billing of Attendant-Handled Calls (SBAC)**

- a. Source Billing of Attendant-Handled Calls (SBAC) is a feature that permits calls extended by the attendant to be recorded as an AMA entry which includes identification of the station number of the source party who requested the attendant assistance and an indication that the call was handled by the attendant.

The AMA record of SBAC calls may be included with the detailed of other calls when the customer subscribes to Schedule Guidebook, Part 8, Section 8, Supplemental Billing Service.

- b. SBAC is offered with switching equipment where the office is suitably equipped
- c. SBAC is a Centrex feature that is available to all Centrex attendant facilities in the Centrex group that has this feature. A source party must be internal to the master Centrex complex that includes the attendant. The source parties included are:
 - (1) Centrex line.
 - (2) Centrex satellite tie-trunk.
 - (3) Regular tie-type trunk.

20. Sectional Billing Service

- a. The Company will render to the customer, in accordance with D.8.h. following, two or more sectional bills as determined by the customer.
- b. A sectional bill may include all local message usage, zone calling (ZUM) units and toll charges, credits, rates and charges for exchange service, supplemental equipment, directory listings and classified directory advertising charges associated with Centrex station line numbers included in each sectional bill.

1. **CENTREX** (cont'd)

C. Optional Features (cont'd)

20. Sectional Billing Service (cont'd)

- c. Other rates and charges considered to be common to the Centrex system not normally associated or identified with Centrex station lines will be included on one of the bills designated by the customer.
- d. Each sectional bill will be rendered in the name of the customer to the Centrex service who is responsible for the payment of all sectional bills applicable to the service:
 - (1) Where primary lines arranged for attendant and station transfer are combined within the same Centrex service, and the customer requests Sectional Billing Service, two sectional bills will be provided at the rates and charges shown for "first sectional bill" and "each additional sectional bill."

21. Flexible Route Selection Service (FRS)

- a. FRS is offered with switching equipment where the office is suitably equipped and where the capacity of the office is sufficient to provide FRS without affecting other services.
- b. FRS is a Centrex optional feature designed to select the most economical routing at any given time for a dialed outgoing call over a variety of a customer's available facilities. The most economical route may be a CCSA - offnet, separate local exchange trunk or foreign exchange trunk. Tie lines and special access voice grade channels and Direct Digital Interface connections used for off-network dialing (see c. following) may be included as a possible route. The switching equipment will attempt to complete a call over a maximum of four such routes, and if these are found to be busy, will complete the call over the local trunks furnished with the Centrex service. FRS is activated by dialing an access code followed by the telephone number. The maximum number of digits dialed for a telephone number may vary depending on the proper program updates of the serving central office.
 - (1) Certain types of calls will always be completed over the local trunks of the Centrex service: operator-handled calls, calls within the local calling area, calls over facilities not accessed by the flexible route selection access code, etc.

Zum Zone 3 and IntraLATA toll calls may be completed over the customer's private facility as described in C.22.c. following.

1. **CENTREX** (cont'd)

C. Optional Features (cont'd)

21. Flexible Route Selection Service (FRS) (cont'd)

(2) Where the customer wishes to restrict or permit outgoing traffic to predetermined prefixes or codes, rates and charges for exchange and message toll diverting or toll restrictor equipment apply.

c. A route is a customer private facility used to complete direct dialed chargeable calls:

- (1) CCSA - offnet,
- (2) separate local exchange trunk,
- (3) foreign exchange trunk,
- (4) Outgoing tie lines and special access voice grade channels from the Centrex and Direct Digital Interface connections which are used for off-network dialing at the distant location are usable as FRS routes on a non cut-through basis only and are subject to limitations of facilities and operating conditions.

A route may consist of one or more lines of the same type of facility that the customer may use to reach a distant telephone number. The maximum number of digits dialed for a telephone number may vary depending on the proper program updates of the serving central office.

d. A pattern is a route sequence to be followed in completion of a call. It is a priority list of routes over which calls to a group of prefixes or codes are directed. The number of patterns a customer requires is governed by the type and variety of private facilities to which the customer subscribes.

- (1) FRS installed prior to March 21, 1991: Where the choice of more than one route is available for completion of calls within a Numbering Plan Area (NPA), 6-digit translation (USOC item ECR) is required for each NPA involved. Rates and Charges shown in D.9.a.(3) are applicable.

1. CENTREX (cont'd)

C. Optional Features (cont'd)

21. Flexible Route Selection Service (FRS) (cont'd)

e. Charges applicable to changes and rearrangements:

- (1) FRS installed prior to March 21, 1991: Where a change in capacity of patterns is required, the rates and charges for the new pattern capacity shown in D.9.a.(2) following apply.
- (2) Rates and Charges D.9.a.(5) for FRS installed prior to March 21, 1991 and D.9.b.(5) for FRS installed on or after March 21, 1991 following do not apply where a pattern has been established in accordance with the request of the customer and subsequent changes in telephone prefixes or codes are initiated by the Company that affect such patterns.

f. Station lines from another PBX or Centrex that access the FRS by using Tie Lines (TL) or special access voice grade channels can not be identified, only the TL or special access voice grade channels group number will be shown.

g. Separate local exchange trunks that are used as a route in the FRS may be assigned from a different prefix than that of the Centrex service.

h. Non-Billed Record Identification (NBRI) can provide Individual Station Billing (ISB) for foreign exchange trunks and tie lines/special access voice grade channels that are used for network calling.

i. An Expensive Route Warning Tone indicates when a more expensive route is being used. The customer must designate which routes are to receive the tone.

22. Multiple Position Hunt

- a. Multiple Position Hunt (MUPH) feature is a line hunting arrangement that provide the ability to distribute calls over a group of 16 line-loop console positions, each of which can handle six types of incoming calls. Incoming calls are routed to idle positions with an idle loop for that call type. This feature will be furnished only where facilities are available in the switching equipment.
- b. MUPH is offered only with the 50A Customer Premises System (CPS).
- c. Call Queueing can be provided with MUPH.
 - (1) Calls are classed according to the facilities used for incoming service, e.g., FXS, local exchange service, and are completed to the next available position arranged for access by that incoming service. When all facilities are busy for a specific type trunk, any incoming calls to these trunks will be placed in queue and given an audible tone.
 - (2) The Company will develop a recommended number of queue slots for each customer system based on traffic usage analysis. The customer does not have to purchase the recommended number of queue slots.

1. **CENTREX** (cont'd)

C. Optional Features (cont'd)

23. Foreign Exchange and Foreign Prefix Centrex Service

a. Foreign Exchange Centrex Service

- (1) Foreign Exchange Centrex Service provides service from a contiguous and non-contiguous exchange or district area other than the exchange or district area in which the customer's primary location (as defined in Schedule Cal.P.U.C. No. A2.1.1) is located.
- (2) Foreign Exchange Mileage Rates are in addition to rates and charges for Centrex Service as shown in this schedule. Foreign Exchange Mileage Rates apply to all Centrex station lines and to special access voice grade channels that are required for each attendant position and associated equipment. To determine the Contiguous Foreign Exchange Mileage, the distance will be measured from the customer's primary location to the nearest point on the common exchange/district area boundaries. To determine non-contiguous mileage, distance will be measured from rate center to rate center.
- (3) If special access channels other than voice grade are required for the operation of the attendant positions and associated equipment, apply appropriate mileage rates as shown in Guidebook, Part 8, Section 8.
- (4) Foreign Exchange Centrex Service will only be offered where facilities and operating conditions affecting transmission, signaling and timing characteristics permit.
- (5) No foreign exchange business message or dollar allowance will be given to Centrex lines.
- (6) Message Usage and Allowances will apply as shown in Guidebook, Part 4, Section 2.
- (7) Only one free directory listing will be offered for the Listed Directory Number (LDN), it will appear in the telephone directory that covers the exchange from which the Foreign Exchange Centrex Service is served. Additional Listings may be provided at rates as shown in Guidebook, Part 12, Section 1..

1. **CENTREX** (cont'd)

C. Optional Features (cont'd)

23. Foreign Exchange and Foreign Prefix Centrex Service (cont'd)

b. Foreign Prefix Centrex Service

- (1) Foreign Prefix Centrex Service provides service within an exchange or district area from a central office other than the central office normally serving the area in which the primary station is located.
- (2) Foreign Prefix Mileage Rates are in addition to rates and charges for Centrex Service as shown in this schedule. Where facilities and operating conditions permit, a prefix furnished within an exchange or district area from a central office other than the normal serving central office, will be furnished subject to mileage charges for the airline distance between these central offices.
- (3) If special access channels other than voice grade are required for the operation of the attendant positions and associated equipment, apply appropriate mileage rates as shown in Guidebook, Part 8, Section 8.
- (4) Foreign Prefix Centrex Service will only be offered where facilities and operating conditions affecting transmission, signaling and timing characteristics permit.

1. CENTREX (cont'd)

C. Optional Features (cont'd)

24. Metropolitan Centrex Service

- a. Metropolitan Centrex service consists of a group of two or more Centrexes or a combination of Centrexes and Compatible Customer Provided Systems furnished to a single customer that are associated with each other. A unified Centrex service is provided through the use of associated dialing patterns at each Centrex, access to attendant facilities, dedicated connecting circuits between the various primary Centrex services, special call transfer treatment and dialed access to other special features.
 - (1) In a Metropolitan Centrex arrangement there are typically one main and the remainder secondary Centrexes or Compatible Customer Provided Systems.
 - (2) Connecting circuits referred to in rates and charges are priced in accordance with rates, charges and regulations applicable to tie lines, special access voice grade channels or miscellaneous voice grade signal channels as shown in the Company's Guidebook.
- b. Metropolitan Centrex Service provided to a customer served by more than one switching equipment may be:
 - (1) Main Satellite Centrex service,
 - (2) Multi-location Centrex service, or
 - (3) Centralized Attendant Centrex service.
- c. Types of Metropolitan Centrex Service in b. preceding, are provided using features shown in D.8. Rates and Charges following, in addition to rates and charges applicable to other service, equipment and facilities. Such service will be furnished where facilities and operating conditions, including transmission considerations are the provision of proper supervision, are adequate to provide the requested service without adversely affecting service to other customers or cause harm to Company's exchange and message toll network.

1. CENTREX (cont'd)

C. Optional Features (cont'd)

24. Metropolitan Centrex Service (cont'd)

- d. The difference between types of Metropolitan Centrex Service identified in b. preceding occur with respect to how features shown in D.8.i. following, are used in conjunction with other available features.
- e. Attendant positions are located at:
 - (1) Main Centrex with Main Satellite Centralized Attendant Centrex services. (No attendant positions at secondary Centrexes.)
 - (2) Each main and secondary Centrex with Multi-location Centrex service. In some Multi-location configurations, the customer may elect not to have attendant positions at a secondary location.
- f. Listed Directory Number (LDN) and direct-inward-dialed (DID) calls enter at:
 - (1) Main Centrex with Main Satellite Centrex service.
 - (2) Each main and secondary Centrex or Customer Provided System with Centralized Attendant and Multi-location Centrex service.
- g. Direct-outward-dialed (DOD) calls leave each main and secondary Centrex with Main Satellite, Centralized Attendant and Multi-location Centrex services. When a Customer Provided System is used with Centralized Attendant Service, DOD calls can be placed from it. A secondary Centrex may use trunks of the main Centrex for DOD calls with Main Satellite Centrex Service instead of DOD trunks at the secondary Centrex.
- h. Implementation of the three basic call transfer features between main and secondary Centrexes or a Customer Provided System is provided in accordance with the following:
 - (1) Where attendant transfer on incoming calls from a party external to the Centrex is provided at the main Centrex, stations at main and secondary Centrexes or Customer Provided Systems may be rotary dial and/or Touch-Tone.
 - (2) Where station-controlled dial transfer on incoming calls from a party external to the Centrex is provided at the main Centrex, the customer may have attendant transfer service at the secondary.
 - With Main Satellite Centrex Service the stations at the main Centrex may be rotary dial and/or Touch-Tone, the stations at the secondary Centrex must be Touch-Tone only.
 - With Multi-location and Centralized Attendant Centrex services the stations at the main and secondary Centrexes or Customer Provided Systems must be Touch-Tone.

1. **CENTREX** (cont'd)

C. Optional Features (cont'd)

24. Metropolitan Centrex Service (cont'd)

- h. Implementation of the three basic call transfer features between main and secondary Centrexes or a Customer Provided System is provided in accordance with the following: (cont'd)
 - (3) Centrex service with the Call Transfer-Individual-All Calls or Universal Call Transfer option permits add-on, consultation hold and transfer of more call types but does not permit dial transfer on all possible station calls.
 - The stations at the main and secondary Centrexes may be rotary and/or Touch-Tone.
 - i. Where Metropolitan Centrex Service is furnished, the customer may not combine attendant and station transfer for primary stations within the same Centrex service (as described in Regulations A.1.a.) at main or secondary Centrexes.
 - j. In Metropolitan Centrex Service the basic numbering plan may require uniform numbering throughout all the switching machines. Stations of one of the Centrexes may dial stations of another without having to dial a special access code. Stations dial the same number of digits to reach each other.
 - k. Where Listed Directory Number (LDN) trunks terminate in secondary Centrexes or Customer Provided Systems not equipped with attendant positions:
 - (1) The LDN trunks will be furnished as a group of trunks separate from the local trunk facilities of the Centrex service and rated in accordance with rates and charges shown in Guidebook, Part 4, Section 2.
 - (2) The LDN trunks are extended to the attendant position at the main Centrex via connecting circuit facilities.
 - (3) The attendant can distribute calls to stations at main and secondary Centrexes or Customer Provided Systems. Release link operation is available with Centralized Attendant Centrex service.
 - l. Attendant assistance calls from stations may be routed to an attendant at a remote location and then on to other facilities furnished at that remote location Centrex, such as CCSA access lines, etc.

1. CENTREX (cont'd)

C. Optional Features (cont'd)

24. Metropolitan Centrex Service (cont'd)

- m. Optional features and supplemental service will be provided in accordance with charges, rates and regulations in the Company's Guidebook.
- n. Where other equipment arrangements and facilities are requested for use with Metropolitan Centrex Service, they will be provided at rates and charges shown in the Company's Guidebook except where additional costs are involved. In that case they will be subject to prior authorization of the Public Utilities Commission of the State of California.
- o. Charges for changes and rearrangements in the configuration of service features and facilities used with Metropolitan Centrex Service shall be in accordance with Company's Guidebook appropriate to the specific service features and facilities involved or in accordance with the provision of Guidebook, Part 3, Section 1.

25. Uniform Call Distribution (UCD) ESS

- a. The UCD feature is furnished at the rates and charges as shown in D.8.n. following, which are in addition to other charges and rates for Centrex service. It permits even distribution of incoming calls over a group of lines arranged for hunting when the assigned number of the hunting group is called. It is available to a customer whose Centrex service is furnished by use of a ESS central office equipped with the required call processing and feature capacity and where operating conditions permit.
 - (1) 800 Service, Foreign Exchange Trunks and Tie Line/Special Access Voice Grade Channels may be terminated in the UCD for incoming calls. The incoming calls will be routed directly to the UCD pilot number via 800 Service and Foreign Exchange Service when the UCD is arranged for queuing¹.
 - (2) Lines furnished in a group may consist of primary, primary restricted or primary semi-restricted or any combination of such lines provided in D.4. following.

/1/ If all station lines and queue are busy, calls will ring without an answer.

1. CENTREX (cont'd)

C. Optional Features (cont'd)

25. Uniform Call Distribution (UCD) ESS (cont'd)

- a. The UCD feature is furnished at the rates and charges D.8.n. following, which are in addition to other charges and rates for Centrex service. It permits even distribution of incoming calls over a group of lines arranged for hunting when the assigned number of the hunting group is called. It is available to a customer whose Centrex service is furnished by use of a #1ESS central office equipped with the required call processing and feature capacity and where operating conditions permit. (Cont'd)
- (3) When UCD is furnished to a group of lines, certain features are unavailable and others, if requested, must be provided to all lines in the group.

- Features unavailable in the UCD hunting group:

Call Forwarding - Variable, Busy Line and Don't Answer.
Call Pickup.
Call Waiting - audible indication.
Directed Call Pickup.

- Features limited in the UCD hunting group. When these features are requested, they must be furnished to all lines in the group at the appropriate rates.

Call Hold
Speed Calling (6, 30 and customer changeable)

- b. Queuing - Queuing is an option that may be added to the UCD arrangement. Queuing permits calls, in excess of available lines in a UCD group, to be held in the central office and distributed in their order of arrival to lines in the UCD group as the lines become available.

1. CENTREX (cont'd)

C. Optional Features (cont'd)

26 Uniform Call Distribution (UCD) - Digital Switching Systems (DSS)

UCD-DSS distributes calls evenly to Centrex primary, semi-restricted or interior lines (Centrex lines), provided service is from a central office switching system. The UCD-DSS feature offering is furnished at the rates and charges as defined in D.8., following.

The UCD Group may contain up to a maximum of five primary system telephone numbers. These numbers may be associated with local telephone numbers (same central office), foreign exchange trunk numbers, 800 service numbers, Special Access Voice Grade Channels numbers or any combination of such numbers. Local telephone numbers are included in the UCD Group rate. The rates and charges associated with Foreign Exchange Trunks, 800 Service and Special Access Voice Grade Channels are in addition to the rates and charges applicable to the UCD Group. Charges apply as defined in the respective Guidebook.

Calls to the assigned telephone numbers within the UCD group are distributed to Centrex lines equipped with the UCD line feature, provided the Centrex lines are activated to receive calls. Centrex lines arranged for UCD operation may activate any UCD group within their Centrex system and receive calls from that group. If no UCD Centrex lines are activated to receive calls from a UCD group, the UCD will direct the calls to a predetermined number.

UCD activation does not prevent Centrex lines from originating or receiving calls normally.

Queuing is a standard feature arrangement to the UCD and permit calls, in excess of available lines, to be held in the central office and distributed in their order of arrival. Customers may arrange for a delay announcement and/or music or silence in queue at the rates and charges defined in D.8., following.

1. **CENTREX** (cont'd)

C. Optional Features (cont'd)

26 Uniform Call Distribution (UCD) - Digital Switching Systems (DSS)

UCD-DSS is furnished under the following conditions:

- a. A maximum of 1,024 or 2,048 Centrex lines may be activated to a UCD group at any one time where the central office is suitably equipped.
- b. Centrex lines may be activated to only one UCD group at any one time.
- c. Centrex lines that are equipped with UCD may not be arranged for hunting.
- d. Call Forwarding on a Centrex line with UCD-DMS is not available to calls to the UCD group. However, Call Forwarding is available to the Centrex line.
- e. Telephone numbers within the UCD-DMS group are assigned one of four priorities, as selected by the customer. Calls are directed from the queue based on the order received and priority selected.
- f. With UCD-DMS the number of calls that may be in queue is constantly changing and is automatically assigned in the software based on the expected number of activated lines.
- g. The number to which calls are forwarded on a night service arrangement or "no attendant" basis must be within the same serving central office or provided within a Centrex tie line group.
- h. The nonrecurring charges as shown in D.8. following, do not apply when customers change from a UCD-ESS to a UCD-DSS due to a central office conversion.

1. CENTREX (cont'd)

C. Optional Features (cont'd)

27. Most Economical Routing (MER) - #2ESS Type Centrex

- a. Most Economical Routing (MER) is an equipment arrangement furnished to a Centrex customer served from #2ESS switching equipment. MER is a Centrex optional feature designed to select the most economical routing at any given time for a dialed outgoing call over a variety of a customer's available facilities. The most economical route may be a CCSA - offnet or foreign exchange trunk. The switching equipment will attempt to complete a call over a maximum of four such routes, and if these are found to be busy, will complete the call over the local trunks furnished with the Centrex service. MER is activated by dialing an access code followed by the 7- or 10-digit telephone number.¹
- b. MER is offered with #2ESS switching equipment where the office is suitably equipped and where the capacity of the office is sufficient to provide MER without affecting other services.
- c. A route consists of lines which are used to complete calls originated by a station user of the Centrex Service. The following type of service may be included as routes:
 - (1) CCSA line
 - (2) Foreign Exchange Trunk Line
 - (3) Message Telecommunications Service²

A route may consist of one or more lines of the same type of service by which the customer may reach a 7- or 10-digit telephone number.

- d. When DDD is used as a route, it must be the last choice. When all routes have been examined and are found busy, the calling station user receives reorder tone.
- e. A pattern is a route sequence with a maximum of four routes to be followed in completing a call. The number of patterns a customer requires is governed by types of services to which a customer subscribes.

/1/ See A.1.k. preceding.

/2/ Also known as Local Toll.

1. **CENTREX** (cont'd)

C. Optional Features (cont'd)

28. Station Message Detailed Recording on Tie Trunks and Foreign Exchange (SMDR-TAMA)

a. SMDR-TAMA is an arrangement to provide an Automatic Message Accounting (AMA) record, by line number, attendant (LDN) and tie line/special access voice grade channel identifying number of originating calls that are placed over a foreign exchange trunk, tie line and/or special access voice grade channel.

(C)
(D)

b. The AMA record will provide the following call detail:

- Calling Number (The number of the line, attendant or incoming Tie Line/Special Access Voice Grade Channel)
- Called Number (1-24 digits)
- Connect Time
- Disconnect Time
- Date

c. SMDR-TAMA is available only from central offices which are suitably equipped and facilities and operating conditions permit.

1. CENTREX (cont'd)

C. Optional Features (cont'd)

29. Message Register Central Office Equipment Feature

The Message Register Central Office feature permits individual Centrex line local message unit or zone calling Zone 1 and Zone 2 (ZUM) unit data to be stored in the memory of the switching equipment entity. Upon request from an inquiry and display station at the customer's premises, the accumulated local message units or zone calling Zone 1 and Zone 2 (ZUM) units used by a Centrex line are indicated on a numeric light-emitting diode (LED) display and, optionally, on a printer.

This message registration feature will not be provided simultaneously with mechanical registers in the same customer Centrex service.

30. The customer-controlled line status feature permits designated Centrex lines to be placed in or changed to any one of four conditions:

- a. Normal primary station line status.
- b. Outward call restricted. Any attempt the station user makes to dial a call outside the Centrex service will be intercepted and routed to an announcement, reorder tone or to the Centrex attendant (see below).
- c. Inward call restricted. All incoming calls to the station line will be intercepted and routed to an announcement, the attendant of the Centrex or to a night service number (see below).
- d. Outward and Inward calls restricted as shown in b. and c. preceding.

Line status is controlled by the customer inputting control codes using the keyboard of the inquiry and response station. Where desired, the attendant or designated stations equipped with Touch-Tone Calling Service may be used to activate this feature.

- Where the customer wishes to change the status of groups of lines, use of the optional printer with the 90A CPS station is recommended.

When the status of a line requires outward or inward calls to be intercepted, the designated intercept arrangement will be provided at rates and charges shown following.

1. CENTREX (cont'd)**C. Optional Features (cont'd)****31. Station Call Thru Test (SCTT)**

SCTT allows a uniquely identified Centrex station to perform call thru test maintenance to verify the operations of specific trunks within a Centrex, AIS or ETS trunk group.

Types of trunks included:

- Tandem Tie Trunks
- Tie Trunks
- Network Access Trunks
- Two-way or Outgoing Foreign Exchange Trunks
- Inter-machine Groups (including Carrier Access Groups).

Station Call Thru Test and Busy Verification Test (SCTT/BVT)

In addition to the SCTT feature defined above, SCTT/BVT allows a uniquely identified Centrex station the ability to perform busy test maintenance on the types of trunks listed above.

32. Centrex Management Service (CMS)

- a. CMS is an optional service offering which includes a Basic Control Package (BCP). CMS/BCP, hereinafter referred to as CMS, provides the ability to manage and control line and feature rearrangements of Centrex service without the need to utilize standard service order procedures through the Company's business office.

CMS subscribers can request existing station line and feature changes by accessing their data base via a customer computer. CMS offers a set of menus and screens to guide the customer through programs to create, generate and define facility management reports. CMS allows customers to maintain records, produce and define reports associated with their Centrex telecommunication facilities, which includes but is not limited to, lines, features, equipment, location.

1. CENTREX**C. Optional Features (cont'd)****33. Reseller Remote Access Service (RRAS)**

- a. RRAS is a Company provided Central Office service that enables end users, at a remote location, unattended access to the Reseller's Centrex-CO/Electronic Tandem Switching (ETS) exchange network. The RRAS is activated by dialing a designated number. The remote caller then obtains access to the Centrex-CO services normally available to an on-premises or local station user. Users can access the RRAS from residence, business, mobile or coin type exchange services.
- b. Resellers with Centrex-CO/ETS services may arrange for RRAS with or without option capabilities.

Available Options:**(1) Security Code:**

The RRAS can be programmed to require that callers enter a three-digit security code to access the Centrex-CO services. This code is selected by the subscriber, and assists in control of toll abuse.

(2) Call Time Out:

The Call Time Out option limits the duration of calls placed through the RRAS by causing automatic disconnection after 5, 10, 15, or 20 minutes. The caller hears a warning tone 20 seconds before disconnection.

(3) Tone to Pulse Conversion:

This option enables the RRAS to convert dual tone multifrequency (DTMF) signals to rotary dial pulses so that callers can access rotary dial services within or outside of the Centrex-CO system.

(4) No Options Used:

The RRAS is equipped with options capability; however, options are not activated.

1. CENTREX (cont'd)**C. OPTIONAL FEATURES (cont'd)****34. Centrex Direct Connect**

Centrex Direct Connect allows Centrex station lines to automatically place a call to a preassigned called number when the station user goes off-hook. The direct connect station receives calls normally.

35. Executive Busy Override

The Executive Busy Override feature allows a Centrex station to gain access to another busy Centrex station. The called station receives a warning tone, then the connection is completed as a three way call. The originator and the terminator must be in the same Centrex.

36. Executive Busy Override Exempt

Executive Busy Override Exempt gives the Centrex station user the ability to block access from the Executive Busy Override feature (see 37. preceding).

37. Group Intercom

Group Intercom allows a Centrex station to establish a talking path, using abbreviated dialing, to another station of a predesignated intercom group. The group size can be from 10 to 10,000 members. The station can belong to multiple intercom groups.

38. Make Set Busy

Make Set Busy permits a Centrex station user to make a Centrex station set busy to incoming calls. The Make Set Busy station can place outgoing calls normally.

39. Network Speed Calling

Network Speed Calling is available in the DMS-100 type central office only. Each switch provides at least 1,000 network speed call numbers which can be assigned both on-net and off-net numbers defined by the customer through datafill. The DMS-100 switching equipment will support a mixture of 2 and 3 digit speed call numbers plus an access code.

40. Last Number Redial

Last number Redial enables the originating Centrex station user to redial the last number called without having to enter the called party's entire telephone number.

41. Call Park

The Call Park feature allows a Centrex station user to park a call against its own directory number. The call may then be retrieved from another station.

1. CENTREX (cont'd)

C. Optional Features (cont'd)

42. Electronic Telephone Features

The Electronic Telephone Features provides Centrex primary station lines with the following central office features:

Non-Display and Display:

a. Virtual Directory Number - Multiple Appearance

A directory number that is assigned to more than one Centrex station is called a Virtual Directory Number - Multiple Appearance (Multiple Appearance Directory Number (MADN)). This feature permits a Centrex station line to have a secondary appearance on another customer provided instrument and optional features may be provided at the Rates and Charges shown in D. following.

The Centrex stations that are assigned this directory number are known as a MADN group. MADN groups can be comprised of up to 16 stations and configured in either Single Call Arrangement (SCA) or Multiple Call Arrangement (MCA).

- SCA allows only one station to be active, either originating or terminating, on the MADN at any given time.
- MCA allows more than one station in the MADN group to be active simultaneously.

b. Privacy Release

This feature is used to establish a conference call among MADN-SCA members and an external party.

c. Automatic Answer Back

The Automatic Answer Back Feature allows any incoming call to the primary station line to be automatically answered after four seconds. When the calling party hangs up, the call is automatically disconnected.

1. **CENTREX** (cont'd)

C. Optional Features (cont'd)

42. Electronic Telephone Features (cont'd)

 Non-Display and Display: (cont'd)

 d. Automatic Dial

Automatic Dial allows Centrex station users to program and call a frequently dialed number by depressing a single assigned feature key.

 e. Intercom

The intercom feature allows a Centrex station user to directly terminate on another predesignated station within the same Centrex System.

 f. Virtual Directory Number - Primary (VDN-P)

The VDN-P feature allows a primary Centrex station equipped with compatible premise equipment the capability of an additional Centrex station line. Features assigned to the primary Centrex station are available to the VDN-P at the rates and charges as shown in D. following.

 g. Key Short List

Permits incoming calls to hunt over a set of Directory Numbers (DN) appearing on the keys of a compatible customer provided electronic multi-button telephone.

 h. Fast Transfer

Provides call transfer with transfer on release, which enables an Electronic Business Set user to transfer calls from the consultation state.

 i. Repeated Alert

Alerts the Electronic Business Set user that another incoming call has terminated on the set and that a caller is waiting. Multiple warning tones are generated on an active Electronic Business Set and the corresponding directory number indicator flashes. Not compatible with Call Waiting.

1. **CENTREX** (cont'd)

C. Optional Features (cont'd)

42. Electronic Telephone Features (cont'd)

Non-Display and Display: (cont'd)

j. Last Number Redial-Set

Allows the Electronic Business Set user to redial the last number called from the set, regardless of which number on the set placed the call. Not compatible with Last Number Redial.

Display Only Features

a. Feature Display

The Feature Display component provides the Centrex station, equipped with optional 32-Character Alphanumeric LCD, with a visual display of the called number during origination, termination, programming, and feature activation operations. The customer must specify through datafill whether incoming inter-customer group calls will be displayed. If no selection is made, the default will not display inter-customer group calls.

b. Query Time and Day

This feature provides the current time and date on a customer provided display telephone.

c. Call Forward Reason Display

Messages are displayed to inform the caller of the reason for a call being forwarded.

1. CENTREX (cont'd)**C. Optional Features (cont'd)****43. Attendant Console Feature Package includes:****a. Attendant Access To Paging**

Allows an attendant to gain access to customer-provided loudspeaker paging equipment to summon a particular person over speakers located throughout the customer's premises. Also provides a preempt capability allowing an attendant to force-release a calling party from a loudspeaker access. A special access voice grade (VG32) channel to the customer's premises is required (as set forth in Schedule Cal.P.U.C. No. 175-T, Section 7.5.3,(A)(B).

b. Attendant Autodial

Permits an attendant to dial frequently called numbers by depressing the autodial feature key, which is programmed with the number. Depressing this key has the same consequences as dialing the digits manually.

c. Attendant Call Park Recall Timer

Provides a separate timer for calls parked by the attendant. The timer defines the maximum time period that a call can spend in the parking lot. If the call is not retrieved or abandoned within the defined time, the call is unparked and the attendant is recalled.

d. Attendant Call Selection

Enables an attendant to answer incoming calls using either of the following methods:

- In the order they are received, regardless of the incoming call type
- By manually selecting a specific incoming call type.

The attendant selects a call type by depressing a key whose associated lamp is on or flashing.

e. Attendant Camp-on

Allows the attendant to extend an incoming call to a busy station. When the busy station becomes idle it is connected to the waiting call.

f. Attendant Conference (6 port)

Allows the attendant to establish a six-port conference call (not including the attendant).

g. Attendant Console Display

Assists the attendants in handling calls efficiently. The display unit is built into the attendant console. It consists of a 16-character alphanumeric display, 28 Light Emitting Diodes (LEDS) and a 28-button keyboard.

1. CENTREX (cont'd)

C. Optional Features (cont'd)

43. Attendant Console Feature Package includes: (cont'd)

h. Attendant Control of Trunk Group Access

Allows the attendant to control the access of all stations and incoming trunks to various trunk groups by operating corresponding keys.

i. Attendant Locked Loop Operation

Allows an attendant to hold a call on loop. Attendant locked loop operation consists of two hold types, manual and automatic.

When either type of hold is activated, the call does not remain physically connected to the loop, but the loop is not available for new call arrivals. The holding (or locking) condition allows the attendant to enter a connection previously held on one of the loops.

j. Attendant Release Upon Completion of Dialing

Allows an attendant to extend a call to a trunk of a Plain Ordinary Telephone Service (POTS) trunk, then release the call after the dialing is completed and before outpulsing to the trunk is completed.

k. Attendant Speed Calling

Allows an attendant to dial frequently dialed numbers by depressing a speed call key and dialing one or two digits instead of all digits in the number.

l. Attendant To Recorded Announcement

Permits the routing of attendant calls, originated or extended, to an announcement.

m. Attendant Transfer

Allows a call that is transferred by a station to the attendant by either flashing or by flashing and dialing zero is queued on a first-in, first-out basis.

n. Automatic Recall

Used for attendant-extended calls to stations served by the switch. Applies to calls held on the loop and calls that the attendant releases from the console after keying the station number or destination number.

When the recall timer expires, the unanswered call is queued for an attendant console if the call was previously released from the console.

1. **CENTREX** (cont'd)

C. Optional Features (cont'd)

43. Attendant Console Feature Package includes: (cont'd)

o. Busy Verification (stations/trunks)

Allows an attendant to determine whether stations or trunks are busy or idle.

Busy Verification, Stations - When a station is busy, the attendant can barge into the busy connection and request the station users to go on-hook (this break-in is performed when it is necessary for the attendant to speak to a station user).

Busy Verification, Trunks - If no restrictions apply to accessing toll when a calling station user receives reorder tone while attempting to place an important call, the attendant may assist the user by using the busy verification - trunks feature to place the call.

p. Call Hold (attendant)

Allows an attendant to manually hold a call on the loop by depressing the hold/release key, or automatically hold the call on the loop by depressing another loop key.

q. Call Park (attendant)

Allows the attendant to park calls against any directory number in the attendant customer group.

r. Console Test

Allows an attendant or maintenance personnel to test the functional operations of a console.

1. CENTREX (cont'd)

C. Optional Features (cont'd)

43. Attendant Console Feature Package includes: (cont'd)

s. Delayed Operation

Allows an attendant to place a call for a calling station while the calling station waits on-hook. When the called station answers, the attendant can recall the calling station by depressing the signal source key. On answering, the calling station and the called station are connected.

t. Interposition Calls and Transfers

Allows an attendant to call and speak to another attendant and to transfer a call to another attendant.

u. Local/Remote Consoles

Local - Allows one large customer group to be served by up to 255 attendant consoles, or by one or more attendant consoles can be assigned per customer group. Calls are queued on a first-in, first-out basis for attendant handling.

Remote - Provides for attendant subgroups which permits multi-location customers to have attendant-type calls answered locally. For example, a customer may have a number of locations, each with its own listed directory number, served by the same switch.

v. Lockout

Restricts an attendant from reentering a call on a held loop unless recalled by a station user or by automatic recall.

w. Multiple Console Operation

Allows for the assignment of multiple consoles to the same customer group, these can be in one location or in multiple locations.

1. CENTREX (cont'd)**C. Optional Features (cont'd)****43. Attendant Console Feature Package includes: (cont'd)****x. Multiple Listed Directory Numbers**

Allows a customer to have many listed directory numbers. To handle this efficiently, each number has a unique lamp so that the attendant can answer appropriately.

y. Night Service Fixed/Flexible

Provides for the handling of calls when the attendant is absent. It is usually activated after regular hours and on weekends.

Fixed - Calls that are normally routed to the attendant during the day are routed to recorder tone or an announcement during night service.

Flexible - Allows attendant to program the night service routes for each incoming call identification classification assigned to the customer group.

z. Night Service Trunk Answer From Any Station

Allows any station in the customer group to answer an incoming call by dialing a code. The code is dialed when Trunk Answer From Any Station (TAFAS) alerting device sounds.

To answer a call, the station user goes off-hook, receives dial tone and dials an access code. The audible signals are silenced and the answering station is connected to the calling party. The answering station may complete the call by call transferring.

A Metallic channel from Schedule Cal.P.U.C. No. 175-T, Section 7.5.1 is required for customers of record prior to January 1, 1995 (see Regulation A.1.aa. preceding). A Special Access Voice Grade Channel as set forth in Schedule Cal.P.U.C. No. 175-T, Section 7.5.3 is required for customers subscribing to this service on or after January 1, 1995.

1. **CENTREX** (cont'd)

C. Optional Features (cont'd)

43. Attendant Console Feature Package includes: (cont'd)

aa. Position Busy

Allows the attendant to make the console unavailable to additional queued calls.

ab. Secrecy

Allows the attendant to talk to a called party (destination) without the calling party (source) hearing the conversation.

ac. Serial Call

Allows an attendant to extend a call to more than one station.

ad. Straightforward Outward Completion

Allows a station user in a customer group to have the attendant extend a call outside the customer group.

ae. Switched Loop Operation

Allows each console to be assigned one through six loops to provide the attendant with voice access to all calls routed to the console even though trunks and lines do not have direct termination on the consoles (virtual loop concept).

af. Trunk Group Busy/Trunk Group Access Through Keys

Provides special keys to serve as a common interface for trunk group busy and trunk group access control for all trunk groups allocated to the customer group.

ag. Through Dialing

Allows the attendant to select the trunk facility for a station in the same customer group and send dial tone to the station user. The station user then dials the called number.

1. CENTREX (cont'd)**C. Optional Features (cont'd)****43. Attendant Console Feature Package includes: (cont'd)****ah. Trunk Group Busy Indication**

Allows for the displaying of trunk group status on the attendant console.

ai. Two Way Splitting

Allows the attendant to talk privately to either the calling party or the called party. The attendant can alternate between the source and the destination as required.

aj. Uniform Call Distribution From Queue

Provides for a uniform distribution of calls from the attendant queue to a group of attendant consoles. As the consoles become idle, incoming calls are distributed on a first-in, first-out basis.

ak. Wild Card Key

Allows the attendant to use the wild card key to invoke special features not directly available through a feature key on the console. Any special feature normally available through the use of a feature key may be invoked through the wild card key.

al. Answering Incoming Calls

Allows the attendant to identify an incoming call by a repetitive alerting tone and a flashing attendant lamp

am. Attendant Activation of Station Call Forwarding

Allows the attendant to activate/deactivate call forwarding for any station or extension with Call Forwarding Variable that is within the same Business Group as the attendant.

1 CENTREX (cont'd)**C. Optional Features (cont'd)****45. Attendant Console Feature Package includes: (cont'd)****an. Attendant Camp-On**

Allows a call directed to a busy station to wait for the line to clear. When the busy station becomes idle, it is connected to the waiting call.

ao. Attendant Conference Calling

Allows the attendant to set up conference calls with a maximum of six parties (including the attendant).

ap. Attendant Control of Voice Terminals

Allows the attendant to assign restrictions on originating calls, terminating calls, or both for specific stations or groups of stations. The customer may have a maximum of 63 groups; each group can contain from 2 to 128 directory numbers. Only one restriction can be activated on a directory number at any give time.

aq. Attendant Emergency Override

Allows the attendant to place calls to a station that has terminating restrictions imposed, activated Call Forwarding or on a make-busy key indication.

ar. Attendant Facilities Management**(1) Attendant Busy Verification of Lines/Trunks**

Allows the attendant to verify if the line or trunk is busy or there is trouble in placing a call.

(2) Attendant Call-Through Tests

Allows the attendant to determine if a specific trunk is functioning properly by setting up a test call.

1. CENTREX (cont'd)**C. Optional Features (cont'd)****43. Attendant Console Feature Package includes: (cont'd)****ar. Attendant Facilities Management (cont'd)****(3) Attendant Control of Facilities**

Permits an attendant to restrict dial access to specific facilities. Calls attempting to use restricted codes are routed to the attendant, a recorded announcement or to intercept treatment, which is determined by the customer at the time of subscription.

(4) Attendant Direct Trunk Group Selection

Permits the attendant to select an idle trunk in a specified outgoing trunk group without dialing the trunk access code.

(5) Attendant Selective Customer Control of Facilities

Allows the attendant to restrict access to a trunk or a simulated facility group. The calls may be routed to a tone, to an announcement or intercepted by the attendant which is determined by the customer at the time of subscription.

(6) Attendant Trunk Group Indicators

Allows the attendant to monitor the level of traffic on customer selected trunk groups. Each attendant position is capable of monitoring a different set of trunk groups. Two trunk indicators, busy and warning, are provided per trunk group. These indicators are based on traffic thresholds. The attendant is notified if the thresholds are exceeded or if the traffic levels recede below the thresholds.

1. CENTREX (cont'd)**C. Optional Features (cont'd)****45. Attendant Console Feature Package includes: (cont'd)****as. Attendant Originating a Call**

Enables an attendant to originate calls to extension numbers of system users and to numbers outside the system. The calls are originated by using one of the six call appearance keys provided on the console for originating and receiving calls. Calls may also be originated by using the direct station selection button or the direct trunk group selection buttons.

at. Attendant Position Busy

Enables the attendant to make the console unavailable to additional calls.

au. Attendant Timed Reminder

Alerts the attendant that a call needs attention after a customer specified period of time. Calls that activate this feature are:

- Held Calls
- Camped-On Calls
- Transferred Calls not Answered

av. Attendant Releasing a Call

Allows an attendant console to release from a call in the following four ways:

- Release
- Release Loop
- Forced Release
- Cancel

aw. Attendant Traffic

Provides the following traffic counts for each attendant console position:

- Number of calls handled by the position
- Number of minutes the position has been active
- Aggregate work time of the position

1. CENTREX (cont'd)

C. Optional Features (cont'd)

43. Attendant Console Feature Package includes: (cont'd)

ax. Attendant Through Dialing

Allows the attendant to access an outgoing facility for a calling party within the group who has restrictions or difficulty in placing an outgoing call.

ay. Auto Dropback to ISDN Attendant

Enables an attendant to complete a call from an incoming trunk to multiple stations without requiring the called party to redial the attendant. When the called party disconnects, the attendant can be recalled and the calling party may give further instructions for the next call. Auto dropback calling can also be used by station callers to place a series of calls over an outgoing trunk.

az. Attendant Busy Verification of Lines and Trunks

Enables an attendant to determine if a directory number of a trunk is busy or if there is trouble in placing a call. This feature requires that the line be associated with an attendant business group.

ba. Attendant Call Splitting

Allows the attendant to consult privately with either the calling or the called party without the other party hearing. The attendant can alternate between calls or join both parties in a three-way call before deciding to complete or terminate the call.

bb. Feature Buttons

Allows features to be accessed by assignable buttons on a console.

1. CENTREX (cont'd)**C. Optional Features (cont'd)****45. Attendant Console Feature Package includes: (cont'd)****bc. Attendant Console Terminal Management**

Provides management services to the attendant console. The services provided by this feature are:

- Button management
- Call appearance selection
- Directory line management
- Lamp management
- Display management
- Tones management

bd. Dial Access to ISDN Attendant

Allow station user within a terminal group to reach the attendant by dialing an access code.

be. Attendant Direct Station Selection/Busy Lamp Field

Allows the attendant to check the status of a directory number in the attendant's business group. The attendant can display the status of up to 10,000 directory numbers in groups of 100.

bf. Display and Privacy

Enables the attendant to display the following features:

- Aggregate work time (AWT) number of calls handled
- Number of calls on queue
- Total number of calls handled
- Trunk group identification
- Directory number privacy
- Inspect
- Time and Date
- Individual calling line identification
- Outgoing calling line identification

1. CENTREX (cont'd)

C. Optional Features (cont'd)

43. Attendant Console Feature Package includes: (cont'd)

bg. Emergency Access to Attendant

Allows the attendant to provide priority handling of emergency calls. The station user dials an emergency access code that signals the attendant with special alerting.

bh. Flexible Night Service/Attendant Call Forwarding

Flexible Night Service routes calls normally directed to the attendant group to a different location. Routing may be provided in one of the following ways:

- Fixed: All calls are routed to a preselected night directory number.
- Trunk Answer From Any Station: All calls activate a night bell or other indicator so that calls may be answered at any station by dialing an access code for the call pickup feature.
- Flexible: The attendant call forwarding feature is used to selectively route all calls to a different customer changeable night directory number.

Attendant Call Forwarding allow the attendant to activate/deactivate call forwarding for any station or extension with call forwarding variable assigned that can be controlled from the attendant console.

bi. Attendant Information About Calls in Queue

Provides the following information per console:

- Total number of calls that have been served.
- Total number of calls in queue that were abandoned before being served.
- The longest time a call has been in queue before being served.
- Queue usage which can be used to derive average time in queue for served calls and average time in queue for calls that were abandoned before being served.

1. CENTREX (cont'd)**C. Optional Features (cont'd)****43. Attendant Console Feature Package includes: (cont'd)****bj. Attendant Interposition Transfer**

Allows the attendant to transfer a call or place a call to another attendant in the attendant group.

bk. Attendant Call Hold

Enables the attendant to place an active call on hold.

bl. Attendant Call Transfer

Allows the attendant to direct an incoming call to a directory number or another attendant position.

bm. Attendant Night Service

Allows calls directed to an attendant to be routed to a different location. The following options for night service routing are available:

- Fixed Routing - Calls may be routed to a preselected night station.

-Trunk Answer From Any Station - Calls may be answered at any a station.

-Flexible Routing - Call Forwarding Variable is used to arrange routing

1. CENTREX (cont'd)

C. Optional Features (cont'd)

43. Attendant Console Feature Package includes: (cont'd)

bn. Attendant Originating Permission (Class-of-Service) Display

Allows the attendant to identify which restrictions are applicable on a line for a call that has been routed to the attendant. The restrictions (originating permissions) that can be displayed are as follows:

- Unrestricted - The station can place any call.
- Toll Restricted - The Station can place any call except a toll call.
- Semi-Restricted - The station can call any station in the same business group or the attendant.
- Fully-Restricted - The station can call any station in the same business group.

bo. Electronic Directory Service

Provides access to a customer provided on-line directory data base stored on an applications processor accessible from station sets within the customer group.

bp. Fixed Feature Buttons

Provides one fixed feature button. The Split feature button must be assigned to button 128 on the Attendant Console.

bq. Attendant Power Failure Transfer

Routes calls for the attendant to a predetermined directory number during communication failures at the customer location or loss of power to the attendant console. This feature is only available with fixed night service.

br. Queuing for Attendants with Call Waiting Indication Lamp

Provides queuing for multiple attendant console positions with visual indication of calls waiting.

bs. Source Billing for Attendant Handled Calls

Allows an attendant's billing directory number to be replaced with the originator's billing number on all calls extended by the attendant that result in billing records.

1. CENTREX (cont'd)**C. Optional Features (cont'd)****44. Station Call Request**

Permits a station user to dial a code to access another station user or attendant who has activated message waiting. This feature will also allow the station user to activate message waiting for another station. This feature use is called Station Call Request. Station Call Request uses message queuing to indicate to another station user that a message is waiting and a call back is required. Station Call Request is provided with:

a. Stutter Dial Tone

Stutter Dial Tone permits stations to be notified that a message is waiting. Stutter dial tone takes the place of regular dial tone upon call origination if a message is queued for the station. Stutter Dial Tone is defined as 160 millisec of dial tone followed by 160 millisec of silence - repeated.

or

b. Electronic Business Set Call Request

Provides a message indicator on an electronic business set. The visual message indicator alerts the station user that a call back is required to either a Message Center attendant or to another station that has requested a call back.

or

c. Message Waiting Lamp

The line is equipped to provide users of suitably equipped telephone instruments with a visual indication that a message is being held at a message center or another station. When a message is queued for a station, the lamp will flash at 60 IPM.

45. Attendant Message Waiting

Stations will be allowed to forward calls to the Message Center where messages are stored and message waiting is activated for the station by the attendant. Station users are able to retrieve messages held at the Message Center. The customer is responsible for providing compatible premises equipment in order to utilize the attendant feature. Attendant Message Waiting is offered where stations are equipped with Station Message Waiting as provided in C.46 preceding.

1. CENTREX (cont'd)

C. Optional Features (cont'd)

46. Forwarded Call Information

- a. Forwarded Call Information is an optional feature available to Centrex-UCD subscribers. It provides information about the origin and destination of a forwarded call. Rates, charges and regulations apply as shown in D., following.
- b. Forwarded Call Information is rendered in data format and received at a customer provided data modem via a special access voice grade (VG36) channel, as defined in Rates and Charges, Schedule Cal.P.U.C. No. 175-T Section 7.5.3,(A)(B).

The data format includes:

- Called station number
- Originating station(s) number for intra-system calls
- Code for type of Call Forwarding feature used
- Indication of line call was forwarded to
- Indication of Centrex UCD involved

Central Office limits and capacities:

DMS-100 Central Office

- 64 UCD per interface
- 1 interface per I/O channel
- 64 I/O channels per Central Office

5ESS Central Office

- 1 Applications Processor Interface per 3A translator
- One 3A translator per network termination
- 1 UCD system per network termination
- Twenty-five 3A translators per switch module

The customer is responsible for providing compatible premises equipment and data modem in order to utilize the Forwarded Call Information feature.

- c. Automatic Dial Back-Up is an optional feature available to Centrex Forwarded Call Information subscribers. It provides back-up capability to a special access voice grade (VG36) channel as set forth in Schedule Cal.P.U.C. No. 175-T, Section 7.5.3,(A)(B) equipped with an Anderson Jacobsen 2443 modem. When the modem detects a failure in the special access voice grade (VG36) channel the Automatic Dial Back-Up capability will automatically complete calls over the public switched network by utilizing two (2) Individual Line Measured Rate Business Service (1MB) (one located in the central office and one located on the customer premises) at rates and charges as set forth in Guidebook, Part 3, Section 1 and Guidebook, Part 4, Section 2. Calls are subject to the appropriate charges for local and toll messages.

The customer is responsible for providing compatible premises equipment in order to utilize the Automatic Dial Back-Up feature.

1. CENTREX (cont'd)**47. Message Waiting Indicator (MWI)**

Message Waiting Indicator (MWI) is a companion feature to Forwarded Call Information. Customers subscribing to MWI either hear an audible interrupted dial tone and, where facilities permit have an indicator lamp on appropriately equipped customer provided equipment indicating there is a message waiting for the subscriber at the message center. The customer can call the message center for his/her message or ignore the signal and place a call; MWI will continue until the message has been retrieved and a signal is received by the Forwarded Call Information feature.

48. Centrex ISDN (Centrex Integrated Service Digital Network)

- a. Centrex ISDN is a local exchange telecommunications service that provides an integrated voice/data communications capability for the transmission of circuit switched voice, circuit switched data and packet switched data on an incoming and outgoing basis over Centrex Primary and Semi-Restricted Lines and Dormitory lines utilizing Integrated Services Digital Network (ISDN) architecture. The B channels are used for voice or circuit switched data. The D channel is used to carry signalling information for the B channels plus packet switched data¹. The service is available from specially equipped digital switching equipment located in the Company's central offices.
- b. Circuit Switched Voice provides the ability to originate and receive voice switched calls over a bearer channel.
- c. Circuit Switched Data provides the ability to originate and receive circuit switched data calls over a bearer channel.
- d. Centrex ISDN will provide the customer with the ability to integrate current voice and data channel services over the existing Centrex local loop.

/1/ B & D Channel Packet is a Frozen/Grandfathered Service with the exception of B channel packet that does not connect to the DPN switch, effective June 11, 2004. See General Regulations, Schedule Cal.P.U.C. Nos. A2.1.2,A.4 and Guidebook, Part 2, Section 2.

1. CENTREX (cont'd)

C. Optional Features (cont'd)

48. Centrex ISDN (Centrex Integrated Service Digital Network) (cont'd)

e. Centrex ISDN provides the following central office features for customers of record prior to May 1, 1994:

(1) Basic Feature Package A

Voice Features:

Incoming Call Line Identification

Allows the called party to receive the Directory Number (DN) of the calling party within the Centrex system.

Outgoing Call Line Identification

Allows the calling party to receive the Directory Number (DN) of the called party within the Centrex system.

Time and Date Display

Displays the time and date.

Call Review

Displays call related information about any call appearance that has a call associated with it. The data that can be displayed includes call appearance identification, called or calling Directory Number (DN) within the Centrex system and incoming call identifier call type.

Calling Number ID Block

Prevents the delivery of the calling party's number identification to the receiving party within the Centrex system.

ISDN Group Intercom

Allows the customer to use abbreviated dialing for a select group of users.

Privacy

Provides privacy to prevent interruption or intervention of a Centrex ISDN voice call.

1. **CENTREX** (cont'd)

C. Optional Features (cont'd)

48. Centrex ISDN (Centrex Integrated Service Digital Network) (cont'd)

e. Centrex ISDN provides the following central office features for customers of record prior to May 1, 1994: (cont'd)

(1) Basic Feature Package A (cont'd)

Voice Features: (cont'd)

Multiple Directory Number

Provides an additional appearance (i.e., telephone button and lamp) of the Primary Directory Number (DN) or Secondary Directory Number on the station equipped with compatible premises equipment.

Shared Directory Number

Provides an appearance of a Directory Number (DN) other than the Primary Directory Number or Secondary Directory Number assigned to the station equipped with compatible premises equipment.

1. **CENTREX** (cont'd)

C. Optional Features (cont'd)

48. Centrex ISDN (Centrex Integrated Service Digital Network) (cont'd)

e. Centrex ISDN provides the following central office features for customers of record prior to May 1, 1994: (cont'd)

(2) Basic Feature Package B

The following features are provided in addition to (1) preceding.

Voice Features:

ISDN Group Intercom

Allows the customer to use abbreviated dialing for a select group of users.

Privacy

Provides privacy to prevent interruption or intervention of a Centrex ISDN voice call.

Calling Number ID Block

Prevents the delivery of the calling party's number identification to the receiving party within the Centrex system.

Packet Data Features¹:

Fast Select Initiate/Accept

Allows a sending data terminal to forward up to 128 bytes of data along with call setup and clearing packets. Fast Select Acceptance allows the switch to transmit incoming call packets with the fast select facility to a destination terminal that has this feature.

Flow Control Parameter Negotiation

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

/1/ B & D Channel Packet is a Frozen/Grandfathered Service with the exception of B channel packet that does not connect to the DPN switch, effective June 11, 2004. See General Regulations, Schedule Cal.P.U.C. Nos. A2.1.2,A.4 and Guidebook, Part 2, Section 2.

1. CENTREX (cont'd)**C. Optional Features (cont'd)****48. Centrex ISDN (Centrex Integrated Service Digital Network) (cont'd)**

e. Centrex ISDN provides the following central office features for customers of record prior to May 1, 1994: (cont'd)

(2) Basic Feature Package B (cont'd)

The following features are provided in addition to (1) preceding.(cont'd)

Packet Data Features¹: (cont'd)

Throughput Class Negotiation

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

Incoming Calls Barred

Prohibits a data terminal from terminating an incoming call. This feature is activated by the customer service order.

Outgoing Calls Barred

Prohibits a data terminal from originating outgoing virtual calls. This feature is activated by the customer service order.

Single Logical Channel

Allows a Centrex ISDN subscriber to specify a logical channel for packet services.

(3) Basic Feature Package C

The following features are provided in addition to (1) and (2) preceding.

Data Features:

Speed Calling

Allows the user to dial selected numbers using fewer digits than normally required.

/1/ B & D Channel Packet is a Frozen/Grandfathered Service with the exception of B channel packet that does not connect to the DPN switch, effective June 11, 2004. See General Regulations, Schedule Cal.P.U.C. Nos. A2.1.2, A.4 and Guidebook, Part 2, Section 2.

1. **CENTREX** (cont'd)

C. Optional Features (cont'd)

48. Centrex ISDN (Centrex Integrated Service Digital Network) (cont'd)

e. Centrex ISDN provides the following central office features for customers of record prior to May 1, 1994: (cont'd)

(3) Basic Feature Package C (cont'd)

The following features are provided in addition to (1) and (2) preceding.(cont'd)

Data Features: (cont'd)

Semi Restricted Line - Originating and Terminating

Lines can make calls to and receive calls from lines within the same terminal group including the attendant and calls over private facilities, if within the terminal group. Restricted calls are given reorder, an announcement or rerouted to another station.

Fully Restricted Line - Originating and Terminating

Lines can make calls to and receive calls from lines within the same terminal group and calls over private facilities, if within the same terminal group. Calls to and from the attendant are prohibited. Restricted calls are given reorder, an announcement or rerouted to another station.

Circuit Switched Data Call Hunting

Allows the customer to dial a single number to access a port on the host in a circuit switched implementation of multiple Basic Rate Interfaces (BRI) access to a host. This feature can hunt on individual BRIs for circuit-switched data calls.

(4) Feature Package D

The following feature is provided in addition to the voice features in (1) and (2) preceding.

Allows both B channels to be assigned voice features only. Data services are not permitted on any channel.)

(5) Individual Optional Features

Packet - Closed User Group¹

Allows ISDN subscribers to establish sub networks within which the members of the closed user group can communicate. Communication with users who are external to the closed user groups is not permitted. This feature is established by the customer service order.

Packet - Permanent Virtual Circuit¹

Allows packet switching to be implemented over a dedicated logical channel without needing call set-up or clearing. This feature is established by the customer service order.

/1/ B & D Channel Packet is a Frozen/Grandfathered Service with the exception of B channel packet that does not connect to the DPN switch, effective June 11, 2004. See General Regulations, Schedule Cal.P.U.C. Nos. A2.1.2,A.4 and Guidebook, Part 2, Section 2.

1. CENTREX (cont'd)

C. Optional Features (cont'd)

50. Centrex ISDN (Centrex Integrated Service Digital Network) (cont'd)

e. Centrex ISDN provides the following central office features for customers of record prior to May 1, 1994: (cont'd)

(5) Individual Optional Features (cont'd)

Packets - Additional Logical Channels¹

Provides additional logical channels for B or D channel packet devices. D channel packet terminals may be equipped with Additional Logical Channels, specifying a quantity between two (2) and fifteen (15) (the first logical channel is included in Feature Packages B and C). B channel packet terminals may be equipped with Additional Logical Channels, specifying a quantity between sixteen (16) and one hundred (100) (the first fifteen are included with the B Channel Packet Service). To change the quantity of Additional Logical Channels, the Miscellaneous Change Charge as set forth in D.17. following is applicable.

Additional Call Appearance

Allows additional Call Appearances of the customer's Primary/Secondary, Shared or Multiple Directory Numbers.

Electronic Directory Interface

Provides the customer with the ability to access Electronic Directory features.

The following Electronic Directory Features are available from DSS offices:

- Auto call - Allows Centrex ISDN station users to place a call to a party associated with a query display.
- Calling Name Display - provides the name and telephone number of the calling party within the Centrex system to the called party. This feature is available to Centrex ISDN station users within the same business group.
- Directory Query Display - allows the user to query the electronic directory data base for a name using the Centrex ISDN station set.
- Query Service - allows a user to query the Applications Processor directory using a video display terminal for call and personnel information on a per customer group basis.

/1/ B & D Channel Packet is a Frozen/Grandfathered Service with the exception of B channel packet that does not connect to the DPN switch, effective June 11, 2004. See General Regulations, Schedule Cal.P.U.C. Nos. A2.1.2,A.4 and Guidebook, Part 2, Section 2.

1. CENTREX (cont'd)

C. Optional Features (cont'd)

48. Centrex ISDN (Centrex Integrated Service Digital Network) (cont'd)

e. Centrex ISDN provides the following central office features for customers of record prior to May 1, 1994: (cont'd)

(5) Individual Optional Features (cont'd)

Additional D Channel Packet Device¹

Additional D Channel Packet Device allows a Feature Package B or C customer to connect up to five additional packet terminals to the D channel.

B Channel Packet Service¹

Permits the assignment of a dedicated B channel for the exclusive use of transporting packet data and is only available with Feature Package C. One or both B channels of a single Centrex ISDN line can be assigned to this service. Once assigned, a B channel cannot be used for any other service unless changed at the Rates and Charges as set forth in D.17. following.

Packet Hunting¹

Allows the customer to define a group of numbers that belong to a hunt group. When an incoming call is destined for a busy terminal in the group, the call will be directed to an idle terminal in the same hunt group.

Secondary Directory Number

Allows a primary Centrex station equipped with compatible premises equipment the capability of an additional Centrex station line in addition to the Primary or Shared Directory Number.

Analog Shared Directory Number

Allows a non-ISDN Centrex primary station line whose primary appearance originates on non-ISDN equipment to appear on Centrex ISDN compatible premises equipment.

/1/ B & D Channel Packet is a Frozen/Grandfathered Service with the exception of B channel packet that does not connect to the DPN switch, effective June 11, 2004. See General Regulations, Schedule Cal.P.U.C. Nos. A2.1.2,A.4 and Guidebook, Part 2, Section 2..

1. **CENTREX** (cont'd)

C. Optional Features (cont'd)

48. Centrex ISDN (Centrex Integrated Service Digital Network) (cont'd)

f. Centrex ISDN provides the following central office features for installations on or after May 1, 1994:

(1) Centrex ISDN Package

B Channel Features:

Incoming Call Line Identification

Allows the called party to receive the Directory Number (DN) of the calling party within the Centrex system.

Outgoing Call Line Identification

Allows the calling party to receive the Directory Number (DN) of the called party within the Centrex system.

Time and Date Display

Displays the time and date.

Call Review

Displays call related information about any call appearance that has a call associated with it. The data that can be displayed includes call appearance identification, called or calling Directory Number (DN) within the Centrex system and incoming call identifier call type.

ISDN Group Intercom

Allows the customer to use abbreviated dialing for a select group of users.

1. CENTREX (cont'd)

C. Optional Features (cont'd)

48. Centrex ISDN (Centrex Integrated Service Digital Network) (cont'd)

f. Centrex ISDN provides the following central office features for installations on or after May 1, 1994: (cont'd)

(1) Centrex ISDN Package (cont'd)

B Channel Features: (cont'd)

Privacy

Provides privacy to prevent interruption or intervention of a Centrex ISDN voice call.

Calling Number ID Block

Prevents the delivery of the calling party's number identification to the receiving party within the Centrex system.

Multiple Call Appearance

Provides an additional appearance (i.e., telephone button and lamp) of the Primary Directory Number (DN) or Secondary Directory Number on the station equipped with compatible premises equipment and in those central offices that are suitably equipped.

Shared Directory Number

Provides an appearance of a Directory Number (DN) other than the Primary Directory Number or Secondary Directory Number assigned to the station equipped with compatible premises equipment and in those central offices that are suitably equipped.

Speed Call Short

Allows the station user to dial selected numbers using fewer digits than normally required.

1. **CENTREX** (cont'd)

C. Optional Features (cont'd)

48. Centrex ISDN (Centrex Integrated Service Digital Network) (cont'd)

f. Centrex ISDN provides the following central office features for installations on or after May 1, 1994: (cont'd)

(1) Centrex ISDN Package (cont'd)

B Channel Features: (cont'd)

Access For Two Logical Devices With Primary Directory Numbers

Allows access for up to two logical devices, each with their own primary directory number and discreet parameters. Additional devices may be added for additional charges as set forth in D. following.

Semi Restricted Line - Originating and Terminating

Lines can make calls to and receive calls from lines within the same terminal group including the attendant and calls over private facilities, if within the terminal group. Restricted calls are given reorder, an announcement or rerouted to another station.

Fully Restricted Line - Originating and Terminating

Lines can make calls to and receive calls from lines within the same terminal group and calls over private facilities, if within the same terminal group. Calls to and from the attendant are prohibited. Restricted calls are given reorder, an announcement or rerouted to another station.

Hunting

Allows the customer to dial a single number to access one or more stations in a circuit switched implementation of multiple Basic Rate Interfaces (BRI).)

1. CENTREX (cont'd)

C. Optional Features (cont'd)

48. Centrex ISDN (Centrex Integrated Service Digital Network) (cont'd)

f. Centrex ISDN provides the following central office features for installations on or after May 1, 1994: (cont'd)

(2) Optional B or D Channel Packet Service Package¹:

B or D Channel Packet Device

Includes one device with a primary directory number and up to four (4) logical channels.

Fast Select Initiate/Accept

Allows a sending data terminal to forward up to 128 bytes of data along with call setup and clearing packets. Fast Select Acceptance allows the switch to transmit incoming call packets with the fast select facility to a destination terminal that has this feature.

Flow Control Parameter Negotiation

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

Throughput Class Negotiation

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

Incoming Calls Barred

Prohibits a data terminal from terminating an incoming call. This feature is activated by the customer service order.

Outgoing Calls Barred

Prohibits a data terminal from originating outgoing virtual calls. This feature is activated by the customer service order.

/1/ B & D Channel Packet is a Frozen/Grandfathered Service with the exception of B channel packet that does not connect to the DPN switch, effective June 11, 2004. See General Regulations, Schedule Cal.P.U.C. Nos. A2.1.2,A.4 and Guidebook, Part 2, Section 2.

1. CENTREX (cont'd)

C. Optional Features (cont'd)

48. Centrex ISDN (Centrex Integrated Service Digital Network) (cont'd)

f. Centrex ISDN provides the following central office features for installations on or after May 1, 1994: (cont'd)

(3) Individual Optional Packet Features:
Packet - Closed User Group¹

Allows Centrex ISDN subscribers to establish sub networks within which the members of the closed user group can communicate. Communication with users who are external to the closed user groups is permitted at the customers discretion. This feature is established by the customer service order.

Packet - Permanent Virtual Circuit¹

Allows packet switching to be implemented over a dedicated logical channel without needing call set-up or clearing. This feature is established by the customer service order.

Packet - Additional Logical Channels¹

Provides additional logical channels for B or D channel packet devices. D channel packet terminals may be equipped with Additional Logical Channels, specifying a quantity between five (5) and fifteen (15) (the first four (4) logical channels are included with the Optional D Channel Packet Service).

B channel packet terminals may be equipped with Additional Logical Channels, specifying a quantity between sixteen (16) and one hundred (100) (the first fifteen (15) are included with the Optional B channel Packet Service).

To change the quantity of Additional Logical Channels, the Miscellaneous Change Charge as set forth in D. 17 following is applicable.

Packet Hunting¹

Allows the customer to define a group of numbers that belong to a hunt group. When an incoming call is destined for a busy terminal in the group, the call will be directed to an idle terminal in the same hunt group.

/1/ B & D Channel Packet is a Frozen/Grandfathered Service with the exception of B channel packet that does not connect to the DPN switch, effective June 11, 2004. See General Regulations, Schedule Cal.P.U.C. Nos. A2.1.2,A.4 and Guidebook, Part 2, Section 2.

1. CENTREX (cont'd)**C. Optional Features (cont'd)****48. Centrex ISDN (Centrex Integrated Service Digital Network) (cont'd)**

f. Centrex ISDN provides the following central office features for installations on or after May 1, 1994: (cont'd)

(4) Individual Optional Features:**Additional B Channel Circuit Switched Primary Directory Number (Passive Bus/B-Channel Contention)**

Allows multiple Primary Directory Numbers on a single Basic Rate Interface (BRI) where central office facilities and operating conditions permit. A maximum of eight (8) Primary Directory Numbers are allowed on a BRI. Installed Primary Directory Numbers will contend for the use of the B channels. Under these conditions, the customer assumes responsibility for any blocked calls. The Company will input a set of unique parameters for each logical or physical customer premises equipment that will utilize the channel.

Electronic Directory Interface

Provides the customer with the ability to access Electronic Directory Features.

The following Electronic Directory Features are available from DSS offices:

- Auto Call - allows Centrex ISDN station users to place a call to a party associated with a query display.
- Calling Name Display - provides the name and telephone number of the calling party within the Centrex system to the called party. This feature is available to Centrex ISDN station users within the same business group.
- Directory Query Display - allows the user to query the electronic directory data base for a name using the Centrex ISDN station set.
- Query Service - allows a user to query the Application Processor directory using a video display terminal for call and personnel information on a per customer group basis.

Secondary Directory Number

Allows a primary Centrex station equipped with compatible premises equipment the capability of an additional Centrex station line in addition to the Primary or Shared Directory Number.

Analog Shared Directory Number

Allows a non-ISDN Centrex primary station line whose primary appearance originates on non-ISDN equipment to appear on Centrex ISDN compatible premises equipment.

1. CENTREX (cont'd)

C. Optional Features (cont'd)

48. Centrex ISDN (Centrex Integrated Service Digital Network) (cont'd)

g. Centrex ISDN provides the following central office features:

(1) Extended Centrex ISDN

Extended Centrex ISDN provides the customer with access in groups of eight lines from a central office selected by the customer other than the normal serving central office or an alternate central office as designated by the Company.

Centrex ISDN may be furnished from a customer selected contiguous or noncontiguous exchange or district area other than the exchange or district area in which the customer's primary location is located at the Rates and Charges for Extended Centrex ISDN as set forth in D. following.

Where service is furnished from a contiguous or noncontiguous exchange selected by the customer, Centrex ISDN will be subject to the following:

- No foreign exchange business message or dollar allowance will be given to Extended Centrex ISDN when furnished from a contiguous or noncontiguous exchange.
- Message Usage and Allowances will apply as shown in Guidebook, Part 4, Section 2
- Only one free directory listing will be offered for the Listed Directory Number (LDN). It will appear in the telephone directory that covers the exchange from which the Extended Centrex ISDN is served. Additional Listings may be provided at the rates as shown in Guidebook, Part 12, Section 1.

The rates and charges for Extended Centrex ISDN are in addition to all other rates and charges applicable to Centrex ISDN.

h. International Direct Distance Dialing (IDDD) Blocking

IDDD Blocking is available for individual measured rate business line service (1MB). IDDD Blocking will restrict direct dialed calls in the following way:

Block all: 10XXX+011+, 101XXXX+011+, 011+

There are no recurring or non-recurring charges for IDDD Blocking service when installed with new service or with other features. If IDDD Blocking is being added to existing service and no other changes are made at that time, a standard service order change charge will apply, as given in Guidebook, Part 3, Section 1 of the Company's Guidebook.

1. CENTREX (cont'd)

C. Optional Features (cont'd)

48. Centrex ISDN (Centrex Integrated Service Digital Network) (cont'd)

i. Centrex ISDN Usage Plan

Allows Centrex ISDN (USOC: BAPKG) customers only to subscribe to a plan that will provide an allowance for a flat monthly rate for Local Plus voice and data calls (IntraLATA message charges). The plan has seven (7) options which are as follows:

- Option 1, \$ 20.00 Allowance
- Option 2, \$ 50.00 Allowance
- Option 3, \$100.00 Allowance
- Option 4, \$150.00 Allowance
- Option 5, \$200.00 Allowance
- Option 6, \$250.00 Allowance
- Option 7, \$300.00 Allowance

Customers may subscribe to only one usage plan per month. The usage associated from both B channels would contribute to the total amount of allowance. Once the customer has reached the maximum allowance in the plan/plans subscribed, they will be billed the Guidebook rates for Local Plus calls as set forth in Guidebook, Part 9, Section 1. Minimum billing as set forth in Schedule Cal.P.U.C. No. A2. is applicable.

j. Centrex ISDN Term Discount Plans

Provides a discount on the monthly recurring rates for Centrex ISDN (USOC: BAPKG) customers only. Customers who subscribe to and maintain service for a term period of either 3 or 4 years will be eligible for a discount as set forth in D.17., following. Should the customer disconnect the Centrex ISDN service (USOC: BAPKG) prior to the expiration of the term agreement, a termination charge will apply. The termination liability will be the dollar amount that was discounted from the normal Guidebook rate multiplied by the amount of months the customer maintained the service. This termination liability will be debited to the customer's regular monthly bill.

k. Volume discounts

Allows customers who order 10 or more multiple ISDN (USOC: BAPKG) lines at the same time on the same order at either a single location or multiple locations to receive a discount on the monthly rate. The customer will receive the discount as set forth in D.17. following.

1. **CENTREX** (cont'd)

C. Optional Features (cont'd)

49. Attendant Display of Queued Calls

Provides the attendant with a visual display of the number of calls queued and the time, in seconds, that the oldest call has been waiting. Attendant Display of Queued Calls is provided for incoming call facility types (e.g., tie lines, 800) of an attendant console or a subgroup of consoles on suitably equipped attendant consoles.

50. System Distinctive Ringing

System Distinctive Ringing provides distinctive ringing patterns to calls terminating on all stations in the Centrex system.

51. Modem Interface

A central office modem that connects a central office port to a private line channel for the purpose of transmitting data to a customer location.

52. CenPath

CenPath provides Centrex central office switched data communications. It allows simultaneous user selective transmission speeds of 300 bps to 19.2 Kbps asynchronous, and from 1.2 to 64 Kbps synchronous.

1. CENTREX (cont'd)**C. Optional Features (cont'd)****53. Meet Me Conference Small**

Establish a conference connection when up to a maximum of six (6) conferees dial a specific Directory Number (DN) at a predetermined date and time.

54. Meet Me Conference Large

Establish a conference connection when up to a maximum of thirty (30) conferees dial a specific Directory Number (DN) at a predetermined date and time.

55. Attendant Conference Large

Allows an attendant to establish a conference call with up to a maximum of thirty (30) conferees (not including the attendant).

56. Station Controlled Conference Large

Allows a station user to establish a conference call with up to a maximum of thirty (30) conferees without the assistance of an attendant.

57. Attendant Do Not Disturb

Permits an attendant to deny a single station user, select group of station users or all station diversion groups from receiving direct inward dialed and station to station calls.

58. Attendant Through Dialing

Through Dialing allows a station user to complete the dialing on other than station-to-station calls after the attendant selects the outgoing facility.

59. Attendant Call Transfer

Enables the attendant to flash and dial a code prior to dialing the third party of a 3-way call. This inhibits the automatic connection of all parties to allow private consultation between the attendant and the third party.

1. CENTREX (cont'd)

C. Optional Features (cont'd)

60. Night Service (Attendant)

Provides for the routing of incoming calls when the attendant is absent. The feature is activated by a key which directs incoming calls to preselected station lines within a subscriber group. A Metallic Channel as set forth in Schedule Cal.P.U.C. No. 175-T, Section 7.5.1 is required for each console arranged (see Regulation A.1.aa. preceding) or a Special Access Voice Grade Channel as set forth in Schedule Cal.P.U.C. No. 175-T, Section 7.5.3.

61. Attendant Conference Small

Allows an attendant to establish a conference call with up to a maximum of six (6) conferees, including the attendant. The conferees are added one at a time by the attendant.

62. Attendant Control of Facilities

Permits the attendant to restrict dial tone access from all stations to a tie line and foreign exchange line by operating a customer provided key or dialing a code. When control is activated, calls to these facilities are routed to either the attendant, or a specified Directory Number or reorder is made available. A Metallic Channel as set forth in Schedule Cal.P.U.C. No. 175-T, Section 7.5.1 is required for each facility group key activation (see Regulation A.1.aa. preceding) or a Special Access Voice Grade Channel as set forth in Schedule Cal.P.U.C. No. 175-T, Section 7.5.3.

63. Attendant Identification of Incoming Calls

Allows an attendant to visually identify the type of service or trunk group of an incoming call by indicator lamps on the attendant console.

64. Trunk Busy Indication (Attendant)

Provides a visual indication on a private facility group basis when the facility group is entirely in use. A Metallic Channel as set forth in Schedule Cal.P.U.C. No. 175-T, Section 7.5.1 is required for each visual indication on each console (see Regulation A.1.aa. preceding) or a Special Access Voice Grade Channel as set forth in Schedule Cal.P.U.C. No. 175-T, Section 7.5.3.

65. Attendant Camp-On

Allows the attendant to extend an incoming call to a busy station. When the busy station becomes idle it is connected to the waiting call.

1. CENTREX (cont'd)**C. Optional Features (cont'd)****66. Individual Console Measurements**

Individual Console Measurements provides operational measurements for individual attendant consoles. Both peg counts and usage counts are provided. A detailed record can be made for the total duration of answered calls, originated calls and position busy. In addition, data may be obtained for usage time a console is occupied, position busy peg count, Directory Number (DN) calls answered peg count, intercept calls answered, dial 0, calls transferred, timed recalls, call forwarded calls, miscellaneous calls, queued calls, originated calls, extended calls, held calls and authorization codes.

A Special Access Voice Grade (VG36) Channel as set forth in Schedule Cal.P.U.C. No. 175-T, Section 7.5.3.(A)(B) and a central office Modem Interface as set forth in C.53. preceding, is required to provide operational measurements to customer provided terminal equipment located at the customer's premises. A compatible customer provided modem, at the customer's premises is required. Processing of Individual Console Measurement detail information will be performed by the customer.

67. Call Center Manager (CCM)

Applicable to CCM installed prior to October 22, 1992 the effective date for Advice Letter No. 16291.

- a. Call Center Manager (CCM) is furnished at the rates and charges as shown in D.8 following, which are in addition to other charges and rates for Centrex service. CCM is a central office based communications system that distributes a large volume of incoming calls over a group of Centrex primary, semi-restricted or interior lines. The calls are distributed in an equitable manner to available agents. When all agents are busy, the calls are queued and a recorded announcement is played to the caller requesting that they wait for the next available agent. The CCM accepts calls and routes them based on call parameters established by the customer.

As an option, CCM provides detailed management information about the systems performance to a customer provided processor which can format management information reports.

Call Center Manager is available to a customer whose Centrex service is furnished by use of a central office equipped with the required call processing and feature capacity and where operating conditions permit.

- (1) 800 Service, Foreign Exchange Trunks and Tie Line/Special Access Voice Grade Channels may be terminated in the CCM for incoming calls. The incoming calls will be routed directly to the CCM pilot number via a Centrex Primary Line.
- (2) Lines furnished in a group may consist of Primary, Primary Semi-Restricted, Interior Lines or any combination of such lines provided in D.4 following.
- (3) Electronic Telephone Features are available at the rates, charges and regulations as set forth in A.1.f, C.44 preceding and D. following.

1. CENTREX (cont'd)**C. Optional Features (cont'd)****67. Call Center Manager (CCM) (cont'd)**

Applicable to CCM installed prior to October 22, 1992 the effective date for Advice Letter No. 16291.

a. (cont'd)

- (4) When agent positions or supervisor positions are located off premises from the primary service location of the CCM, the service will only be provided to stations served by the same central office switch.
- (5) Tie lines from other PBX or Centrex services may be terminated in the CCM at the rates, charges and regulations applicable to tie lines as set forth in the respective Guidebook Part.
- (6) Commercial power, including outlets necessary for the operation of the system will be furnished, owned and maintained by the customer.
- (7) Basic Centrex Features available with the CCM service offering:
 - Call Transfer
 - Touch-Tone Calling Service
 - Intercommunication between stations of the same Centrex

1. CENTREX (cont'd)**C. Optional Features (cont'd)****67. Call Center Manager (CCM) (cont'd)**

Applicable to CCM installed prior to October 22, 1992 the effective date for Advice Letter No. 16291.

b. Call Center Manager provides the following central office features:

(1) Basic System Features:

Agent Position

- Abandoned Call Clearing

Abandoned Call Clearing provides for the removal of a call when a caller disconnects while the call is in queue or after the call is presented to the agent.

- Call Priority

Call Priority permits the customer to assign priorities to various directory numbers for calls going into queue.

- Call Present

Call Present provides that an agent can be automatically presented with a call within 2.5 seconds of completing the last call. A short burst of tone alerts the agent before each new call is presented.

- Call Source Identification

Call Source Identification provides for the display of the calling number within the Centrex system to the called party on compatible premises equipment.

- Call Supervisor

Call Supervisor provides the agent quick access to the supervisor's position.

- Clerical

Clerical is used when an agent requires post-call work time to complete a transaction.

1. CENTREX (cont'd)**C. Optional Features (cont'd)****67. Call Center Manager (CCM) (cont'd)**

Applicable to CCM installed prior to October 22, 1992 the effective date for Advice Letter No. 16291.

b. Call Center Manager provides the following central office features: (cont'd)**(1) Basic System Features: (cont'd)****Agent Position (cont'd)****- Emergency Alert**

Emergency Alert permits an agent to indicate an emergency call with a single key action. The Emergency Alert feature conferences a supervisor to the call. The agent identification is displayed when the key is used on compatible premises equipment.

- Incoming Call Queue

Incoming Call Queue places incoming calls in queue when all agents are busy. Calls are handled on a first-in, first served basis and calls are presented to the agent who has been idle the longest. The customer establishes the queue and queue parameters that a call enters.

- Logon/Logoff

Logon/Logoff allows an agent to log in and out of a position. Logoff prevents an agent from receiving incoming CCM calls.

- Manual Answering

Manual Answering permits an agent to answer calls through the use of a single key when equipped with compatible premises equipment. The telephone set can be made to ring when a call is delivered.

1. CENTREX (cont'd)**C. Optional Features (cont'd)****67. Call Center Manager (CCM) (cont'd)**

Applicable to CCM installed prior to October 22, 1992 the effective date for Advice Letter No. 16291.

b. Call Center Manager provides the following central office features: (cont'd)**(1) Basic System Features: (cont'd)****Agent Position (cont'd)****- Overflow Enhancement**

Overflow Enhancement permits alternate call routing when the queue for the agent group is full, to up to four other agent groups within the same Central Office. Overflow routes are established by the customer. This feature is limited to those central offices that are suitably equipped.

- Ring Threshold

Ring Threshold permits the rerouting of a call when an agent does not answer within a preprogrammed time. The call is rerouted either to the longest idle agent or to the front of the queue when no agents are available. This feature is limited to those offices that are suitably equipped.

(2) Supervisor Position**- Answer Agent**

Answer Agent permits a supervisor to directly answer calls from the agents.

- Automatic Overflow

Automatic Overflow permits a supervisor to specify both a maximum number of calls that can be queued and a maximum holding time for incoming calls. A new incoming call will be rerouted according to the customer's instructions when one of the preceding conditions is exceeded.

1. CENTREX (Cont'd)**C. Optional Features (cont'd)****67. Call Center Manager (CCM) (cont'd)**

Applicable to CCM installed prior to October 22, 1992 the effective date for Advice Letter No. 16291.

b. Call Center Manager provides the following central office features: (cont'd)
(2) Supervisor Position (cont'd)

- Answer Emergency

Answer Emergency permits the supervisor to directly respond to an emergency call presented by an agent.

- Call Agent

Call Agent permits a supervisor to directly call an agent.

- Call Delay Announcement

Call Delay Announcement provides up to two announcements per system to be used when all agents are busy. A call delay announcement is a pre-recorded central office announcement produced by the Company. Additional announcements, capacity of four per group, are available at the rates and charges in D. following.

- Display Queue Status

Display Queue Status allows a supervisor to monitor queue status (number of calls waiting, total agent positions occupied and longest waiting time) via their telephone instrument.

- Position Status Display

Position Status Display provides the supervisor with a status of agent activity such as logged off on an incoming call or in clerical mode, etc.

- Observe Agent

Observe Agent permits a supervisor to establish a listen or live path into a conversation between an agent in that supervisor's group and the caller.

1. CENTREX (cont'd)

C. Optional Features (cont'd)

67. Call Center Manager (CCM) (cont'd)

Applicable to CCM installed prior to October 22, 1992 the effective date for Advice Letter No. 16291.

b. Call Center Manager provides the following central office features: (cont'd)
(2) Supervisor Position (cont'd)

- Night Service

Night Service provides that all incoming calls receive customer specified night treatment when all positions are logged out via the Logon/Logoff feature. The supervisor may specify different types of night treatment such as announcement, overflow to another group or telephone number.

(3) Optional CCM Features

- Management Information System Features

Customer Parameters Reconfiguration permits the system administrator to reconfigure the parameters of the system via the management information system data link. The customer can control queues by changing queue slots, queue size, maximum wait times, configuration of agents within groups, overflow routes, ring thresholds and password levels of supervisor into the system.

Management Information System continuously monitors agent and group calling patterns providing the customer with real time and historical measurement of the agent and group performance to customer established thresholds. Measurement includes the number, the duration and time of incoming calls, outgoing calls, wrap up time doing reports and idle time when the agent was not presented a call.

Management Information System Link provides a data link to carry call processing data to a customer provided management information system. A Special Access Voice Grade (VG36) or ADN channel is required for each system arrangement at the rates and charges as defined in Schedule Cal.P.U.C. No. 175-T, Sections 7.5.3., (A)(B) or 7.5.8, (B).

- Direct Outward Dialing allows an agent or supervisor position to place an outgoing call via a Virtual Directory Number at the rates and charges set forth in D.5.1 following.

1. **CENTREX** (cont'd)

C. Optional Features (cont'd)

67. Call Center Manager (CCM) (cont'd)

Applicable to CCM installed prior to October 22, 1992 the effective date for Advice Letter No. 16291.

b. Call Center Manager provides the following central office features: (cont'd)

(3) Optional CCM Features (cont'd)

- Music in Queue

Music in queue provides the option of broadcasting music after the call delay announcement. The customer is responsible for providing the music source.

- Queue Status Lamp

Queue Status Lamp provides three visual indicators to identify queue status. An external color display will signal to both supervisor and agent when the thresholds have been exceeded. Separately mounted keys/lamp indicators may be provided by the customer.

1. CENTREX (cont'd)

C. Optional Features (cont'd)

67. Call Center Manager (CCM) (cont'd)

- c. The following description of CCM is applicable to installations on or after October 22, 1992 the effective date for Advice Letter No. 16291.
- d. Call Center Manager (CCM) is furnished at the rates and charges as shown in D.8.q. following, which are in addition to other charges and rates for Centrex service. CCM is a central office based communications system that distributes a large volume of incoming calls over a group of Centrex primary, semi-restricted or interior lines. The calls are distributed in an equitable manner to available agents. When all agents are busy, the calls are queued and a recorded announcement is played to the caller requesting that they wait for the next available agent. The CCM accepts calls and routes them based on call parameters established by the customer.

As an option, CCM provides detailed management information about the systems performance to a customer provided processor which can format management information reports.

Call Center Manager is available to a customer whose Centrex service is furnished by use of a central office equipped with the required call processing and feature capacity and where operating conditions permit.

- (1) 800 Service, Foreign Exchange Trunks (with answer supervision) and Tie Line/Special Access Voice Grade Channels may be terminated in the CCM for incoming calls. The incoming calls will be routed directly to the CCM pilot number via a Centrex Primary Line.
- (2) Lines furnished in a group may consist of Primary, Primary Semi-Restricted, Interior Lines or any combination of such lines provided in D.4. following.
- (3) Electronic Telephone Features are available at the rates, charges and regulations as set forth in A.1.f., C.44 preceding and D. following when equipped with compatible customer provided equipment.
- (4) When agent positions or supervisor positions are located off premises from the primary service location of the CCM and those positions utilize electronic business sets, the service will only be provided to stations served by the same central office switch.
- (5) Tie lines from other PBX or Centrex services may be terminated in the CCM at the rates, charges and regulations applicable to tie lines as set forth in the respective schedules.
- (6) Commercial power, including outlets necessary for the operation of the system will be furnished, owned and maintained by the customer.
- (7) Basic Centrex Features available with CCM service offering:
 - Call Transfer
 - Touch-Tone Calling Service
 - Intercommunication between stations of the same Centrex

1. CENTREX (cont'd)**C. Optional Features (cont'd)****67. Call Center Manager (CCM) (cont'd)**

e. Call Center Manager provides the following central office features:

(1) CCM Group Packages:**(a) Basic Group Package****- Abandoned Call Clearing**

Abandoned Call Clearing provides for the removal of a call when a caller disconnects while the call is in queue or after the call is presented to the agent.

- Automatic Overflow

Automatic Overflow permits a customer to specify both the maximum number of calls that can be queued and a maximum holding time for enqueued calls. A new incoming call will be rerouted according to the customer's instructions when one of the preceding conditions is exceeded.

- Call Present

Call Present provides that an agent can be automatically presented with a call after completing the last call. A short burst of tone alerts the agent before each new call is presented.

- Call Priority

Call Priority permits the customer to assign priorities to various directory numbers for calls going into queue.

- Incoming Call Queue

Incoming Call Queue places incoming calls in queue when all agents are busy. Calls are handled on a first-in, first-served basis and calls are presented to the agent who has been idle the longest. The customer establishes the queue and queue parameters that a call enters.

1. CENTREX (cont'd)

C. Optional Features (cont'd)

67. Call Center Manager (CCM) (cont'd)

e. Call Center Manager provides the following central office features: (cont'd)

(1) CCM Group Packages: (cont'd)

(a) Basic Group Package: (cont'd)

- Manual Answering

Manual Answering permits an agent to answer calls through the use of a single key, when equipped with compatible premises equipment. The telephone set can be made to ring when a call is delivered.

- Night Service

Night Service (system activated) provides that all incoming calls receive customer specified night treatment such as, announcements, overflow of calls to another Call Center Manager group or to another telephone number when all agent positions are logged out via the Logon/Logoff feature.

- Overflow Scan

Overflow Scan permits alternate call routing when the queue for the agent group is full. Calls can be routed to look ahead for an available agent in up to four (4) other agent groups within the same central office. The customer is responsible for establishing overflow routes. Overflow Scan is only available in those central offices that are suitably equipped.

- Ring Threshold

Ring Threshold permits a customer to reroute a call when an agent does not answer within a preprogrammed time. The call is rerouted either to the longest idle agent or to the front of the queue when no agents are available.

(b) Call Delay/Forced Announcements

Call Delay/Forced Announcement(s) is a pre-recorded central office announcement produced by the Company when all agents are busy or when the call center is in night service mode.

1. CENTREX (cont'd)**C. Optional Features (cont'd)****67. Call Center Manager (CCM) (cont'd)****e. Call Center Manager provides the following central office features: (cont'd)****(1) CCM Group Packages: (cont'd)****(c) Music In Queue**

Music In Queue provides the option of broadcasting music after the call delay announcement. The customer is responsible for providing the music source.

(d) Queue Status Lamp

Queue Status Lamp provides up to three visual indicators to identify queue status. An external color display will signal both supervisor and agent when the thresholds have been exceeded. Separately mounted lamp indicators are provided by the customer.

(2) Agent Feature Packages**(a) Basic Agent Package****- Agent Priority Call Transfer**

Agent Priority Call Transfer allows an agent to transfer an incoming Call Center Manager call to another agent's primary number. The transferred call is presented directly to the second agent if the agent is idle; otherwise, the transferred call is placed in the agent's queue until the agent completes their current call.

- Clerical

Clerical is used when an agent requires post-call work time to complete a transaction.

- Log-on/Log-off

Log-on/Log-off allows an agent to log-on and log-off of a position. Log-off prevents the agent from receiving incoming Call Center Manager calls.

1. **CENTREX** (cont'd)

C. Optional Features (cont'd)

67. Call Center Manager (CCM) (cont'd)

e. Call Center Manager provides the following central office features: (cont'd)

(2) Agent Feature Packages: (cont'd)

(b) Call Alert Package:

- Call Supervisor

Call Supervisor provides the agent quick access to the supervisor's position when equipped with compatible premises equipment.

- Emergency Alert

Emergency Alert permits an agent to quickly indicate an emergency call to the supervisor when equipped with compatible premises equipment. The emergency alert feature conferences a supervisor into the call.

(c) Call Tracking Package:

- Call Tracking

Call Tracking permits an agent to specify the type of call they are processing by use of a single key action and activity code when equipped with compatible premises equipment. Tracking of these codes is accomplished via the Management Information System.

- Clerical Tracking

Clerical Tracking permits an agent to specify the reason they are in a clerical state by use of a single key action and activity code when equipped with compatible premises equipment. Tracking of these codes is accomplished through the Management Information System.)

1. CENTREX (cont'd)**C. Optional Features (cont'd)****67. Call Center Manager (CCM) (cont'd)****e. Call Center Manager provides the following central office features: (cont'd)****(2) Agent Feature Packages: (cont'd)****(d) Call Status Display Package****- Agent Queue Status Display**

Agent Queue Status Display provides agents with a visual indication of the incoming call queue status when the agent uses compatible premises equipment. The display shows either the number of calls in queue or the amount of time the oldest call has been in queue.

- Called Number Display

Called Number Display provides for the display of the dialed number when the agent's workstation is equipped with compatible premises equipment.

- Call Source Identification

Call Source Identification provides for the display of the calling number within the Centrex system to the called party when the agents position is equipped with compatible premises equipment.

(3) Supervisor Feature Packages**(a) Basic Supervisor Package****- Call Agent**

Call Agent permits a supervisor to directly call an agent when equipped with compatible premises equipment.

- Controlled Overflow

Controlled Overflow permits a supervisor to direct any new incoming calls to a customer defined overflow route via a single key action when equipped with compatible premises equipment.

Activation of this feature overrides the Automatic Overflow feature for new incoming calls.

1. CENTREX (cont'd)**C. Optional Features (cont'd)****67. Call Center Manager (CCM) (cont'd)****e. Call Center Manager provides the following central office features: (cont'd)****(3) Supervisor Feature Packages (cont'd)****(a) Basic Supervisor Package (cont'd)****- Observe Agent**

Observe Agent permits a supervisor to establish a listen or live path into a conversation between an agent in the supervisor's group and a caller when equipped with compatible premises equipment.

- Night Service

Night Service (supervisor activated) permits a supervisor to direct all incoming calls to the night treatment route via the activation of a night service key on compatible premises equipment.

(b) Answer Call Alert Package**- Answer Agent**

Answer agent permits the supervisor to directly answer calls from the agents.

- Answer Emergency

Answer Emergency permits the supervisor to directly respond to an emergency call presented by an agent.

(c) Call/Agent Status Display Package**- Display Queue Status**

Display Queue Status allows a supervisor to monitor queue status (number of calls waiting, total number of agents positions occupied and the longest waiting time) when equipped with compatible premises equipment.

1. CENTREX (cont'd)**C. Optional Features (cont'd)****67. Call Center Manager (CCM) (cont'd)**

e. Call Center Manager provides the following central office features: (cont'd)

(3) Supervisor Feature Packages (cont'd)**(c) Call/Agent Status Display Package (cont'd)****- Position Status Display**

Position Status Display provides the supervisor with a status of agent activity (logged off, on an incoming/outgoing call, in a clerical mode, idle, etc.) when equipped with compatible premises equipment.

- Position Status Summary Display

Position Status Summary Display allows the call center supervisor to quickly check the overall status of the agents in their group (e.g., how many agents are logged off, logged on, idle, on an incoming call or in clerical mode, etc.) when equipped with compatible premises equipment.

(4) Management Information System Packages**(a) Basic Management Information System (MIS) Package****- Management Information System Link**

The Management Information System link provides a data stream to carry call processing data to a customer provided management information system and the call center reconfiguration commands from the customer's MIS to the central office switch. A Special Access Voice Grade (VG36) or ADN channel for each system arrangement is required.

1. CENTREX (cont'd)**C. Optional Features (cont'd)****68. Trunk Side Connection - Concentrated Access**

Trunk Side Connection - Concentrated Access permits multiple stations of a customer provided switch access to Centrex capabilities and features. It will be provided through the interconnection of a Centrex line to the network interface of a customer provided switch.

69. Centrex Networking Service

Centrex Networking Service (CNS) provides Primary/Primary Semi-Restricted station lines of a Centrex system the capability of abbreviated dialing (not to exceed 7 digits) to any selected location outside a Centrex system. This includes Intra/InterLATA, InterState and International calling.

The customer may select which Centrex stations are to be arranged for abbreviated dialing and may establish more than one abbreviated dialing plan. CNS calls will be transported over a network path(s) to the distant location(s) selected by the customer at the Rates and Charges as set forth in D. following. The number of network path(s) is determined by a busy hour call volume study conducted by the Company.

In the ESS central offices originating station call detail is not available. A billing identification number will be assigned to each network path. All CNS ZUM and toll message charges will be billed to the billing identification number and included in the customer's regular monthly billing. DMS central offices will provide station line identification and billing of outward dialed toll and ZUM unit calls to CNS customers.

CNS may be used when a call is completed over a specific selected facility or network which may include, but is not limited to, Electronic Tandem Switching (ETS), Foreign Exchange Service (FXS), Flexible Route Selection (FRS), tie lines, Special Access Voice Grade Channels and Direct Distance Dialing (DDD).

1. CENTREX (cont'd)**C. Optional Features (cont'd)****70. Priority Ringing**

Priority Ringing differentiates incoming calls from up to ten (10) customer programmable preselected numbers by signaling the station user with a distinctive ringing pattern. If the primary station line subscribes to Call Waiting, a distinctive tone is heard for the selected set of numbers.

71. Select Call Forwarding

Select Call Forwarding permits a primary station line to automatically forward (transfer) calls from up to ten (10) customer programmable preselected numbers to an alternate customer programmable number within or outside the serving central office and to restore it to normal operation at their discretion. Select Call Forwarding can be used in conjunction with Call Forwarding Variable, Busy and Don't Answer. The Select Call Forwarding customer is responsible for the payment of applicable local, ZUM or toll message charges for each completed call between their call forwarding equipped line and the number to which the call is forwarded. This charge applies to all forwarded calls that are answered at the number to which the calls are forwarded.

72. Repeat Dialing

Repeat Dialing permits a primary station line to have calls automatically redialed when the first attempt reaches a busy number on up to 10 different busy telephone numbers. The line is checked every 45 seconds for up to 30 minutes and alerts the customer with a distinctive ringing pattern when the busy number and the station line is free. In addition, the customer can continue to make and receive calls while the feature is activated. The Repeat Dialing customer is responsible for payment of applicable local, ZUM or toll message charges for each completed call.

1. CENTREX (cont'd)

C. Optional Features (cont'd)

73. Select Call Acceptance

Select Call Acceptance enables a primary station line to accept only calls from up to thirty-one (31) customer programmable preselected numbers and to return to normal operation at their discretion. Callers' telephone numbers that are not on the acceptance list will receive a recorded announcement that their call is not being accepted and will not be charged the normal local, ZUM or toll message charges or will have their call forwarded to another telephone number designated by the customer within or outside the customers serving central office.

or

Select Call Acceptance enables the customer to terminate calls from up to thirty-one (31) customer programmable preselected telephone numbers to a Centrex Multi-Line Hunt Group. Each line in the hunt group must be equipped with Select Call Acceptance, however, the pilot number will maintain the list. The number of hunt terminals depends upon the customer requirements for users not to receive a busy indication. The customer can accept only calls from the preselected numbers and can return to normal operation at their discretion. Callers' telephone numbers that are not on the acceptance list will receive a recorded announcement that their call is not being accepted and will not be charged the normal local, ZUM or toll message charges or will have their call forwarded to another telephone number as designated by the customer within or outside the customers serving central office.

The Select Acceptance customer is responsible for the payment of applicable local, ZUM or toll message charges for each completed call between their call forwarding equipped line and the number to which the call is forwarded. This charge applies to all forwarded calls that are answered at the number to which the calls are forwarded.

With Select Call Acceptance a call may be forwarded up to a maximum of five (5) times, only within the same serving central office.

74. Caller Identification (Caller ID)

Caller ID displays the telephone number of the calling party on a specially designed telephone or a device that the customer attaches to their existing telephone.

1. **CENTREX** (cont'd)

C. Optional Features (cont'd)

75. Music on Hold

Provides a continuous broadcast of music or recorded announcement to callers who are waiting for connection to a called party. Music on hold is automatically activated whenever the calling party is placed on Central Office hold.

76. Remote Access To Call Forwarding

Allows a user to activate, deactivate and change their forwarded to number from a location other than where the service is located. Activation and deactivation is via a dialable number and access code.

77. Call Return

Allows the user to return a call to the last incoming call whether answered or not. Upon activation, redials the number automatically and continues to check the number every 45 seconds for up to 30 minutes if the number is busy. The user is alerted with a distinctive ringing pattern when the busy number is free. When the user answers the ring, an attempt to complete the call is made. The calling party's number will not be delivered or announced to the caller under any circumstances.

78. Call Screen

Allows the user to automatically block calls from up to ten customer designated telephone numbers. The list of numbers can be changed at any time. Callers whose numbers have been blocked will hear a recorded message and no usage will apply. When Call Screen is active, calls from numbers on the customer controlled list will be routed to a special announcement. The calling party's number will not be delivered or announced to the call recipient under any circumstances.

79. Call Trace

Allows the user to dial a code to automatically request that the Company record a caller's originating telephone number, the date and time of the call as well as the date and time the user initiated the trace. The information is stored by the Company and disclosed only to a law enforcement agency for investigation purposes. The customer does not receive any information regarding the origination of the call.

80. CentrexSMARTSM

CentrexSMARTSM provides a record, on terminal equipment located on the customer's premises, of calls originating from Centrex station lines and terminating to locations outside the system. Facility groups may also be designated as requiring originating and/or terminating records.

Standard station message activity records will contain the originating number, destination number, date, time and duration of call, facility utilized, and account codes.

The Aggregation option will allow a customer to have call details from several of their Centrex systems aggregated into a single data stream.

The Operational Measurement Reports option provides a Graphical User Interface (GUI) that will allow the customer to manipulate certain switch based traffic reports.

1. CENTREX (cont'd)

C. Optional Features (cont'd)

81. Area Wide Centrex

- a. Area Wide Centrex provides multi-location Centrex customers with a private network capabilities using the switched network.
- b. Area Wide Centrex will provide the Centrex customer an abbreviated dialing plan for inter-Centrex, inter-exchange, intra-LATA voice calls for a flat monthly rate per Centrex station, as set forth in D. following.
- c. The abbreviated dialing plan can include both on-net and off-net telephone numbers, however, MTS usage rates will apply to any call that originates from or terminates on a non-Centrex station as set forth in Guidebook, Part 9, Section 1. MTS usage rates will also apply to any call that originates from or terminates on a Centrex station that is not subscribing to Area Wide Centrex as set forth in Guidebook, Part 9, Section 1.
- d. An AWC Modification Nonrecurring Charge will apply each time an AWC customer adds or changes their dialing plan as set forth in D. following.
- e. Regulations set forth in this schedule are in addition to rules and regulations set forth in Schedule Cal.P.U.C. No. A2. for Network and Exchange services. Area Wide Centrex is offered as follows:
 - (1) AWC service is available on Centrex service only.
 - (2) MTS Usage rates do not apply to intra-system/intra-LATA voice calls that originate from and terminate on Centrex stations that subscribe to AWC.
 - (3) AWC is available where local facilities and operating conditions permit.
 - (4) The customer must subscribe to a Company Business Optional Calling Plan.
 - (5) AWC is only available on BTNs billed to the customer of record.
 - (6) AWC must include at least two BTNs in order to form a network.

1. CENTREX (cont'd)

C. Optional Features (cont'd)

81. Area Wide Centrex (cont'd)

e. Regulations set forth in this schedule are in addition to rules and regulations set forth in Schedule Cal.P.U.C. No. A2. for Network and Exchange services. Area Wide Centrex is offered as follows: (Cont'd)

- (7) A customer must have at least two separate Centrex systems within a LATA.
- (8) For every Centrex system that has multiple sites, at least one of those sites must have AWC on all lines.
- (9) When expanding AWC, to an additional site, all lines at that site must have AWC.
- (10) 900 Telephone numbers are not included in AWC^{1/}. (C)
- (11) AWC applies to voice bearer channel calls. MTS usage rates apply to all data bearer channel calls as set forth in Guidebook, Part 9, Section 1 and are in addition to AWC service Charges.
- (12) All AWC service customers must subscribe to AWC and the standard dialing plan (cannot be a part of an "Assume 9" Centrex).
- (13) AWC customers are responsible for notifying the Company of any adds, moves or changes to their AWC service.
- (14) The AWC dialing plan can include non-Centrex telephone numbers as terminating numbers, however, calls to these numbers will be billed at MTS usage rates as set forth in Guidebook, Part 9, Section 1.
- (15) MTS usage rates apply to all completed calls that are not intra-system/intra-LATA calls that do not originate and terminate on Centrex stations. MTS usage rates are found in Guidebook, Part 9, Section 1. and are in addition to AWC service charges.

82. Centrex Routed Number

Centrex Routed Number routes calls to a Centrex system telephone number to an answering point at the customer's location. This feature includes the Centrex telephone number and the routing facility. Calls must be routed within the customer's common block. Customers are charged a route index establishment installation charge, per route established, and a monthly charge for each telephone number routed as set forth in Section D.9.h., following.

Centrex Routed telephone numbers do not count towards the System Establishment Charge (SEC).

/1/ California 900 and California 976 services withdrawn effective November 1, 2010.

(N)

1. CENTREX (cont'd)

C. Optional Features (cont'd)

83. Custom Calling Name on Centrex (CCNAM)

a. Description

Custom Calling Name on Centrex (CCNAM) is an AIN terminating Caller ID feature, that provides the internal employee name and telephone number delivered on intra-company Centrex-to-Centrex calls, and the caller name and number on incoming calls that originate outside of the company, where facilities and operating conditions permit.

CCNAM will provide internal called party information across multiple Centrex groups, when used in conjunction with Area Wide Centrex.

b. Terms and Conditions/Restrictions

- (1) Requires compatible customer premises equipment for display of caller name and number.
- (2) Customers must establish and maintain an internal name/number directory (Customer Data Directory) through a Graphical User Interface (GUI). The Company will provide the customer with a logon and password that will be used to access the web-based GUI to load and make changes to their database. The customer maintains the Customer Data Directory and is responsible for the initial data load as well as subsequent database maintenance (additions, deletions, record changes). The Company is not responsible for the accuracy of the customer directory, nor any name list that the customer uses for the Custom Calling Name service.
- (3) The customer shall be responsible for protecting the security of their assigned user IDs. The Company shall not be liable to the customer or any third party (including but not limited to any employee of the customer) for improper or incorrect designations when such designations are established with the customer's user ID.
- (4) Not available with Centex ISDN.
- (5) Blocking Options for Caller ID [Selective Blocking (*67) and Complete Blocking (*82)], as described in Guidebook, Part 7, Section 2., are not available to customers who have Custom Calling Name (CCNAM) on Centrex when dialing internal calls. Blocking Options for Caller ID are available to customers who have CCNAM on Centrex when dialing external calls.
- (6) The originating information is not part of the CCNAM offer. Depending on the capability of the telephone set or type of Central Office will dictate what is displayed for the outgoing call. This does not change as a result of subscribing to CCNAM.

1. CENTREX (cont'd)**C. Optional Features (cont'd)****84. Centrex Simultaneous Ring One Number (CSR ON)****a. Description**

Centrex Simultaneous Ring One Number (CSR ON) is an optional Centrex station feature that will extend the reach of a subscriber's Centrex station number, by causing one additional telephone number to ring simultaneously whenever the Centrex station number is dialed. The caller is not aware that the telephone number they have dialed is a member of a CSR ON group or that the call was answered from another telephone number. The caller only receives a busy signal if both phones in the CSR ON group are simultaneously busy. Simultaneous ringing only occurs when a call is dialed directly to the enabled CSR ON subscribing Centrex station.

The simultaneously rung number can be any non zero-plus number (i.e., operator assisted or international calls) valid telephone number, including other Centrex stations, residential telephone lines, or cellular phones, for example.

In the event that a CSR ON subscriber does not answer a call on either of the simultaneously rung numbers, and in the event that one or both of the simultaneously rung numbers has an associated answering device or voice mail, the first entity to answer the call will receive the message.

When a CSR ON subscriber's Centrex station is answered by the simultaneously rung telephone number, the subscriber's Centrex station will be billed any applicable tolls, as with Call Forwarding service, just as if a call was placed from the Centrex station to the telephone number where the call was answered.

This usage will be billed by the subscriber's existing carrier for the type of call in question, and will be billed according to whatever billing arrangement the subscriber has with that carrier. The number of digits the CSR ON subscriber can input for the simultaneously rung number is from 4-30 digits. (This is consistent with normal dialing in the switch.)

b. Terms, Conditions and Limitations

CSR ON will ring only one other number and will always be in the activated mode. If a customer wants to change the simultaneously rung number or turn off the service, they must contact the business office and place an order.

Available only on DMS 100 Host Switching Equipment and the remote switches off the host, where facilities and operating conditions permit. Other restrictions and limitations may apply.

Not available on Centrex ISDN stations.

Not available on grandfathered classes of service.

CSR ON and CSR are mutually exclusive.

1. CENTREX (cont'd)**C. Optional Features (cont'd)****85. Centrex Simultaneous Ring (CSR)****a. Description**

Centrex Simultaneous Ring (CSR) is an optional Centrex station feature that will extend the reach of a subscriber's Centrex station number, by causing up to four additional telephone numbers to ring simultaneously whenever the Centrex station number is dialed. The caller is not aware that the telephone number they have dialed is a member of a CSR group or that the call was answered from another telephone number. The caller receives a busy signal if all the phones in the CSR group are simultaneously busy. Simultaneous ringing occurs when a call is dialed directly to the enabled CSR subscribing Centrex station. The simultaneously rung numbers can be any non-zero-plus (i.e., operator assisted or international calls) valid telephone number, including other Centrex stations, residential telephone lines, or cellular phones, for example. The number of digits the CSR subscriber can input for the simultaneously rung numbers is from 4-30 digits. (This is consistent with normal dialing in the switch.)

In the event that a CSR subscriber does not answer a call on any of the simultaneously rung numbers, and in the event that one or more of the simultaneously rung numbers has an associated answering device or voice mail, the first answering device or voice mailbox that answers the call will receive the message.

When a CSR subscriber's Centrex station is answered at another telephone number within the subscriber's CSR list, the subscriber's Centrex station will be billed any applicable tolls, as with Call Forwarding service, just as if a call was placed from the Centrex station to the telephone number where the call was answered. This usage will be billed by the Company's existing carrier for the type of call in question, and will be billed according to whatever billing arrangement the subscriber has with the Company.

The CSR subscriber will be able to dial into an Interactive Voice Response Unit to activate/deactivate the feature and change the telephone numbers in the simultaneous ring list. When the feature is inactive, only the Centrex station will ring when the Centrex station number is dialed.

When the feature is in the active state, all telephone numbers on the simultaneous ring list will ring whenever the Centrex station number is dialed. When the feature is in the inactive state, only the Centrex station will ring whenever the Centrex station number is dialed.

b. Terms, Conditions and Limitations

Available only on suitably equipped DMS 100 Host Switching Equipment and the remote switches off the host, where facilities and operating conditions permit. Other restrictions and limitations may apply.

Not available on Centrex ISDN stations.

Not available on grandfathered classes of service.

CSR ON and CSR are mutually exclusive.

1. CENTREX (cont'd)

C. Optional Features (cont'd)

86. Centrex Dial Plan for Advanced Solutions (DPAS)

a. Description

Dial Plan for Advanced Solutions (DPAS) is a single or multi-location dialing plan that converts an abbreviated number to a ten-digit telephone number used for direct calls. DPAS allows a Centrex subscriber to use abbreviated dialing, i.e., 2-9 digits, to call different telephone station types on an In-Network or Out-of-Network basis within the LATA.

In-Network calls are those calls placed by a Centrex station between other Centrex systems and must be subscribed to by the same customer of record or legal subsidiary. DPAS users can dial In-Network numbers on an abbreviated basis.

Out-of-Network calls are those calls placed by a Centrex station to a non-Centrex station subscriber. DPAS users can dial Out-of-Network numbers on an abbreviated basis. DPAS service does not provide a means for an Out-of-Network dialer to dial back on an abbreviated basis.

As specified in Schedule Cal.P.U.C. No. A2.1.1 the Local Access and Transport Area (LATA) denotes a geographic area established by the Company for the administration of communications service. It encompasses designated exchanges, which are grouped to serve common social, economic and other purposes. The Company will offer services to customers within a LATA only.

DPAS allows abbreviated dialing for the same customer within the same LATA Centrex system to another Centrex system or abbreviated calling from a Centrex system to a non-Centrex list of telephone numbers. NPA/NXX numbers must be located in the same Rate Center as the customer's Centrex system. As specified in Schedule Cal.P.U.C. No. A2.1.1 the term "Rate Center" for Exchange Service purposes denotes the designated points, representing exchanges or district areas (or locations outside exchange areas), between which mileage measurements are made for the application of inter-exchange and inter-district mileage rates, as specified in Guidebook, Part 9, Section 1.

In addition to the Centrex system establishment charge and non-recurring and monthly recurring charges as set forth in 10.1., Centrex customers that establish DPAS may choose either an Extension or Location Dialing Plan, a calling plan with usage or flat-rate billing options and make DPAS system feature changes.

1. CENTREX (cont'd)

C. Optional Features (cont'd)

86. Centrex Dial Plan for Advanced Solutions (DPAS) (cont'd)

b. Terms, Conditions and Limitations

- (1) DPAS is available only to Centrex customers who currently subscribe to Centrex service or any new Centrex subscriber.
- (2) All stations in a Centrex system dialing plan must be provisioned with the DPAS feature.
- (3) Dialing plan options noted in (6) following do not need to be provisioned with the DPAS feature.
- (4) All in-network and out-of-network numbers must be the same Customer of Record or legal subsidiary of the Customer of Record.
- (5) The following DPAS dialing conditions apply:
 - (a) Inter-Centrex calls must remain intra-LATA and will be handled as usage-based or flat-rated at the customer's choice.
 - (b) Centrex-to-non-Centrex calls can either be usage-based or flat-rated at the customer's discretion and must be part of the same LATA as the original Centrex system.
 - (c) Centrex-to-Centrex calls will be two-way capable; Centrex-to-off-network calls will be one way only (i.e., leaving the Centrex system).
 - (d) For Deluxe Dial Plan option, the Company must be the intra-LATA carrier (LPIC) for local toll calls when a DPAS call is placed. All other directly dialed, local toll calls will default to the customer's pre-existing LPIC carrier. Zone Usage Measurement (ZUM) and non-ZUM exchanges are defined in Guidebook, Part 6, Section 9.
- (6) DPAS subscribers must choose between two dialing plan options:
 - (a) Extension Dialing uses the extension number (sequential digits from a seven-digit telephone number) to route the call. This extension number is used to identify an in-network or out-of-network number. Each extension number in the Extension Dialing Option plan must be a unique number without duplication.
 - (b) Location Code Dialing uses a leading identification digit in addition to the extension number to identify an in-network or out-of-network number. This Location Code Dialing permits extension number duplication.

1. CENTREX (cont'd)**C. Optional Features (cont'd)****86. Centrex Dial Plan for Advanced Solutions (DPAS) (cont'd)****b. Terms, Conditions and Limitations (cont'd)**

- (7) DPAS subscribers can choose between Basic or Deluxe billing options. Both billing options are in addition to other applicable Centrex non-recurring and monthly recurring charges as set forth in D. following.
 - (a) Basic Dial Plan Billing - Usage charges apply for both in-network (inter-Centrex) and out-of-network completed calls.
 - (b) Deluxe Dial Plan Billing – Flat-rate charges apply for both in-network and out-of-network calls completed to telephone numbers in the same Rate Center as the originating Centrex telephone number as set forth in D. following.
- (8) Calls to an out-of network telephone number in a Rate Center that is different from that of the originating Centrex telephone number are subject to usage charges.
- (9) Calls between Centrex stations at different sites within the same LATA would either be billed on a usage basis or a flat-rate basis, depending on the dial calling plan selected by the customer.
- (10) DPAS feature modifications are subject to a change charge as noted in D. following.
- (11) DPAS subscribers will not incur a change charge for changing an in-network number to an out-of-network number.

c. Regulations and Limitations

- (1) DPAS is only available where Centrex Central Office equipment, features, facilities, and operating conditions permit. Other restrictions and limitations may apply.
- (2) DPAS may conflict with the following Centrex features: Automatic Callback, Automatic Recall, Repeat Dialing, Account Codes, Attendant Consoles, and ISDN Data Calls. Additional restrictions and limitations may be set forth by the Company.
- (3) DPAS service does not allow an Out-of-Network dialer to dial back on an abbreviated basis.
- (4) Customers that subscribe to DPAS will not incur charges associated with removing incompatible Centrex features.
- (5) The total count of out-of-network numbers cannot exceed the sum of the number of Centrex stations that were in use when the DPAS feature was established, plus any additions to that number of Centrex stations added to the system(s) at a later date.

1. CENTREX (cont'd)

C. Optional Features (cont'd)

87. Network Forwarded Call Information (NFCI)

a. Description

Network Forwarded Call Information is an optional feature available to Centrex-UCD customers. It allows customers to serve their end users in multiple switches within a LATA through a single NFCI link connected to a designated "hub" central office switch of the Company, where technically feasible. The customer may request a specific central office to serve as the hub switch, but the Company retains final authority in choosing the hub for each NFCI link. Rates, charges and regulations apply as shown in D. following.

NFCI delivers originating call history data to the customer's equipment and also includes the ability to activate and deactivate Message Waiting Indicator (MWI) On/Off signals on the customer's end user's lines. Call history data is delivered to the customer's equipment via a multi-line hunt group (MLHG) when calls are forwarded from the customer's end user's line. Call history data includes the calling party number (if not blocked), the called party number (end user's number when the call is forwarded), the reason the call was forwarded (busy or unanswered line) or if the end user called directly to the customer and the MLHG to which the call was either forwarded or dialed directly. When the end user calls directly to the customer's MLHG, the calling party number will be passed to the customer unless the end user's line is blocked. MWI On/Off signals may result in either an intermittent dialtone and/or activation of a lamp or text message on the end user's line or telephone equipment.

Alternate Network Delivery

NFCI also includes the optional Alternate Network Delivery (AND) feature. AND provides the capability for the customer to direct its Message Waiting Indicator (MWI) On/Off signals toward the customer's Common Channel Signaling System 7 (CCSS7) equipped alternate network service provider. The alternate network service provider's equipment may or may not be within the same LATA. The customer's alternate network service provider must provide service capability to receive and complete MWI delivery. The customer is responsible for any and all charges that the Company may incur from the customer's alternate network service provider for receiving MWI messages from the Company.

Customers subscribing to the AND feature must provide the Company with information specifying:

1. The single pre-defined point code of the alternate network service provider's Signal Transfer Point (STP) to which MWI signals will be routed.
2. A list of all the end user stations' NPA-NXXs receiving MWI signals.

b. Terms, Conditions and Limitations

NFCI requires a Special Access Voice Grade channel¹ between the customer's equipment and the hub switch. The customer is responsible for providing a compatible data modem and compatible premises equipment.

1. **CENTREX** (cont'd)

D. Rates and Charges

Exchange Access Trunking Charge Each Dormitory Line

1. A minimum requirement for each Centrex service is 2 or 100 working and/or non-working primary lines.

		<u>Monthly Rate</u>	<u>USOC</u>
a. Dormitory ¹	All rate groups - each dormitory line	\$.47	DMT

2. Private Network Access²

Termination of access lines (CCSA), Primary Rate IS, tie lines, or interexchange channel-interwire center private line telephone channels in the switching equipment of a Centrex system
 - All Rate Groups.

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
a. Arrangement of a tie line or interexchange channel			
- interwire center private line telephone line to select and be selected by lines of the Centrex system ³			
(1) Rate for First two way 4-wire termination, Per C0 Per Service Order			
- Centrex to Centrex, each	\$142.49	\$88.10	RXNCC
- Centrex to CPE PBX, each	142.49	88.10	RXNCP
- Centrex to IEC, each	142.49	88.10	RXNCE
Additional two way 4-wire termination, per C0 Per Service Order			
- each ⁴	142.49	88.10	NA

/1/ Local message units and Zone Usage Measurement (ZUM) units apply as set forth in Guidebook, Part 6, Section 9 and Part 4, Section 2, or message toll charges apply as set forth in Guidebook, Part 9, Section 1.
 /2/ Available only in those offices that are suitably equipped.
 /3/ In addition to rates and charges applicable to Tie Line Service or Special Access Voice Grade Channels, Schedule Cal.P.U.C. No. 175-T, Section 7.5.3.
 /4/ Use applicable USOCs as shown preceding.

1. CENTREX (cont'd)

D. Rates and Charges (cont'd)

2. Private Network Access¹ (cont'd)

	<u>Service Installation Charge</u>	<u>Service Establishment Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
b. Advanced Private Line Termination (APLT) ² provides an arrangement of an access line, tie line or Special Access Voice Grade Channels to select and be selected by lines of the Centrex System				
- each APLT ^{1,3}	\$142.49	\$118.74	\$83.59	PLS
c. Arrangement of an access line (CCSA) to select and be selected by lines of the Centrex System				
- each arrangement ⁴	\$142.49	\$ 37.05		ESO
- each arrangement ⁴	NO	NO		ESONC
d. When the above lines in a., b. and c. preceding are arranged to select local facilities				
- each Measured Rate line Arranged ^{5,6}	NO	1.19		EHW

/1/ Available only in those offices that are suitably equipped.

/2/ See A.1.g.(2) and C.4. preceding.

/3/ Service Establishment Charge applicable only to the first APLT for each customer.

/4/ Rates and charges do not apply when CCSA and Centrex are provided by the same ESS Central office. Use USOC "ESONC" for this arrangement.

/5/ See A.1.g.(1) preceding.

/6/ Exchange Access Trunking charge.

1. CENTREX (cont'd)

D. Rates and Charges (cont'd)

2. Private Network Access^{/1/}

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>	
e. Direct Digital Interface (DDI) to connect with a 1.544 Mbps digital channel ^{/2/}				
Rate for each unit, per CO per service order ^{/1/,/3/}	949.91	902.41	DDACC	
- Centrex to PBX or SuperTrunk ^{®/6/} Network Connect ^{/3/}	949.91	902.41	DDACP	(C)
- Centrex to IEC ^{/4/}	949.91	902.41	DDACE	
f. Primary Rate ISDN - Dialing Plan - each terminating arrangement ^{/1/,/5/}	RR	RR	PRADP	

/1/ Available only in those offices that are suitably equipped.

/3/ In addition to rates and charges applicable to Special Access High Capacity Channel Termination as defined in Schedule Cal.P.U.C. No. 175-T, Section 7.5.8,(C).

/2/ See A.1.g.(3) preceding.

/4/ In addition to the rates and charges applicable to a Special Access High Capacity Channel Termination as defined in Schedule Cal.P.U.C. No. 175-T, Section 7.5.8,(C) or FCC 1.

/5/ Regulations, rates and charges as set forth in Guidebook, Part 17, Section 2 are applicable.

/6/ Effective June 30, 2016, SuperTrunk service is Grandfathered. See Part 20, section 4.

(N)

1. CENTREX (cont'd)

D. Rates and Charges (cont'd)

3. Additional Exchange Access Trunk Terminations

Termination of additional Central Office Trunks in the Switching Equipment of a Centrex System, to be selected by Primary Access Lines, Tie Lines, Special Access Voice Grade Channels, CCSA or EPSCS Type Access Lines of a Centrex System.

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
- each Foreign Exchange Trunk Terminated ^{/4}	\$142.49	\$51.30	ESQ

4. Station and Lines

	<u>Installation Charge</u>	<u>Service Establishment Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
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a. Primary Lines/Primary -
Semi-Restricted Lines (No DID)^{/3}/
2 line minimum (ESS;DSS)^{/1}

(1) Basic Centrex Features

Initial charge to establish service,
2 lines up to and including 19 lines

- per system	NO	\$189.98	NO	NA
- per line, 2 lines up to and including 10 lines ^{/2}	\$26.00	NO	\$284.00 (I)	NA
- per line, 11 lines up to and including 19 lines ^{/2}	26.00	19.00	284.00 (I)	NA

Initial charge to establish service,
20 lines and over

- per system	NO	379.96	NO	NA
- per line ^{/2}	26.00	NO	284.00 (I)	NA

/1/ See Regulations, A.1.r. preceding.

/2/ Use appropriate USOC following. See B.1. preceding.

/3/ Primary semi-restricted stations can be counted as part of the 2 or 100 primary line minimum.

/4/ In addition to rates and charges applicable to the appropriate trunk line.

1. CENTREX (cont'd)

D. Rates and Charges (cont'd)

4. Station and Lines (cont'd)

	<u>Installation Charge</u>	<u>Service Establishment Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
a. Primary Lines/Primary - Semi-Restricted Lines (No DID) ^{/3/} (cont'd)				
(2) Basic Centrex Features – Subsequent charge				
- per line, up to and including 10 lines ^{/2,5/}	\$26.00	NO	\$284.00 (I)	NA
- per line, 11 lines up to and including 19 lines ^{/1,2,5,6/}	26.00	\$19.00	284.00 (I)	NA
- per line, 20 lines and over ^{/2/}	26.00	NO	284.00 (I)	NA
- non key termination ^{/4/}	RR	RR	RR	RXR++
- to meet minimum of 2 or 100 ^{/4/}	RR	RR	RR	RXRMN
- key termination ^{/4/}	RR	RR	RR	RX2++
- CPE termination ^{/4/}	RR	RR	RR	RX2N+
- electronic telephone termination (CPE) ^{/4,7/}	RR	RR	RR	RXC++

/1/ The Service Establishment Charge is applicable to the initial installation of 11 through 19 lines in a Centrex system.

/2/ Use appropriate USOC following. See B.1. preceding.

/3/ Primary semi-restricted stations can be counted as part of the 2 or 100 primary line minimum.

/4/ Apply appropriate Rates and Charges preceding.

/5/ Not applicable to service established prior to April 12, 1990.

/6/ The Service Establishment Charge is not applicable to the reconnection of Primary/Primary Semi-Restricted Lines, same or different telephone number.

/7/ Additional line card rate in D.4.a.(2), following, also applies.

1. CENTREX (cont'd)

D. Rates and Charges (cont'd)

4. Station and Lines (cont'd)

	<u>Service Installation Charge</u>	<u>Service Establishment Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
a. Primary Lines/Primary - Semi-Restricted Lines (No DID) ¹ (cont'd)				
(2) Basic Centrex Features - Subsequent charge (cont'd)				
- electronic telephone termination (CPE) (DMS-100 only)				
- each ^{3,4}	RR	RR	RR	RXC++
- Type C line card ⁵	\$73.13	RR	\$2.09	NA
- Message Waiting Lamp ²				
- each ^{3,4}	RR	NO	RR	RXE++
- Type E line card ⁵	90.24	NO	8.55	NA

/1/ Primary semi-restricted stations can be counted as part of the 2 or 100 primary line minimum.

/2/ See C.46. preceding.

/3/ Apply appropriate Rates and Charges preceding.

/4/ The Electronic Telephone Termination (USOC: RXC++) and Message Waiting Lamp (USOC: RXE++) is equivalent to a Centrex Primary/Semi-restricted line (USOC: RXR++). Rates and charges are in addition to the types C or E line card rates and charges.

/5/ In addition to the rates and charges shown for USOCs: RXC++ and RXE++.)

1. CENTREX (cont'd)

D. Rates and Charges (cont'd)

4. Station and Lines (cont'd)

		<u>Service Installation Charge</u>	<u>Service Establishment Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
a.	Primary Lines/Primary - Semi-Restricted Lines (No DID) ¹ (Cont'd)				
(2)	Basic Centrex Features Subsequent charge ¹ (Cont'd)				
	- AIS minimum of 2 ² or 100 ⁴	RR	RR	RR	RX2MN
	- AIS Termination ⁴	RR	RR	RR	RWR++
	- AIS Termination ⁴	RR	RR	RR	RSZ++
	- AIS Termination ⁴	RR	RR	RR	RSZNF
(3)	Basic Centrex Access ^{2,3} and Subsequent Charge				
	- per access facility Measured Rate Service	\$47.00	NO	\$8.26	AAF
(4)	Basic Centrex Access ^{5,6} and Subsequent Charge				
	- Trunk Charge per Primary Station Line	NO	NO	1.30	AAFTX
	AIS Semi-Restricted Lines only	47.00	NO	8.26	AAF++
(5)	The Company may install, rearrange, change or move inside wiring at the customer's request and expense.				

/1/ Primary semi-restricted stations can be counted as part of the 2 or 100 primary line minimum.

/2/ See Regulations, A.1.ae., preceding.

/3/ Local message units and Zone Usage Measurement (ZUM) units apply as set forth in Guidebook, Part 4, Section 2, or message toll charges apply as set forth in Guidebook, Part 9, Section 1.

/4/ Apply appropriate Rates and Charges preceding.

/5/ See Regulations, A.1.ae., preceding.

/6/ Local message units and Zone Usage Measurement (ZUM) units apply as set forth in Guidebook, Part 4, Section 2, or message toll charges apply as set forth in Guidebook, Part 9, Section 1.

1. CENTREX (cont'd)

D. Rates and Charges (cont'd)

4. Station and Lines (cont'd)

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
b. Primary - Interior Lines			
(1) Each line			
- CPE termination	\$23.75	\$3.41	RUVN+
- Non Key termination	23.75	3.72	RX5
- Key termination	23.75	3.41	RUV
- AIS termination	23.75	3.72	RX5++
- AIS termination	23.75	3.41	RUV++
- AIS termination	23.75	3.41	RUVNF
- per access facility	47.00	8.26	AAF

1. **CENTREX** (cont'd)

D. Rates and Charges (cont'd)

4. Station and Lines (cont'd)

	<u>Service Connection Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
c. Primary - Dormitory - Central Office Centrex - All Rate Groups ²			
Option A ³			
- CPE termination	NA	RR	RTXN+
- key termination	NA	RR	RTX++
- non-key termination	NA	RR	PS7++
- Centrex IS termination	NA	RR	PS4A+
Option B or C ⁴			
- non-key termination	NA	RR	PSA++
- key termination	NA	RR	RV3++
- CPE termination	NA	RR	RV3N+
d. Extension Lines			
Central Office Location (ESS)			
- each line ¹			
Same building - non key termination			
- each	RR	NO	RX7++
Same building - key termination			
- each	RR	NO	RX8
Same building - CPE termination			
- each	RR	NO	RX8NF
Dormitory - Each line ¹			
- key termination	RR	NO	PPJ
- non-key termination	RR	NO	PS9
- CPE termination	RR	NO	PPJNF

- /1/ Apply Service Charge as shown in Guidebook, Part 3, Section 1 for Centrex service.
- /2/ Installation Charge in addition to Service Charge as shown in Guidebook, Part 3, Section 1.
- /3/ Rates shown for Option B or C apply, less a credit of \$.45 per primary station - Dormitory. Also see A.1.e. preceding.
- /4/ Rate applicable to residence individual line measured rate (1MR) in the serving exchange as shown in Guidebook, Part 4, Section 2, less the rate for trunking (DMT) D.1.c. preceding. Also see A.1.e. preceding.

1. CENTREX (cont'd)

D. Rates and Charges (cont'd)

5. Station-Controlled Features

	<u>Installation Charge</u>	<u>Service Establishment Charge</u>	<u>Service Monthly Rate</u>	<u>USOC</u>
a. Individual Features ¹				
(1) Call Forwarding-Don't Answer ³				
Forwards 800 Calls only - each ⁴	\$4.75	\$ NO	\$.47	E9GWA
(2) Call Forwarding-Variable ^{1,3} (limited)				
800 Service line equipped - each ⁴	4.75	NO	.47	EATWA
(3) Call Pickup ²				
- each 800 Service line equipped ^{4,7}	4.75 E3PWA	NO	.47	
(4) Call Transfer-Individual-all calls; Consultation Hold-all calls; and Three-Way Calling: ⁵				
- each 800 Service line in the system ^{4,7}	4.75	NO	.95	E8AWA

/1/ Available only in those offices that are suitably equipped.

/2/ See C.8. preceding.

/3/ See C.6. preceding.

/4/ See A.1.f.(5) preceding.

/5/ See B.3.d. preceding.

/6/ See A.1.f.(9) preceding.

/7/ Centrex service must be equipped with Station Transfer, Consultation Hold and Three-Way Calling. Also, see C.9. and B.3.d. preceding.

1. CENTREX (cont'd)

D. Rates and Charges (cont'd)

5. Station-Controlled Features (cont'd)

a. Individual Features¹ (cont'd)

	<u>Service Installation Charge</u>	<u>Service Establishment Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
(5) Universal Call Transfer ²				
- each line	NO	11.00	NO	FRDRV
(5a) Call Forwarding Over Private Facilities ⁷				
- common equipment, per system ⁶	\$42.75	\$498.70	\$119.69	EAY
- each primary station line equipped	.95	NO	4.37	EAP
(6) Conference Calling ³ (Stations)				
- each arrangement (ESS 6 PORT)	1614.85	NO	65.54	EAN)
- each station (DMS-100 6 PORT)	4.75	NO	1.90	DMS6P
- each system equipped	123.49	NO	38.00	SWC
- each line equipped (5ESS 6 PORT)	13.77	NO	NO	SWCLN
Preset Conference				
- each Station	4.75	NO	1.90	DMSPC
(7) Busy Verification ⁵				
Common equipment to provide attendant access to primary switching equipment:				
- ESS4	332.47	NO	7.84	B24

/1/ Available only in those offices that are suitably equipped.

/2/ Effective for sixty days after the serving central office is capable of providing this feature the Non-Recurring charges will be waived for existing subscribers of Call Transfer-Individual-All Calls.

/3/ See C.12. preceding.

/4/ See C.5. preceding.

/5/ See A.1.m. preceding.

/6/ See A.1.f.(5) preceding.

/7/ See C.6. preceding.

1. CENTREX (cont'd)

D. Rates and Charges (cont'd)

5. Station-Controlled Features (cont'd)

a. Individual Features¹ (cont'd)

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
(8) Centrex Direct Connect ³			
- each primary line equipped ²	\$ 4.75	\$.95	DMSAL
(9) Termination of supplemental equipment service in the switching equipment furnished in connection with a Centrex system - All Rate Groups:			
Arrangement of a supplemental equipment service to be selected by the stations of a Centrex system			
- each ⁴	NO	20.33	RXNAA

/1/ Available only in those offices that are suitably equipped.

/2/ See A.1.f.(5) preceding.

/3/ See C.38. preceding.

/4/ Charge for RXNAA is in addition to the rates and charges applicable to the supplemental equipment service furnished.

1. **CENTREX** (cont'd)

D. Rates and Charges (cont'd)

5. Station-Controlled Features (cont'd)

a. Individual Features¹ (cont'd)

	<u>Service Installation Charge</u>	<u>Service Establishment Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
(10) Selected Customer Control of Facilities (SCCOF) ^{1,4}				
- common equipment, per system	\$52.25	\$189.98	\$15.96	SFY
- each facility group to which access is denied ⁵	16.15	NO	5.75	SFF
				<u>Nonrecurring Charge</u>
(11) Call Forwarding - Reminder Ring ³ Furnished with Call Forwarding Variable and Call Forwarding Over Private Facilities				
- initial			NO	
- subsequent				
- each primary station line equipped				\$14.25
(12) DID-DOD transfer ^{1,2}				
- per system	189.98	NO	NO	DDT

/1/ Available only in those offices that are suitably equipped.

/2/ See A.1.f.(13) and C.10.1 preceding.

/3/ See C.6. preceding.

/4/ See C.19. preceding.

/5/ Each facility group to which access is denied requires a key, and a Metallic signal channel, as shown in Schedule Cal.P.U.C. No. 175-T, Section 7.5, (see Regulation A.1.aa. preceding) or a Special Access Voice Grade Channel as set forth in Schedule Cal.P.U.C. No. 175-T, Section 7.5.3.

1. CENTREX (cont'd)
- D. RATES AND CHARGES (cont'd)
5. Station-Controlled Features (cont'd)
- a. Individual Features¹ (cont'd)

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
(13) Station Call Request ³			
With Stutter Dial Tone			
- each	\$ 28.50	\$2.61	EWS
With Electronic Business Sets			
- each Primary Line Equipped	28.50	2.61	EWB
(14) System Distinctive Ringing ⁴			
- per System	56.99	56.99	GDR
(15) Meet Me Conference Small ⁵			
- per System Equipped	142.49	42.75	MMESM
(16) Meet Me Conference Large ⁶			
- per System Equipped	175.73	156.74	MMELG
(17) Station Controlled Conference			
Large ^{2,7}			
- per System Equipped	175.73	156.74	CCS
- per line Equipped	16.15	NO	CCSLG
(18) Call Forwarding - Personal			
Call Screening ²			
- per System	118.74	NO	CFPCS

/1/ Available only in those offices that are suitably equipped.

/2/ See C.6.g. preceding.

/3/ See C.46. preceding.

/4/ See C.52. preceding.

/5/ See C.55. preceding.

/6/ See C.56. preceding.

/7/ See C.58. preceding.

1. CENTREX (cont'd)

D. RATES AND CHARGES (cont'd)

5. Station-Controlled Features (cont'd)

a. Individual Features¹ (cont'd)

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
(19) Priority Ringing ^{1,2,6} - each primary line equipped ⁸	\$ 4.75	\$1.70	RNGPR
(20) Select Call Forwarding ^{1,3,6} - each primary line equipped ⁸	4.75	1.90	SCF
(21) Repeat Dialing ^{1,4,6} - each primary line equipped ⁸	4.75	1.70	DLGRP
(22) Select Call Acceptance ^{1,5,6} - each primary line equipped	23.75	5.00	CALAC

/1/ Available only in those offices that are suitably equipped.

/2/ See C.72. preceding.

/3/ See C.73. preceding.

/4/ See C.74. preceding.

/5/ See C.75. preceding.

/6/ See A.1.aj. preceding.

/7/ See A.1.f.(5) preceding.

1. CENTREX (cont'd)

D. Rates and Charges (cont'd)

5. Station-Controlled Features (cont'd)

a. Individual Features¹ (cont'd)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
(23) Miscellaneous Change Charge			
Speeding Calling ¹ Add to, removal of or change in telephone numbers in a list - group of 10 numbers or fraction thereof			
- per group	\$ 4.75	NO	NA
Basic Feature Offerings ²			
Add, (including 9+ treatment codes) change, rearrange or modify Centrex Basic Feature arrangement			
- per system	28.50		
- per line	4.75		
Priority Ringing, Select Call Forwarding, Repeat Dialing, Select Call Acceptance ^{3,4,5,6}			
To change access code			
- each access code	99.74	NO	CDCHG
(24) Caller Identification (Caller ID)			
- electronic business sets ⁷	NO	NO	
- CENTREX-IS ⁷	NO	NO	
- analog Centrex lines ⁸	RR	RR	

/1/ See C.13. preceding.

/2/ See A.1.y. preceding.

/3/ See C.72. preceding.

/4/ See C.73. preceding.

/5/ See C.74. preceding.

/6/ See C.75. preceding.

/7/ From the effective date of Advice Letter No. 18446, it will take the Company approximately sixty (60) days to convert all of the required central offices to make Caller ID available on CENTREX-IS and Electronic Business Sets.

/8/ See Guidebook, Part 4, Section 2 for rates and charges.

1. CENTREX (cont'd)

D. Rates and Charges (cont'd)

5. Station-Controlled Features (cont'd)

a. Individual Features¹ (cont'd)

(25)				(D)
				(D)

(26) Remote Access to Call Forwarding²

- per line	8.55	2.70	RAFCA
- charge PID	22.80	None	None

(27) Music On Hold^{3,4,5,6}

- system	284.97	28.50	MUS MUSSY
- station	7.12	0.47	MUSES

/1/ See C.13. preceding.

/2/ Not available with Centrex IS or Centrex EBS.

/3/ Available only in those offices that are suitably equipped.

/4/ Customer provided voice grade circuit from customer or music provider premises to Central office required as defined in Schedule Cal.P.U.C. No. 175-T, Section 7.5.3,(A)(B).

/5/ Available to every primary line of a Centrex system in addition to the system feature.

/6/ Available with primary stations and Electronic Business Sets. Not available with Centrex ISDN. Not available with Airport Intercommunication Service (AIS) as set forth in Guidebook, Part 5, Section 1.

1. CENTREX (cont'd)

D. Rates and Charges (cont'd)

5. Station-Controlled Features (cont'd)

a. Individual Features¹ (cont'd)

	<u>Nonrecurring Charge</u>	<u>Recurring Charge</u>	<u>USOC</u>
(28) Call Return	\$ 8.55	\$1.70	CALRT
(29) Call Screen	8.55	1.80	CALBL
(30) Call Trace	8.55	.86	CLRTR

(31)

(D)

(D)

(33) Custom Calling Name on Centrex (CCNAM)

- per Line	5.00	4.50	NHE
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(34) Centrex Simultaneous Ring One Number (CSR ON)

- per Line	6.50	2.50	S3S1X
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(35) Centrex Simultaneous Ring (CSR)

- per Line	5.00	5.00	S3M
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(36) Centrex Dial Plan for Advanced Solutions (DPAS)

- per system establishment	200.00	NO	SEPA3
- Basic Dial Plan per station	1.00	0.50	D6PAB
- Deluxe Dial Plan per station	1.00	1.75	D6PAD
- Subsequent Change Charge			
- per Request	50.00	NO	REATH

/1/ Required on all primary stations except Centrex Electronic Business Sets and Centrex ISDN.

1. CENTREX (cont'd)

D. Rates and Charges (cont'd)

5. Station-Controlled Features (cont'd)

b. Feature Package A ^{1,3}

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
(1) Call Forwarding ²			
Busy Line Primary Station Line equipped: Forwards DID, CCSA calls only			
- each ⁴	\$ 4.75	\$.75	E6G
Forwards DID, CCSA, tie line and Special Access Voice Grade Channel calls			
- each ⁴	4.75	.47	E6GNC
Forwards DID, CCSA, tie line, Special Access Voice Grade Channel and station to station calls			
- each ⁴	4.75	.51	E6GUR
Don't Answer Primary station line equipped: Forwards DID and CCSA calls only			
- each	4.75	.47	E9G

/1/ Available only in those offices that are suitably equipped.

/2/ See C.6. preceding.

/3/ Feature Package A is grandfathered. Individual features listed under Feature Package A are available on an individual area basis after grandfathering. See Schedule Cal.P.U.C. No. A2.1.2,A.4.

/4/ See A.1.f.(5) preceding.

1. CENTREX (cont'd)

D. Rates and Charges (cont'd)

5. Station-Controlled Features (cont'd)

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
b. Feature Package A ^{1,3} (cont'd)			
(1) Call Forwarding ² (cont'd)			
Don't Answer Primary Station Line equipped:			
Forwards DID, CCSA, tie line, and special access voice grade channel calls			
- each ⁴	\$ 4.75	\$.47	E9GNC
Forwards DID, CCSA, tie line and special access voice grade channel and station to station calls			
- each ⁴	4.75	.75	E9GUR
Variable (limited) ⁵ Primary station line or attendant loop equipped			
- each ⁴	4.75	.47	EAT
Variable (unlimited) ⁵ primary station line or attendant loop equipped			
- each ⁴	4.75	.75	ESMCS

/1/ Available only in those offices that are suitably equipped.

/2/ See C.6. preceding.

/3/ Feature Package A is grandfathered. Individual features listed under Feature Package A are available on an individual area basis after grandfathering. See Schedule Cal.P.U.C. No. A.2.1.2,A.4.

/4/ See A.1.f.(5) preceding.

/5/ See A.1.f.(9) preceding.

1. CENTREX (cont'd)

D. Rates and Charges (cont'd)

5. Station-Controlled Features (cont'd)

b. Feature Package A^{2,4} (cont'd)

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
(1) Call Forwarding (Cont'd)			
Customer Programmable ¹ Primary Station Line equipped:			
Forwards DID, CCSA, tie line, and interexchange channel - interwire center private line calls			
- each ³	\$ 4.75	\$.47	E5GPR
Forwards DID, CCSA, tie line, interexchange channel - interwire center private line and station to station calls			
- each ³	4.75	.47	E5GPA
Call Forwarding - Internal/External Splits ¹			
Forwards DID, CCSA, tie line, interexchange channel - interwire center private lines and station to station calls			
- each ³	4.75	.47	E7GBY
Forwards DID, CCSA, tie line, interexchange channel - interwire center private lines			
- each ³	4.75	.47	E7GDA

/1/ See C.6., preceding.

/2/ Available only in those offices that are suitably equipped.

/3/ See A.1.f.(5), preceding.

/4/ Feature Package A is grandfathered. Individual features listed under Feature Package A are available on an individual area basis after grandfathering. See Schedule Cal.P.U.C. A2.1.2,A.4.

1. CENTREX (cont'd)

D. Rates and Charges (cont'd)

5. Station-Controlled Features (cont'd)

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
b. Feature Package A ^{1,3} (cont'd)			
(2) Call Hold ²			
- each primary line equipped ⁶	\$ 4.75	\$.75	EAB
(3) Call Pickup ⁴			
Initial charge when establishing Centrex service			
- each call Pickup group ⁷	NO	20.11	E3N++
- each primary line - equipped ^{5,6}	4.75	.75	E3P++
Subsequent charge			
- each call Pickup group ⁷	94.99	20.11	E3N++
- each primary line - equipped ⁶	4.75	.75	E3P++
(4) Directed Call Pickup ⁸			
Initial charge when establishing Centrex service			
- each call Pickup group ⁷	NO	20.11	DPG++
- each primary line - equipped ⁶	4.75	.75	DMA++
Subsequent charge			
- each call pickup group ⁷	94.99	20.11	DPG++
- each primary line equipped ⁶	4.75	.75	DMA++

/1/ Available only in those offices that are suitably equipped.

/2/ See C.7. preceding.

/3/ Feature Package A is grandfathered. Individual features listed under Feature Package A are available on an individual area basis after grandfathering. See Schedule Cal.P.U.C. No. A2.1.2,A.4.

/4/ See C.8. preceding.

/5/ Offered with Centrex Service that is equipped with Station Transfer, Consultation Hold and Three-Way Calling. Also see C.9 and B.3.d. preceding.

/6/ See A.1.f.(5) preceding;

/7/ System feature only, not included in Feature Package A offering.

/8/ See C.9. preceding.

1. CENTREX (cont'd)

D. Rates and Charges (cont'd)

5. Station-Controlled Features (cont'd)

b. Feature Package A^{3,4} (cont'd)

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
(5) Speed Calling ¹			
Primary line equipped for individual (6-10 numbers)			
- each ²	\$ 4.75	\$.47	E3G
Customer changeable, primary line equipped for individual (6-10 numbers)			
- each ²	4.75	1.42	ESHC6

/1/ See C.13., preceding.

/2/ See A.1.f.(5) preceding.

/3/ Available only in those offices that are suitably equipped.

/4/ Feature Package A is grandfathered. Individual features listed under Feature Package A are available on an individual area basis after grandfathering. See Schedule Cal.P.U.C. No. A2.1.2,A.4.

1. CENTREX (cont'd)

D. Rates and Charges (cont'd)

5. Station-Controlled Features (cont'd)

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
b. Feature Package A ^{1,3} (cont'd)			
(6) Exchange and Toll Message Diverting - All Rate Groups			
Each diverting equipment for unrestricted ⁴ lines having the same diverting arrangement			
- each ²	\$ 4.75	\$.52	RXL
(7) Message Waiting Indicator			
- first line feature per order ^{2,5}	12.35	.75	EMW
- each additional line feature, same service order ^{2,5}	.95	.75	EMW
(8) Call Park ⁶			
- each primary station line equipped ²	4.75	.77	DMSCP
(9) Executive Busy Override ⁷			
- each primary station line equipped ²	4.75	.47	DMSEB
(10) Executive Busy Override/Exempt			
- each primary station line equipped ²	4.75	.47	DMSBR

/1/ Available only in those offices that are suitably equipped.

/2/ See A.1.f.(5) preceding.

/3/ Feature Package A is grandfathered. Individual features listed under Feature Package A are available on an individual area basis after grandfathering. See Schedule Cal.P.U.C. No. A2.1.2,A.4.

/4/ Includes Primary semi-restricted lines.

/5/ See A.1.v. preceding.

/6/ See C.36. preceding.

/7/ See C.37. preceding.

1 CENTREX (cont'd)

D. Rates and Charges (cont'd)

5. Station-Controlled Features (cont'd)

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
b. Feature Package A ^{1,3} (cont'd)			
(11) Make Set Busy ²			
- each primary station line equipped	\$ 4.75	\$.47	DMSSB
(12) Last Number Redial ²			
- each primary station line equipped	4.75	.47	DMSLR
(13) Directed Call Park			
- each primary station line equipped ²	4.75	.82	CPARK
(14) Automatic Answer Back			
- each ⁴	RR	RR	DMSAA
(15) Automatic Dial			
- each ⁴	RR	RR	DMSAD
(16) Privacy Release			
- each ⁴	RR	RR	DMSPR
(17) Query Time and Day			
- each ⁴	RR	RR	DMSTD

/1/ Available only in those offices that are suitably equipped.

/2/ See A.1.f.(5) preceding.

/3/ Feature Package A is grandfathered. Individual features listed under Feature Package A are available on an individual area basis after grandfathering. See Schedule Cal.P.U.C. No. A2.1.2,A.4.

/4/ Apply appropriate Rates, Charges and Regulations as set forth in D.5.1.,a. following.

1. CENTREX (cont'd)

D. Rates and Charges (cont'd)

5. Station-Controlled Features (cont'd)

c. Feature Package A^{1,2}

Automatic Answer Back	Exchange and Toll Message Diverting
Automatic Dial	Executive Busy Override
Call Forwarding	Message Waiting Indicator
Call Hold	Speed Calling (Short List)
Call Park	Executive Busy Override/Exempt
Call Pickup	Make Set Busy
Directed Call Park	Privacy Release
Directed Call Pickup	Query Time and Day
Last Number Redial	

USOC

(1) Option I - Line Discounts

DAFAA

Centrex features in the same Centrex system may receive a percentage discount for any combination of features offered under Feature Package A, Option I. Discounts will be based on the average features per line in service on the customer's bill round date. Rates and Charges defined in b. preceding apply.

Average Features Per Line	Percentage Discount
1 - 2.99	0%
3 - 3.99	10%
4 - 4.99	20%
5 - 5.99	30%
6 - plus	40%

(2) Option II - Volume Discounts²

DFTAA

In lieu of Option I, Centrex features in the same Centrex system may receive a volume discount for any combination of features offered under Feature Package A. Volume discounts (percentage discounts) will be applied to the total monthly rate for the total number of features in service on the customer's bill round date. Rates and Charges as defined in b. preceding apply.

Total Number of Features	Percentage Discount
500 - 999	20%
1000 - plus	40%

/1/ Rates and Charges for either one or two single features are applicable as shown in Feature Package A, item b., preceding.

/2/ Feature Package A is grandfathered. Individual features listed under Feature Package A are available on an individual area basis after grandfathering. See Schedule Cal.P.U.C. A2.1.2,A.4.

1. CENTREX (cont'd)

D. Rates and Charges (cont'd)

5. Station-Controlled Features (cont'd)

	<u>Service Installation Charge</u>	<u>Service Establishment Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
d. Feature Package B ¹				
(1) Automatic Call Back ²				
- common equipment per system ³	\$ 42.75	\$489.20	\$ 52.86	ACY
- each primary station equipped ⁶	4.75	NO	.95	SAK
(2) Call Waiting ^{5,7}				
Incoming (DID & CCSA calls only)				
- each primary line equipped ⁶	4.75	NO	1.04	E6CCS
Intragroup (station to station, tie trunk & attendant calls)				
- each primary line equipped ⁶	4.75	NO	.95	E6N
Originating (station to station calls only)				
Primary, interior or primary semi-restricted line equipped				
- each ⁶	4.75	NO	.95	ESZ

/1/ Available only in those offices that are suitably equipped.

/2/ See C.3. preceding.

/3/ System feature only, not included in Feature Package B offering.

/5/ Refer to Schedule Guidebook, Part 7, Section 4, Regulations A.2.a., for Cancel Call Waiting feature offering.

/6/ See A.1.f.(5) preceding.

/7/ See C.11. preceding.

1. CENTREX (cont'd)

D. Rates and Charges (cont'd)

5. Station-Controlled Features (cont'd)

	<u>Service Installation Charge</u>	<u>Service Establishment Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
d. Feature Package B ¹ (cont'd)				
(3) Dial Call Waiting ² - each primary line equipped	\$ 4.75	NO	\$.95	NA
(4) Centrex Direct Connect - each primary line equipped ³	RR	NO	RR	DMSAL
(5) Feature Display - each ⁵	RR	NO	RR	FDP
(6) Intercom - each ⁵	RR	NO	RR	DMSTC
(7) Key Short List - each ⁵	RR	NO	RR	KSH
(8) Station Message Waiting With Electronic Business Set Message Waiting - each primary line equipped ⁴	RR	NO	RR	EWB
(9) Virtual Directory Number-Multiple Appearance Single Call Arrangement or Multiple Call Arrangement - each ⁵	RR	NO	RR	VDNA+

/1/ Available only in those offices that are suitably equipped.

/2/ See C.11.f. preceding.

/3/ Apply appropriate Rates, Charges and Regulations as set forth in D.5.a.(8) preceding.

/4/ Apply appropriate Rates, Charges and Regulations as set forth in D.5.a.(13) preceding.

/5/ Apply appropriate Rates, Charges and Regulations as set forth in D.5.1.a. following.

1. CENTREX (cont'd)

D. Rates and Charges (cont'd)

5. Station-Controlled Features (cont'd)

	<u>Service Installation Charge</u>	<u>Service Establishment Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
d. Feature Package B ¹ (cont'd)				
(10) Distinctive Ringing and Call Waiting Tone: ²				
Common equipment for Class B or Class C ringing/tone				
- per system ³	\$71.24	\$119.69	\$38.95	DRR
Class B ringing/tone, primary station line equipped				
- each ⁴	4.75	NO	.95	BRT
Class C tone, primary station line equipped with Call Waiting Originating				
- each ⁴	4.75	NO	.95	ODT
Class C ringing/tone preemptible SCAN (Autovan) access line terminal				
- each ⁴	4.75	NO	.95	CCN

/1/ Available only in those offices that are suitably equipped.

/2/ See C.16. preceding.

/3/ System feature only, not included in Feature Package B offering.

/4/ See A.1.f.(5) preceding.

1. CENTREX (cont'd)

D. Rates and Charges (cont'd)

5. Station-Controlled Features (cont'd)

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
d. Feature Package B ¹ (cont'd)			
(11) Speed Calling ² Primary line equipped for group (30 numbers)			
- each ³	\$4.75	\$.95	E2G
Customer changeable, primary line equipped for groups			
- each 30 numbers ³	4.75	1.61	ESHC3
- each 30 numbers ³	4.75	1.61	SPD30
- each 50 numbers ³	4.75	1.76	SPD50
- each 70 numbers ³	4.75	1.90	SPD70
Customer changeable, primary line equipped for individual			
- each 30 numbers ³	4.75	1.42	SPC30
- each 50 numbers ³	4.75	1.57	SPC50
- each 70 numbers ³	4.75	1.71	SPC70
(12) Group Intercom ³			
- each primary station equipped	4.75	2.01	DMSGC
(13) Network Speed Calling ³			
- each primary station equipped	4.75	1.25	DMSNS

/1/ Available only in those offices that are suitably equipped.

/2/ See C.13. preceding.

/3/ See A.1.f.(5) preceding.

1 CENTREX (cont'd)

- D. Rates and Charges (cont'd)
- 5. Station Controlled Features (cont'd)
- e. Feature Package B¹

Automatic Call Back	Key Short List
Call Waiting	Network Speed Calling
Centrex Direct Connect	Number-Multiple Appearance
Dial Call Waiting	Speed Calling (Long List)
Distinctive Ringing	Station Message Waiting
Feature Display	(With Electronic Business Set)
Group Intercom	Virtual Directory
Intercom	

(1) Option I - Line Discounts

USOC
DAFBB

Centrex features in the same Centrex system may receive a percentage discount for any combination of features offered under Feature Package B - Option I. Discounts will be based on the average features per line in service on the customer's bill round date. Rates and Charges defined in d. preceding apply.

<u>Average Features Per Line</u>	<u>Percentage Discount</u>
1 - 1.99	0%
2 - 2.99	10%
3 - 3.99	20%
4 - 4.99	30%
5 - plus	40%

USOC

(2) Option II - Volume Discounts

FTBB

In lieu of Option I, Centrex features in the same Centrex system may receive a volume discount for any combination of features offered under Feature Package B. Volume discounts (percentage discounts) will be applied to the total monthly rate for the total number of features in service on the customer's bill round date. Rates and Charges as defined in d. preceding apply.

<u>Total Number of Features</u>	<u>Percentage Discount</u>
500 - 999	20%
1000 - plus	40%

/1/ Rates and Charges for a single feature are applicable as shown in Feature Package B, item d., preceding.

1. CENTREX (cont'd)

D. Rates and Charges (cont'd)

5. Station Controlled Features (cont'd)

f. Centrex Classic Feature Package^{/1,2/}

The following package of features are available at the rates and charges set forth below and are applicable to each primary line of a Centrex system. The customer may select any combination of features included in the following package.

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
Call Forwarding Busy Line – All Calls			
Call Forwarding Don't Answer - All Calls			
Call Forwarding Variable - Unlimited			
Call Hold			
Call Pickup ^{/3/}			
DID to DOD Transfer			
Directed Call Pickup ^{/3/}			
Message Waiting Indicator			
- each primary line equipped	\$4.75	\$19.00 (I)	DAFBC
Nonrecurring Charge			
Miscellaneous Change Charge			
to change from individual			
Optional Features to Centrex			
Classic Feature Package			
- each primary line equipped		\$9.50	NA

/1/ Discounts including, but not limited to, Feature Packages A and B as set forth in D.5.c. and D.5.e. preceding are not available with Centrex Classic Feature Package.

/2/ Variations in the switching and control equipment and customer provided equipment used may cause differences in the operation or availability of certain features; consequently Centrex Classic Feature Package will only be provided where central office facilities and operating conditions permit.

/3/ Includes the Pickup group and each line (USOCs: E3P++, E3N++, DMA++ and DPG++).

1. CENTREX (cont'd)

D. Rates and Charges (cont'd)

5.1. Electronic Telephone Features^{1,2}

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
a. Non-Display and Display			
(1) Virtual Directory Number-Multiple Appearance			
Single Call Arrangement or Multiple Call Arrangement			
- each ⁵	\$ 4.75	\$ 1.90	VDNA+
(2) Privacy Release			
- each ^{3,5}	4.75	.47	DMSPR
(3) Automatic Answer Back			
- each ⁵	4.75	.47	DMSAA
(4) Automatic Dial			
- each ⁵	4.75	.75	DMSAD
(5) Intercom			
- each ⁵	4.75	1.42	DMSTC
(6) Virtual Directory Number-Primary			
- each ^{4,5}	4.75	4.75	VDPA+
(7) Key Short			
- each ⁵	61.74	.95	KSH

/1/ Available only in those offices that are suitably equipped.

/2/ See C.44. preceding.

/3/ Used with Single Call Arrangement only.

/4/ End User Common Line Access (EUCL) Charges are not applicable to USOC: VDPA+.

/5/ See A.1.f.(5) preceding.

1. CENTREX (cont'd)

D. Rates and Charges (cont'd)

5.1. Electronic Telephone Features^{1,2} (cont'd)

a. Non-Display and Display (cont'd)

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
(8) Fast Transfer ³ - each	\$ 8.55 ⁶	\$ 0.47 ⁶	FSTXR
(9) Repeat Alert ³ - each	8.55 ⁶	0.47 ⁶	RPTAL
(10) Last Number Redial-Set ³ - each	8.55 ⁶	0.47 ⁶	LNRDL
(11)			(D)
			(D)

/1/ Available only in those offices that are suitably equipped.

/2/ See C.44. preceding.

/3/ See C.44.h.,i.,j. preceding.

(D)
(D)

1. CENTREX (cont'd)

D. Rates and Charges (cont'd)

5.1. Electronic Telephone Features^{1,2} (cont'd)

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
b. Display Only			
(1) Feature Display - each ³	\$ 4.75	\$ 1.90	FDP
(2) Query Time and Day - each ³	4.75	.47	DMSTD
(3) Call Forward Reason Display ² - per system - each	300.00	20.00	FRWRD
5.2. Direct Inward System Access ^{1,4}			
a. Each access Directory Number	\$ 261.23	\$ 4.75	DMSDS
b. Authorization Codes - common equipment	332.47	9.50	ATZCD
c. Authorization Codes, per 100 codes or fraction thereof - each	71.24	NO	1HN
		<u>Nonrecurring Charge</u>	
d. Additions and Changes			
Additions, deletions or changes of Authorization Codes		\$ 71.24	

/1/ Available only in those offices that are suitably equipped.

/2/ See C.44. preceding.

/3/ See A.1.f.(5) preceding.

/4/ See C.14. preceding.

1. **CENTREX** (cont'd)

D. Rates and Charges (cont'd)

6. Mileage Rates - All Rate Groups

a. Applicable in connection with primary, primary interior and primary semi-restricted lines at a customer's secondary location.

Monthly
Rate

Centrex - CO

- Lines at secondary customer locations in the same or different exchange(s) or district area of an exchange(s) which are served from the same wire center that provides the Centrex service to the customer primary location¹

RR

Restricted Centrex Service

- Channel rates apply for lines at secondary locations within the same or different exchange(s) or district area of an exchange(s) which are served from the same wire center that provides the Centrex service to the customer primary location²

RR

Centrex - CO and Restricted Centrex Service

- For lines at secondary location that are in the same or different exchange(s) or district area of an exchange(s) which are served from a different wire center that provides Centrex service to the customer primary location³

RR

/1/ No mileage rates apply.

/2/ A channel termination rate (USOC: 1LPJP) as shown in Guidebook, Part 8, Section 8 is applicable to each Restricted Centrex station line provided.

/3/ Rates applicable to Special Access Voice Grade channel mileage (USOC: 1L5XX) (excluding channel terminations) as shown in Guidebook, Part 8, Section 8.

1. CENTREX (cont'd)

D. Rates and Charges (cont'd)

6. Mileage Rates - All Rate Groups (cont'd)

b. Applicable in connection with each extension line in the same Central Office in the same exchange or district area of an exchange as the primary line.

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
- No mileage charge applies to extension lines provided at the same location as the primary line	\$ NO	\$ NO	NA
Extension lines or secondary Centrex access facilities provided at a different location than the primary line but within the same exchange or district area of an exchange: ¹			
Continuous property - different building			
- each non-key termination	16.15	10.45	RVY
Noncontinuous property			
- each key termination	16.15	10.45	RQR
Noncontinuous property			
- each CPE termination	16.15	10.45	RQRNF

c. Extension lines or secondary Centrex access facilities provided in a different Central Office, exchange or district area of an exchange than that of the primary line

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
- each line ²	RR	\$10.45	RVY++

/1/ Off-premises extension line in addition to the extension station rate, and a channel termination as in D.6.a, Note 2 preceding, are applicable.

/2/ Apply service charge as defined in Guidebook, Part 3, Section 1, plus mileage. Mileage rates applicable to Special Access Voice Grade channels (excluding channel terminations) as shown in Guidebook, Part 8, Section 8

1. CENTREX (cont'd)

D. Rates and Charges (cont'd)

7. Alternate Service Office Arrangement¹

Where the normal serving central office for the customer's primary location is not arranged to provide the basic Centrex service features, the service may be offered to the customer from an alternate serving office in the same exchange or district area at no additional charge.

Where no office within an exchange or district area of an exchange is equipped to provide Centrex service, an alternate serving office arrangement may be offered to the customer as described in Schedule Cal.P.U.C. No. A2.1. Mileage rates applicable to Special Access Voice Grade Channels (excluding channel terminations) as shown in Guidebook, Part 8, Section 8, will apply in addition to rates for Centrex service.

8. Administrative Services (ESS; DSS)

a. Common Equipment located in the ESS central office

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
Cordless attendant position arranged without Incoming Call Identity (ICI) and Trunk Group Busy (TGB) - per position	\$949.91	\$365.72	EDD
Cordless attendant position arranged with Incoming Call Identity (ICI) and trunk Group Busy (TGB) - per position	2089.80	365.72	EAX
Attendant Transfer - per position arranged ²	142.49	123.49	EAD

/1/ See Regulations, A.1.r.(1) preceding.

/2/ See C.2. preceding.

1. CENTREX (cont'd)

- D. Rates and Charges (cont'd)
- 8. Administrative Services (ESS; DSS) (cont'd)
- b. Attendant Equipment¹

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
(2) Optional 50A type attendant equipment for use with Centrex-CO - All rate groups ^{1,2)}			
<p>Attendant Loops:</p>			
Equipment to provide attendant loops to console			
- each 2 loops	42.75	5.94	CX4
Open switch interval protection for each loop equipped (must be provided with each attendant loop)			
- each loop equipped	47.50	10.45	53W

/1/ Available only in those offices that are suitably equipped.
/2/ See A.1.f.(3) and C.2. preceding.

1. CENTREX (cont'd)

- D. Rates and Charges (cont'd)
- 8. Administrative Services (ESS; DSS) (cont'd)
- b. Attendant Equipment (cont'd)

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
(2) Optional 50A type attendant equipment for use with Centrex-CO - All rate groups ^{1,2,4} (Cont'd)			
50A - Central Office Equipment:			
Attendant Transfer - each console arranged ²	\$142.49	\$189.98	53X
Attendant Night Service arrangement - per system equipped	23.75	5.46	53Y
(3) Multiple Position Hunt ^{1,3}			
- each console arranged	52.25	12.11	MP7
- each loop arranged	1.90	.38	MP8
- each queue slot	56.99	13.30	MP9
(4) Attendant Camp-on and Indication of Camp-on ^{1,4}			
Per Centrex system arranged			
- 50A and 50B Type Consoles	47.50	8.07	P4S
- 51A Type Console	47.50	3.70	C58
(5) Attendant Intercepting Arrangement, All Rate Groups ^{1,5}			
- each attendant intercepting trunk	142.49	29.92	P24
(6) Attendant Message Waiting ^{1,6}			
- each console arranged	156.74	9.50	EWA

/1/ Available only in those offices that are suitably equipped.

/2/ See C.2. preceding.

/3/ See C.23. preceding.

/4/ See C.1. preceding.

/5/ See A.1.f.(3) preceding.

/6/ See A.1.f.(16) and C.47. preceding.

1. CENTREX (cont'd)

- D. Rates and Charges (cont'd)
- 8. Administrative Services (ESS; DSS) (cont'd)
- b. Attendant Equipment (cont'd)

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
(7) Attendant display of Queued Calls ^{2,3} - each console arranged	\$ 94.99	\$ 9.50	QCD
(8) Attendant Conference Large - per system equipped ^{3,4}	175.73	156.74	ATCLG
(9) Individual Console Measurements ^{1,3,5,6} - each console arranged	175.73	63.64	GCM

- /1/ Modem Interface Rates and Charges are applicable as shown in D.19 following.
- /2/ See C.51. preceding.
- /3/ Available only in those offices that are suitably equipped.
- /4/ See C.57. preceding.
- /5/ See C.68. preceding.
- /6/ Rates, charges and regulations for special access voice grade (VG36) channel as set forth in Schedule Cal.P.U.C. No. 175-T, Section 7.5.3,(A)(B) are applicable.

1. CENTREX (cont'd)

D. Rates and Charges (cont'd)

8. Administrative Services (ESS; DSS) (cont'd)

b. Attendant Equipment (cont'd)

		<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
(10)	Optional 50B type attendant equipment for use with 5ESS Centrex-CO - All rate groups ²			
	Attendant Through Dialing ³			
	- per system equipped	\$ 71.24	NO	ATD
	- per line equipped	14.25	NO	ATL
	Attendant Call Transfer ⁴			
	- per system equipped	94.99	\$ 6.65	TCA
	- per line equipped	9.50	NO	TCL
	Night Service (attendant) ⁵			
	- per system equipped	94.99	4.75	NSERV
	Attendant Conference Small ⁶			
	- per system equipped	142.49	42.75	SMACN
	- per line equipped	9.50	NO	SMAC6
	Attendant Control of Facilities ^{1,7}			
	- each facility group arranged for code activation	\$ 94.99	\$.47	ACOCD
	- each facility group arranged for key activation	94.99	9.50	ACOKY
	- each console arranged for code activation	9.50	NO	ACO
	- miscellaneous change charge for each rearrangement of facility group	75.99	NO	NWCDM

/1/ A Metallic Channel as set forth in Schedule Cal.P.U.C. No. 175-T, Section 7 is required for each console arranged (see Regulation A.1.aa. preceding) or a Special Access Voice Grade Channel as set forth in Schedule Cal.P.U.C. No. 175-T, Section 7.5.3.

/2/ Available only in those offices that are suitably equipped.

/3/ See C.60. preceding.

/4/ See C.61. preceding.

/5/ See C.62. preceding.

/6/ See C.63. preceding.

/7/ See C.64. preceding.

1. CENTREX (cont'd)

- D. Rates and Charges (cont'd)
- 8. Administrative Services (ESS; DSS) (cont'd)
- b. Attendant Equipment (cont'd)

		<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
(10)	Optional 50B type attendant equipment for use with 5ESS Centrex-CO - All rate groups ² (Cont'd)			
	Attendant Identification of Incoming Calls ³			
	- per system equipped	\$ 80.74	\$.95	SEECL
	Trunk Busy Indication ^{1,4}			
	- per facility group arranged			
	per console	94.99	9.50	BTA
	- miscellaneous change charged for each rearrangement of facility group	75.99	NO	NWCDM
	Attendant Camp On ⁵			
	- per system equipped	71.24	NO	CAMPF
	- per line equipped	14.25	NO	CAMPA
	Attendant Do Not Disturb ⁶			
	- per system equipped	189.98	61.74	DND
	- per line equipped	16.15	NO	DMSNO
	- rearrange group numbers	16.15	NO	NA

/1/ A Metallic Channel as set forth in Schedule Cal.P.U.C. No. 175-T, Section 7.5 is required for each visual indication on each console arranged (see Regulation A.1.aa., preceding) or a Special Access Voice Grade Channel as set forth in Schedule Cal.P.U.C. No. 175-T, Section 7.5.3.

/2/ Available only in those offices that are suitably equipped.

/3/ See C.65. preceding.

/4/ See C.66. preceding.

/5/ See C.67. preceding.

/6/ See C.59. preceding.

1. CENTREX (cont'd)

D. Rates and Charges (cont'd)

8. Administrative Services (ESS; DSS) (cont'd)

c. Customer Dialed Account Recording (CDAR)^{1,2}

		<u>Monthly Rate</u>	<u>USOC</u>
(1) Centrex primary line with access to CDAR access codes:			
- per system		\$7.60	CMD
(2) Nonrecurring charges			
Installation and Programming charges to provide CDAR			
- per Centrex service		\$47.50	
(3) Non-Billed Record Identification (NBRI)			
This CDAR feature is used to make an AMA account number record for any inward calls that are extended to a Centrex station line or other line terminated in the Centrex system			
Central Office equipment			
- per Centrex system	\$949.91	\$142.99	ZZYQ2
d. 90A Customer Premises Systems (CPS), #1ESS Type Centrex Service only ³			
Channel from 90A Customer Premises System to #1ESS Centrex-CO switching equipment			
- two both-way channels required per 90A CPS installed ⁴	NO	RR	NA

/1/ See C.15. preceding.

/2/ Available only in those central offices that are suitably equipped.

/3/ In addition to rates and charges for the associated Central Office Equipment Feature.

/4/ Rates, charges and regulations for Special Access Voice Grade (VG36) Channel shown in Schedule Cal.P.U.C. No. 175-T, Section 7.5.3,(A)(B).

1. CENTREX (cont'd)

D. Rates and Charges (cont'd)

8. Administrative Services (ESS; DSS) (cont'd)

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
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e. 90A Customer Premises Systems (CPS)^{1,2}

Channel from 90A Customer Premises System to #1ESS Centrex-CO switching equipment

- two both-way channels required per 90A CPS installed³

NO RR NA

f. Message Register Central Office Equipment Feature^{1,4}

	<u>Basic Termination Charge</u>	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
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Equipment arrangement in Centrex-CO switching equipment required to provide for the accumulation and retrieval of units of local message usage or zone calling Zone 1 (ZUM) units on primary Centrex lines⁵

Primary lines arranged with this feature, including common equipment per Centrex

- first 100 or less⁶

\$1329.87 \$113.99 \$56.04 MRBAA

Additional primary line arranged with this feature

- each

NO NO .24 MRBAB

/1/ Available only in those offices that are suitably equipped.

/2/ In addition to rates and charges for the associated Central Office Equipment Feature.

/3/ Rates, charges and regulations for Special Access Voice Grade (VG36) Channel shown in Schedule Cal.P.U.C. No. 175-T, Section 7.5.3,(A)(B).

/4/ In addition to rates and charges for 90A Customer Premises System on customer premises. Also see C.31. preceding.

/5/ Reduces 1/24th for each full month or fractional month thereof of service provided.

/6/ Includes 100 MRBAB.

1. CENTREX (cont'd)**D. Rates and Charges (cont'd)****8. Administrative Services (ESS; DSS) (cont'd)****g. Customer Controllable Line Status Feature^{1,2}**

	<u>Basic Termination Charge</u>	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
Equipment arranged in Centrex-CO switching equipment that provides the customer the ability to change the calling status of a primary Centrex line				
Primary lines arranged with this feature, including common equipment per Centrex ³				
- first 100 or less ⁴	\$1234.88	\$104.49	\$53.19	MRLAA
Additional primary line arranged with this feature				
- each	NO	NO	.28	MRLAB

h. Sectional Billing Service for a group of primary (including primary-restricted) lines of a Centrex system:⁵

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
- first sectional bill	NO	NO	ZZFPA
- each additional sectional bill	23.75	1.80	ZZFAG
- changes to Sectional Billing Service ⁶	RR	NO	NA

/1/ Available only in those offices that are suitably equipped.

/2/ In addition to rates and charges for 90A Customer Premises System on customer premises. Also, see C.32. preceding.

/3/ Includes 100 MRLAB.

/4/ Basic termination charge reduces 1/24th for each full month or fractional month thereof of service provided.

/5/ See C.21. preceding.

/6/ Apply Service Charge as defined in Guidebook, Part 3, Section 1.

1. CENTREX (cont'd)

D. Rates and Charges (cont'd)

8. Administrative Services (ESS; DSS) (cont'd)

i. Metropolitan Centrex Service Features

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
(1) Main Satellite Centrex Service:			
<u>Required feature</u> ^{1,2}			
Attendant transfer from secondary Centrex via connecting type circuits			
This feature permits a station in a secondary Centrex with Centrex service arranged for attendant transfer to route a direct-inward-dialed (DID) call from the secondary to an attendant at the main Centrex.			
- per secondary Centrex equipped ³	\$170.98	\$85.49	CE1
<u>Optional Features</u>			
Inter-Centrex screening of call transfer ^{1,2}			
Centrex service arranged for station transfer			
This feature denies primary Centrex lines the capability of dial transfer of direct-inward-dialed (DID) calls received at a main or secondary Centrex to another Centrex in the same Metropolitan Centrex service			
- per Centrex service arranged ³	NO	1.33	CE8

/1/ Available only in those offices that are suitably equipped.

/2/ See C.27. preceding.

/3/ See A.1.o. preceding.

1. CENTREX (cont'd)

D. Rates and Charges (cont'd)

8. Administrative Services (ESS; DSS) (cont'd)

i. Metropolitan Centrex Service Features (cont'd)

	Installation Charge	Monthly Rate	USOC
(1) Main Satellite Centrex Service: (cont'd) <u>Optional Features</u> (cont'd)			
Trunk dial transfer: ^{1,2} Main Satellite Centrex service arranged for station transfer Where a call received by a primary Centrex station arranged for station transfer is transferred to a primary station at a secondary Centrex service that is arranged for attendant transfer this feature extends the dial transfer capability to the connecting circuit terminated in the secondary Centrex and permits the secondary Centrex line to dial transfer that call.			
Group of connecting circuits between the Centrex service arranged for station transfer and the secondary Centrex arranged ³ - per group	\$104.49	\$52.25	CEN

/1/ Available only in those offices that are suitably equipped.

/2/ See C.27. preceding.

/3/ See A.1.o. preceding. Not required where secondary Centrexes are arranged for station transfer.

1. CENTREX (cont'd)

- D. Rates and Charges (cont'd)
- 8. Administrative Services (ESS; DSS) (cont'd)
- i. Metropolitan Centrex Service Features (cont'd)

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
(1) Main Satellite Centrex Service: (cont'd) <u>Optional Features</u> (cont'd)			
Extended call transfer ^{1,2} : Centrex arranged with station and call transfer-individual-all calls Where a Centrex service with station transfer is arranged with call transfer-individual-all calls, the primary stations, using connecting circuits properly equipped, may dial transfer DID calls to a primary station at another Centrex in the same "Metropolitan Centrex" system. This latter station may utilize the call transfer-individual-all calls feature, so extended, to add on a party in the exchange, or message toll network, provided one Centrex station remains on the call. Subject to the provision of proper supervision on the call.			
Group of connecting circuits between the Centrex service arranged with all calls and each Centrex service of the same "Metropolitan Centrex" system arranged ³ - per group	\$170.98	\$85.49	CEP

/1/ Available only in those offices that are suitably equipped.

/2/ See C.27. preceding.

/3/ See A.1.o. preceding. Not required where the secondary Centrexes are arranged for station transfer and call transfer-individual-all calls.

1. CENTREX (cont'd)

D. Rates and Charges (cont'd)

8. Administrative Services (ESS; DSS) (cont'd)

i. Metropolitan Centrex Service Features (cont'd)

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
(2) Multi-location Centrex Service			
<u>Required features³</u>			
<u>Optional features</u>			
Centrex screening of dial transfer ^{1,2}			
Centrex service arranged for station transfer			
This feature denies primary Centrex lines the capability of dial transfer of direct-inward-dialed (DID) calls received at a main or secondary Centrex to another Centrex in the same Metropolitan Centrex service - per Centrex service arranged ³	NO	\$1.33	CE8

/1/ Available only in those offices that are suitably equipped.

/2/ See C.27. preceding.

/3/ See A.1.o. preceding.

1. CENTREX (cont'd)

D. Rates and Charges (cont'd)

8. Administrative Services (ESS; DSS) (cont'd)

i. Metropolitan Centrex Service Features (cont'd)

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
(2) Multi-location Centrex Service (cont'd)			

Optional features (cont'd)Trunk dial transfer:^{1,2}

Centrex service arranged for station transfer

Where a call received by a primary Centrex station arranged for station transfer is transferred to a primary station at a secondary Centrex service that has attendant transfer, this feature extends the dial transfer capability to the connecting circuit terminated in the secondary Centrex and permits the secondary Centrex station to dial transfer that call.

Group of connecting circuits between the Centrex service with station transfer and the secondary Centrex arranged³

- per group

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
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	\$104.49	\$52.25	CEN
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/1/ Available only in those offices that are suitably equipped.

/2/ See C.27. preceding.

/3/ See A.1.o. preceding. Not required where secondary Centrexes are arranged for station transfer.

1. CENTREX (cont'd)

D. Rates and Charges (cont'd)

8. Administrative Services (ESS; DSS) (cont'd)

i. Metropolitan Centrex Service Features (cont'd)

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
(2) Multi-location Centrex Service (cont'd)			
<u>Optional features</u> (cont'd)			
Extended call transfer: ^{1,2}			
Centrex service arranged for station transfer and call transfer-individual-all calls			
Where a Centrex service is arranged for station transfer and call transfer-individual-all calls, the primary stations, using connecting circuits properly equipped, may dial transfer DID calls to a primary station at another Centrex in the same Metropolitan Centrex system. This latter station may utilize the call transfer-individual-all calls features, so extended, to add on a party in the exchange or message toll network, provided one Centrex station remains on the call. Subject to the provision of proper supervision on the call.			
Group of connecting circuits between the Centrex service arranged for station transfer and "all calls" and each Centrex service of the same Metropolitan Centrex system arranged			
- per group ³	\$170.98	\$85.49	CEP

/1/ Available only in those offices that are suitably equipped.

/2/ See C.27. preceding.

/3/ See A.1.o. preceding. Not required where secondary Centrexes are arranged for station transfer and call transfer-individual-all calls.)

1. CENTREX (cont'd)

D. Rates and Charges (cont'd)

8. Administrative Services (ESS; DSS) (cont'd)

i. Metropolitan Centrex Service Features (cont'd)

		<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
(3) Centralized Attendant Centrex Service				
<u>Required Features</u>				
<p>Attendant transfer from secondary Centrex via connecting type circuits:^{1,2,3}</p> <p>This feature permits a station in a secondary Centrex with attendant transfer to route a direct-inward-dialed (DID) call from the secondary to an attendant at the main Centrex</p>				
- per secondary Centrex equipped ⁴		\$170.98	\$85.49	CE1
<p>Release link attendant capability:^{1,2,3}</p> <p>This feature provides release link ability on LDN calls and on attendant assistance calls from stations at secondary Centrexes that are arranged for attendant, station or individual-all-calls transfer and customer provided PBX systems</p>				
- per connecting circuit equipped ⁴		170.98	85.49	EC4
<p>Main Centrex release link attendant capability:²</p> <p>Centrex system with connecting circuits terminated in main Centrex from a secondary Centrex⁴</p>				
- per system		\$227.98	\$113.99	ECM

/1/ Available only in those offices that are suitably equipped.

/2/ See C.27. preceding

/3/ See Note 1, Sheet 219.

/4/ See A.1.o. preceding.

1. CENTREX (cont'd)

D. Rates and Charges (cont'd)

8. Administrative Services (ESS; DSS) (cont'd)

i. Metropolitan Centrex Service Features¹ (cont'd)

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
(3) Centralized Attendant Centrex Service (cont'd) <u>Required Features</u> (cont'd)			
Secondary Centrex release line attendant capability: ^{1,4}			
Centrex system with connecting circuit terminated in a secondary Centrex from a main Centrex ³ - per system	\$332.47	166.23	ECO
Secondary PBX release link attendant capability:			
- customer provided PBX system secondary location ³	RR	RR	NA

Optional features:Inter-Centrex screening of dial
transfer:^{2,4}Centrex service arranged for
station transferThis feature denies primary Centrex
stations the capability of dial
transfer of direct-inward-dialed (DID)
calls received at a main or secondary
Centrex in the same Metropolitan
Centrex service.- per Centrex service arranged³

NO \$1.33 CE8

/1/ The customer's main Centrex may be arranged for station transfer and the secondary Centrexes arranged for attendant transfer; attendant or station transfer may be provided at all main and secondary Centrexes.

/2/ Available only in those offices that are suitably equipped.

/3/ See A.1.o. preceding.

/4/ See C.27. preceding.

1. CENTREX (cont'd)

D. Rates and Charges (cont'd)

8. Administrative Services (ESS; DSS) (cont'd)

i. Metropolitan Centrex Service Features (cont'd)

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
(3) Centralized Attendant Centrex Service (cont'd) <u>Optional features:</u> (cont'd)			
Trunk dial transfer: ^{1,2}			
Centrex service arranged for station transfer			
When a call received by a primary Centrex station arranged for station transfer is transferred to a primary station at a secondary Centrex-CO service arranged for attendant transfer, this feature extends the dial transfer capability to the connecting circuit terminated in the secondary Centrex and permits the secondary Centrex station to dial transfer that call.			
Group of connecting circuits between the Centrex service arranged for station transfer and the secondary Centrex arranged ³ - per group	\$104.49	\$52.25	CEN

/1/ Available only in those offices that are suitably equipped.

/2/ See C.27. preceding. Not required where the secondary Centrex is arranged for station transfer.

/3/ See A.1.o. preceding.

1. CENTREX (cont'd)

D. Rates and Charges (cont'd)

8. Administrative Services (ESS; DSS) (cont'd)

i. Metropolitan Centrex Service Features (cont'd)

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
(3) Centralized Attendant Centrex Service (cont'd) <u>Optional features:</u> (cont'd)			
Extended call transfer: ^{1,2} Centrex service arranged for station transfer and call transfer- individual-all calls			
Where a Centrex Service arranged for station transfer is also arranged with call transfer-individual-all calls, the primary stations, using connecting circuits properly equipped, may dial transfer DID calls to a primary station at another Centrex in the same Metropolitan Centrex system. This latter station may utilize the call transfer-individual-all calls feature, so extended, to add on a party in the exchange or message toll network, pro- vided one Centrex station remains on the call. Subject to the provision of proper supervision on the call.			
Group of connecting circuits between the Centrex service with station transfer and "all calls" for each of the "Metropolitan Centrexes" arranged ³ - per group	\$170.98	\$85.49	CEP

/1/ Available only in those offices that are suitably equipped.

/2/ See C.27. preceding. Not required where the secondary Centrexes are arranged for station transfer and call transfer-individual-all calls.

/3/ See A.1.o. preceding.

1. CENTREX (cont'd)

D. Rates and Charges (cont'd)

8. Administrative Services (ESS; DSS) (cont'd)

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
j. Foreign Exchange Centrex Service ¹ - each line ²	\$ NO	\$ RR	NA
k. Foreign Prefix Service ¹ - each line ³	NO	RR	NA
I. Source Billing of Attendant handled Calls (SBAC)			
Centrex service arranged for the Source Billing of Attendant Handled Calls feature - per service	\$22.80	\$1.14	SBC
m. Uniform Call Distribution (UCD) Arrangements¹			
	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
(1) Hunting groups - each group	\$36.10	\$ NO	A6T
	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
(2) Lines in the hunting group - each line	\$1.90	\$.28	A6V

/1/ See C.26. preceding.

/2/ Rate and regulations for Foreign Exchange Mileage in Guidebook, Part 4, Section 3 apply in addition to rates and regulations as shown elsewhere in this Guidebook.

/3/ Rate and regulations for Foreign Prefix Mileage in Guidebook, Part 4, Section 3 apply in addition to rates and regulations as shown elsewhere in this Guidebook.

1. CENTREX (cont'd)

D. Current Rates and Charges (cont'd)

8. Administrative Services (ESS; DSS) (cont'd)

m. Uniform Call Distribution (UCD) Arrangements¹ (cont'd)

	<u>Current Installation Charge</u>	<u>Current Monthly Rate</u>	<u>USOC</u>
(3) Forwarded Call Information			
- Common Equipment			
- Each ²	\$2374.78	\$332.47	A5VFC
In Addition to USOC: A5VFC			
- Each ³	RR	RR	NA
Message Waiting Indicator			
- Each ⁴	RR	RR	EMW
(4) Network Forwarded Call Information ⁵	\$2000.00	\$6000.00	
Network Forwarded Call Information with Alternate Network Delivery ⁵	2000.00	6000.00	MN1AN
In Addition to USOC: MN1XX or MN1AN			
- Each ⁴	RR	RR	NA
Message Waiting Indicator			
- Each ³	RR	RR	EMW

/1/ See C.28 preceding.

/2/ See A.1. preceding.

/3/ Rates and Regulations applicable to Special Access Voice Grade (VG36) Channel as set forth in Schedule Cal.P.U.C. No. 175-T, Section 7.5.3,(A)(B).

/4/ Offered under Feature Package A (7) preceding.

/5/ See C.91 A.1.v. preceding.

1. CENTREX (cont'd)

D. Current Rates and Charges (cont'd)

8. Administrative Services (ESS; DSS) (cont'd)

m. Uniform Call Distribution (UCD) Arrangements¹ (cont'd)

	<u>Current Installation Charge</u>	<u>Current Monthly Rate</u>	<u>USOC</u>
(5) Queueing			
- Common Equipment	151.99	3.32	A8A
- Each line arranged for queueing	10.45	1.33	A82
- Each queue slot	3.80	.95	A83RA
(6) Automatic Dial Back-Up ^{2,3}			
- Dial back-up Individual Line Measured Rate Business Service in Central Office			
- Each ⁴	RR	RR	NA
- Dial back-up Individual Line Measured Rate Business Service on Premises			
- Each ⁴	RR	RR	NA

/1/ See C.28.

/2/ Available only in those central offices that are suitably equipped.

/3/ See C.48.c. preceding.

/4/ Rates and Charges applicable to Individual Line Measured Rate Business Line Service as set forth in Guidebook, Part 3, Section 1 and Part 4, Section 2.

1. CENTREX (cont'd)

D. Rates and Charges (cont'd)

8. Administrative Services (ESS; DSS) (cont'd)

m. Uniform Call Distribution (UCD) Arrangements¹ (cont'd)

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
(7) Optional UCD Features			
Make Busy Arrangement ⁴			
- Each group of lines	\$ 47.50	\$ 2.85	A9A
- Each line equipped	47.50	2.85	A6G
Calls Waiting Indication, maximum three indications ⁴			
- Each	71.24	6.17	A66CE
Delay Announcements ³			
Announcement, capacity of four announcements ²			
- Each	142.49	52.25	A8GCE
- Each announcement trunk, quantity of trunks is based on number of announcements required and the number of trunks provided per announcement	23.75	11.40	A8GAT
- Each line in hunting group	NO	.47	A8GST

/1/ See C.28. preceding.

/2/ Incoming calls will be routed to the appropriate announcements as requested by the customer. After the call has been given an announcement, the call will be returned to a queue slot where ringing will be heard by the calling station user.

/3/ Announcement content and queue timing (6-42 seconds in 6 second increments) may be changed by the customer at the Service Charges as shown in Guidebook, Part 3, Section.

/4/ Requires a metallic channel as set forth in Schedule Cal.P.U.C. No. 175-T, Section 7.5 (see Regulation A.1.aa. preceding) or a Special Access Voice Grade Channel as set forth in Schedule Cal.P.U.C. No. 175-T, Section 7.5.3. for the hunting group or for each individual line make busy equipment as required, or for each calls waiting indication provided at customer request. Separately mounted keys/lamp indicators may be provided by the customer.

1. CENTREX (cont'd)**D. Rates and Charges (cont'd)****8. Administrative Services (ESS; DSS) (cont'd)****m. Uniform Call Distribution (UCD) Arrangements¹ (cont'd)**

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
(8) Optional UCD Features (cont'd)			
Arrangement to Provide Music/Silence in Queue to No. 1/1A ESS Centrex - UCD Service			
Music in Queue			
- Equipment common to one customer for customer-provided music for up to 66 queue slots and circuitry up to 22 slots ²	\$1804.83	\$134.89	BE2
- Equipment required per queue slot for customer music in queue	147.24	11.49	BE5
Silence In Queue			
- Equipment common to one customer for up to 66 queue slots. Provides balanced silent termination for up to 22 slots	522.45	48.92	BE7
- Equipment required per queue slot for silence in queue	147.24	11.49	BEX
Music or Silence Queue			
- Equipment common to one customer for each block of 22 queue slots beyond initial block of 22 ²	522.45	34.43	BE3

/1/ See C.28. preceding.

/2/ For the provision of customer-provided music a Special Access Voice Grade Channel (VG32) equipped with termination at charges defined in Schedule Cal.P.U.C. No. 175-T, Section 7.5.3,(A)(B) is required.

1. CENTREX (cont'd)

D. Rates and Charges (cont'd)

8. Administrative Services (ESS; DSS) (cont'd)

n. Uniform Call Distribution (UCD) - Digital Switching Systems (DSS)^{1,3}

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
(1) Uniform Call Distribution Group - each	\$150.09	\$94.99	DMSUC
(2) UCD Centrex Line Feature - each	38.00	2.56	DMSCD
(3) Optional UCD Features			
Delay Announcement - each	170.98	52.25	A8GDM
Music in queue - each ²	284.97	142.49	A6MDM
Silence in queue - each	284.97	47.50	A6SDM
Calls Waiting Indication, maximum three indications ³ - each	71.24	6.17	A66CE

/1/ See 28.1 preceding.

/2/ Music in queue requires a Special Access Voice Grade (VG32) channel as set forth in Schedule Cal.P.U.C. No. 175-T, Section 7.5.3,(A)(B).

/3/ Requires a metallic channel (see Regulation A.1.aa., preceding) as set forth in Schedule Cal.P.U.C. No. 175-T, Section 7.5 or a Special Access Voice Grade channel as set forth in Schedule Cal.P.U.C. No. 175-T, Section 7.5.3 for each calls waiting indication provided at customer request. Separately mounted Keys/Lamp indicators may be provided by the customer.

1. CENTREX (cont'd)

D. Rates and Charges (cont'd)

8. Administrative Services (ESS; DSS) (cont'd)

n. Uniform Call Distribution (UCD) - Digital Switching Systems (DSS)¹

	<u>Current Installation Charge</u>	<u>Current Monthly Rate</u>	<u>USOC</u>
(4) Forwarded Call Information ^{2,3,5}			
- Common Equipment, each	\$2,374.78	\$332.47	A5VFC
In addition to USOC: A5VFC			
- Each ⁶	RR	RR	NA
Message Waiting Indicator ⁴			
- Each	RR	RR	EMW
(5) Network Forwarded Call Information ⁷	\$2000.00	\$6000.00	MN1XX
Network Forwarded Call Information with Alternate Network Delivery ⁷	\$2000.00	\$6000.00	MN1AN
In Addition to USOC: MN1XX or MN1AN			
- Each ⁶	RR	RR	NA
Message Waiting Indicator			
- Each ⁴	RR	RR	EMW
(6) Miscellaneous Change Charge to change UCD parameters			
- Each occurrence	75.99	NO	NWCDM

/1/ See C.28.1 preceding.

/2/ Availability in 5ESS central offices is dependent on certain required facilities of the Company and is therefore subject to the availability of such facilities.

/3/ See A.1.u. preceding.

/4/ Offered under Feature Package A, 5.b, preceding. Also see Regulations A.1.v. preceding.

/5/ See C.48. preceding.

/6/ Rates and Regulations applicable to Special Access Voice Grade (VG36) Channel as set forth in Schedule Cal.P.U.C. No. 175-T, Section 7.5.3,(A)(B).

/7/ See C.91 and A.1.v. preceding.

1. CENTREX (cont'd)

D. Rates and Charges (cont'd)

8. Administrative Services (ESS; DSS) (cont'd)

o. Station Message Detail Recording on Tie Trunks and Foreign Exchange (SMDR-TAMA)^{1,2}

	Installation Charge	Monthly Rate	USOC
SMDR-TAMA provides detail of calls placed over Tie line/Special Access Voice Grade Channel or Foreign Exchange Trunk by a primary station, primary semi-restricted station, the attendant or from an incoming Tie Line and/or incoming Special Access Voice Grade Channel ³			
Common Equipment per system equipped for SMDR-TAMA			
- each	\$161.48	\$ 37.52	ZZBYB
Tie Trunk/Special Access Voice Grade Channel termination			
- per termination	20.90	6.65	ZZBYC
Foreign Exchange termination			
- per termination	17.10	6.65	ZZBYD
Billing Record for Foreign Exchange and Tie Line/ Special Access Voice Grade Channel calls ⁴			(C)
- each	RR	RR	NA

/1/ Available only in those offices that are suitably equipped.

/2/ See C.30. preceding.

/3/ See A.1.g. preceding.

/4/ Rate applicable as shown in Guidebook, Part 8, Section 8.

(C)

1. CENTREX (cont'd)

D. Rates and Charges (cont'd)

8. Administrative Services (ESS; DSS) (cont'd)

p. Call Center Manager^{1,2,7}

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
(1) Agent Position Features - each position arranged	\$284.97	\$ 60.79	NCDA+
(2) Supervisor Position Features - each position arranged	284.97	60.79	NCDS+
(3) Management Information System - each system arranged	949.91	284.97	NCDM+
(4) Call Delay Announcement, additional announcements exceeding allowance of two (capacity of four per group) - each ³	170.98	52.25	A8GCC
(5) Music in Queue - each ⁵	284.97	142.49	A6MDS
	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
(6) Queue Status Lamp, maximum three indications - each ⁶	\$71.24	\$ 6.17	A66CS
(7) Miscellaneous Change Charge to add, move, remove, rearrange or change feature parameters - each occurrence	75.99	NO	NWCDM

/1/ See Regulations A.1.f(17) preceding; see C.69 preceding.

/2/ Available only in those offices that are suitably equipped.

/3/ See C.69 b.(1) preceding.

/4/ See C.69 a.(8) preceding.

/5/ Music in queue requires a Special Access Voice Grade (VG32) channel as set forth in Schedule Cal.P.U.C. No. 175-T, Section 7.5.3,(A)(B).

/6/ Requires a metallic channel (see Regulation A.1.aa., preceding) as set forth in Schedule Cal.P.U.C. No. 175-T, Section 7.5.3 or a Special Access Voice Grade Channel as set forth in Schedule Cal.P.U.C. No. 175-T, Section 7.5.3 for each Queue Status Lamp provided at customer request.

/7/ Applicable to CCM installed prior to October 22, 1992.

1. CENTREX (cont'd)

D. Rates and Charges (cont'd)

8. Administrative Services (ESS; DSS) (cont'd)

q. Call Center Manager (CCM)^{1,2,3}

The following Rates and Charges are applicable to CCM installed on and after October 22, 1992.

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
(1) CCM Group Packages:			
(a) Basic Group Package			
Abandoned Call Clearing			
Automatic Overflow			
Call Present			
Call Priority			
Incoming Call Queue			
Manual Answering			
Night Service			
Overflow Scan			
Ring Threshold			
- each group arranged	\$664.94	\$47.50	1CMSY
(b) Call Delay/Forced Announcements			
- each	142.49	19.00	1CMM2
(c) Music In Queue			
- each ⁴	166.23	19.00	1CMM3
(d) Queue Status Lamp			
- each ⁵	71.24	6.17	A66CS

/1/ See Regulations A.1.f(17) preceding.

/2/ See C.69.c. preceding.

/3/ Available only in those offices that are suitably equipped.

/4/ Requires a Special Access Voice Grade (VG32) channel as set forth in Schedule Cal.P.U.C. No. 175-T, Section 7.5.3.(A)(B).

/5/ Requires a metallic channel (see Regulation A.1.aa., preceding) as set forth in Schedule Cal.P.U.C. No. 175-T, Section 7.5 or a Special Access Voice Grade Channel as set forth in Schedule Cal.P.U.C. No. 175-T, Section 7.5.3 for each Queue Status Lamp provided at customer's request.

1. CENTREX (cont'd)

D. Rates and Charges (cont'd)

8. Administrative Services (ESS; DSS) (cont'd)

q. Call Center Manager (CCM)^{1,2,3} (cont'd)

The following Rates and Charges are applicable to CCM installed on and after October 22, 1992. (cont'd)

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
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(2) Agent Feature Packages:

(a) Basic Agent Package

Agent Priority Call Transfer
Clerical
Log-on/Log-off
- each position arranged

\$71.24	\$9.50	1CMA1
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(b) Call Alert Package

Call Supervisor
Emergency Alert
- each position arranged

71.24	2.37	1CMA2
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(c) Call Tracking Package

Call Tracking
Clerical Tracking
- each position arranged

71.24	2.37	1CMA4
-------	------	-------

(d) Call Status Display Package

Agent Queue Status Display
Called Number Display
Call Source Identification
- each position arranged

71.24	9.50	1CMA3
-------	------	-------

(3) Supervisor Feature Packages:

(a) Basic Supervisor Package

Call Agent
Controlled Overflow
Observe Agent
Night Service
- each position arranged

71.24	23.75	1CMS1
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/1/ See Regulations A.1.f.(17) preceding.

/2/ See C.69.c. preceding.

/3/ Available only in those offices that are suitably equipped.

1. CENTREX (cont'd)

D. Rates and Charges (cont'd)

8. Administrative Services (ESS; DSS) (cont'd)

q. Call Center Manager (CCM)^{1,2,3} (cont'd)

The following Rates and Charges are applicable to CCM installed on and after October 22, 1992. (cont'd)

(3) Supervisor Feature Packages: (cont'd)

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
(b) Answer Call Alert Package			
Answer Agent			
Answer Emergency			
- each position arranged	\$ 71.24	\$ 2.37	1CMS2
(c) Call/Agent Status Display Package			
Display Queue Status			
Position Status Display			
Position Status Summary Display			
- each position arranged	113.99	19.00	1CMS3
(4) Management Information System (MIS) Feature Packages:			
(a) Basic MIS Package			
- each position arranged	474.96	94.99	1CMM1
	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
(5) Miscellaneous Charge to add, move, remove, rearrange or change feature parameters			
- each occurrence	\$ 75.99	NO	NWCDM

/1/ See Regulations A.1.f.(17) preceding.

/2/ See C.69.c. preceding.

/3/ Available only in those offices that are suitably equipped.

1. CENTREX (cont'd)

D. Rates and Charges (cont'd)

9. Automatic Call Processing Features

a. Flexible Route Selection Service (FRS)^{1,2}

The following Rates and Charges are applicable to FRS Service installed prior to (March 21, 1991).³

	Installation Charge	Monthly Rate	USOC
(1) Equipment arranged to examine 3-digits for purposes of routing calls			
- with a capacity of 8 patterns	47.50	7.12	EC3X8
- with a capacity of 32 patterns	94.99	16.62	EC332
- with a capacity of 64 patterns	189.98	33.25	EC364
(2) Equipment arranged to examine 6-digits and to selectively route calls over two or more routes within a Numbering Plan Area (NPA)			
- per NPA examined	47.50	7.84	ARH
(3) Dial pulse transmitter required on each foreign exchange trunk over which calls are routed for completion using FRS			
- each	47.50	6.17	ECT
(4) When, at the request of the customer, additions, deletions or rearrangements of prefixes and/or codes are made within a pattern			
- charge for each pattern affected		\$ 33.25	
(5) Non-Billed Record Identification (NBRI)			
- Individual Station Billing (ISB) for Foreign Exchange Trunks, Tie Lines and Special Access Voice Grade Channels used for off network calling ⁴		RR	
(6) FRS Calls Routed Over a Carrier Access Connection ⁵	Nonrecurring Charge	Monthly Rate	USOC
	\$66.49	\$23.75	FRSFG

/1/ Available only in those offices that are suitably equipped.

/2/ See C.22. preceding.

/3/ For installation of FRS Service on or after March 21, 1991; see Rates and Charges in D.9.b. following.

/4/ Rates, charges and regulations for NBRI are in Guidebook, Part 8, Section 8.

/5/ In addition, Feature Group D usage Charges are applicable as specified in Schedule Cal.P.U.C. No. 175-T, Section 6.8 Switched Access.

1. CENTREX (cont'd)

D. Rates and Charges (cont'd)

9. Automatic Call Processing Features (cont'd)

b. Flexible Route Selection Service (FRS)

The following Rates and Charges are applicable to FRS installed on and after (March 21, 1991).

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
(1) Basic Flexible Route Selection including one pattern			
- each FRS arrangement	\$736.18	\$56.99	FRSBA
- each additional pattern	80.74	1.90	FRSPT
(2) Line Identification of WATTS calls	NO	9.50	FRSWA
(3) Expensive Route Warning Tone			
- each	151.99	42.75	FRSTN
	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
(4) Change Charge			
When, at the request of the customer, patterns and Expensive Route Warning Tone are added after the initial order			
- each subsequent order	\$75.99	NO	NWCDM
- each additional pattern	80.74	\$ 1.90	FRSPT
- each Expensive Route Warning Tone	151.99	42.75	FRSTN

/1/ Available only in those central offices that are suitably equipped.

/2/ See C.22., preceding.

/3/ For ninety (90) days from the effective date of this offering, customers subscribing to FRS as set forth in D.9.a. preceding, may change to FRS as set forth below at no charge. After ninety (90) days, installation charges will apply.

1. CENTREX (cont'd)

D. Rates and Charges (cont'd)

9. Automatic Call Processing Features (cont'd)

b. Flexible Route Selection Service (FRS)^{1,2} (cont'd)

The following Rates and Charges are applicable to FRS Service installed on or after (March 21, 1991)³ (cont'd)

	<u>Nonrecurring Charge</u>	<u>USOC</u>
(5) Pattern Change Charge		
When, at the request of the customer, additions, deletions or rearrangements of routes, prefixes and/or codes are made within a pattern - each pattern affected	\$56.99	FRSCH
(6) Non-Billed Record Identification (NBRI)		
- Individual Station Billing (ISB) for Foreign Exchange Trunks, Tie Lines and Special Access Voice Grade Channel used for off network calling ⁴	RR	RR
(7) FRS Calls Routed Over a Carrier Access Connection ⁵	\$66.49	\$23.75
	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
		<u>USOC</u>

/1/ Available only in those central offices that are suitably equipped.

/2/ See C.22. preceding.

/3/ For ninety (90) days from the effective date of this offering, customers subscribing to FRS as set forth in D.9.a. preceding may change to FRS as set forth below at no charge. After ninety (90) days, installation charges will apply.

/4/ Rates, charges and regulations for NBRI are shown in Guidebook, Part 8, Section 8.

/5/ In addition, Feature Group D usage charges are applicable as specified in Schedule Cal.P.U.C. 175-T, Section 6.8 Switched Access.

1. CENTREX (cont'd)

D. Rates and Charges (cont'd)

9. Automatic Call Processing Features (cont'd)

c. Most Economical Routing (MER)

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
(1) Patterns in addition to the eight patterns furnished with the common equipment.			
Additional equipment required per system equipped with 9 to 32 patterns			
- each additional	427.46	20.66	MES32
Additional equipment required per system equipped with 33 to 64 patterns			
- each additional	569.95	22.32	MES64
(2) Equipment to examine the first 6-digits of a called number to permit routing of a call over a preferred route to a Numbering Plan Area (NPA) where two or more routes are provided, each NPA equipped with two or more routes			
- each equipment	\$1139.89	\$34.20	MEV
(3) Customer requests for rearrangements in a pattern because of a change in requirements or due to a Company change in NPA or central office codes will be charged for			
- each pattern rearranged ³	RR	NO	NA

d. Electronic Tandem Switching (ETS)^{1,2}

<u>Service Installation Charge</u>	<u>Establishment Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
RR	RR	RR	NA

/1/ Available only in those offices that are suitably equipped.

/2/ Rates, charges and regulations for ETS in Guidebook, Part 8, Section 8, apply.

/3/ Apply same charge as shown in D.9.a.(5) preceding.

1. CENTREX (cont'd)

D. Rates and Charges (cont'd)

9. Automatic Call Processing Features (cont'd)

e. Area Wide Centrex¹

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
(1) Area Wide Centrex per Dialing Plan Number per line	\$ 8.00	\$3.88	AWCX3
(2) AWC Modification Charges			
(a) Add/Change dialing plan per line	5.00	NA	AWCX5
(b) Add/Change dialing plan for 15 lines or more	75.00	NA	AWCXC
f. Centrex Routed Number ¹			
Per Telephone Number Routed	NA	.25	R1SCX R1SMX
Per Route Established	150.00	NA	SEPR1

/1/ Available only in those offices that are suitably equipped.

1. CENTREX (cont'd)

D. Rates and Charges (cont'd)

10. Station Call Thru Test - Busy Verification Test

		Installation <u>Charge</u>	Monthly <u>Rate</u>	<u>USOC</u>
a. Station Call Thru Test (SCTT) ¹				
(1) SCTT feature				
- per system	\$ 949.91	\$ 23.75		E4SCT
(2) Centrex primary line (with attendant class of service)				
- each line arranged ⁴	RR	RR		RXRAO
- or ⁴	RR	RR		RXRSO
(3) Establish access code(s) in an existing system ²				
- per system	132.99	NO		NA
b. Station Call Thru Test and Busy Verification Test (SCTT/BVT) ³				
(1) SCTT/BVT combined feature				
- per system	949.91	33.25		E4BVT
- In addition to USOC: E4BVT ⁵	RR	RR		NA
c. Change SCTT to SCTT/BVT or, SCTT/BVT to SCTT				
- per system	38.00	NO		NA

/1/ See Regulations A.1.f.(11) preceding.

/2/ See Regulations, the third paragraph of A.1.f.(11) preceding.

/3/ See Regulations A.1.f.(12) preceding.

/4/ Rates and Charges as shown in D.4. (USOC: RXR++) D.4.a.(3) of this Schedule apply.

/5/ Apply rates and regulations described in 10.a.(2) and (3) preceding.

1. CENTREX (cont'd)

D. Rates and Charges (cont'd)

**11. Reseller Remote Access Service (RRAS)¹
(Central Office controlled)**

	<u>Basic Termination Charge</u>	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
a. Remote Access Unit (RAU) without internal options capability				
- each Centrex line equipped ²	\$ 501.55	\$ 313.47	\$ 39.52	CARWO
b. Remote Access Unit - with internal options capability				
- each Centrex line equipped ²	667.79	313.47	53.10	CARWH
Options:				
- Security Code ³	NO	NO	NO	CARSC
- Call Time Out	NO	NO	NO	CARTO
- Tone to Pulse Conversation	NO	NO	NO	CARTP
- No Options Used	NO	NO	NO	CARNU

/1/ See Regulations, A.1.s. preceding.

/2/ Reduces 1/24th for each full month or fractional month thereof of service provided.

/3/ Must receive Touch-Tone/dual tone multifrequency (DTMF) three digit signal.

1. CENTREX (cont'd)

D. Rates and Charges (cont'd)

11. Reseller Remote Access Service (RRAS)¹
(Central Office controlled) (cont'd)

	<u>Basic Termination Charge</u>	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
c. Amplifier				
- one required for each RAU ²	\$ 318.22	\$ NO	\$ 24.70	CCGAP
d. Rearrangements of existing RAU				
- change security code	NO	28.50	NO	CCGSC
- change to or from options capability ³	NO	RR	NO	NA
- change in options ⁴	NO	RR	NO	CCGWO

12. Centrex Management Service (CMS)⁵

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
Charge to establish service			
- per system	\$ 435.00	\$ NO	MSC

/1/ See Regulations, A.1.s. preceding.

/2/ Reduces 1/24th for each full month or fractional month thereof of service provided.

/3/ Apply Installation Charge as shown in a. or b. preceding.

/4/ Applicable to the Installation Charge as shown in 11.b. preceding.

/5/ See Regulations A.1.p. preceding.

1. CENTREX (cont'd)

D. Rates and Charges (cont'd)

13. Attendant Console Feature Package^{1,2}

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
a. Attendant Features DMS-100:			
Attendant Access to Paging ³			
Attendant Autodial			
Attendant Call Park Recall Timer			
Attendant Call Selection			
Attendant Camp-On			
Attendant Conference (6 port)			
Attendant Console Display			
Attendant Control of Trunk Group Access			
Attendant Locked Loop Operation			
Attendant Release Upon Completion of Dialing			
Attendant Speed Calling			
Attendant to Recorded Announcement			
Attendant Transfer			
Automatic Recall			
Busy Verification (stations/trunks)			
Call Hold (attendant)			
Call Park (attendant)			
Console Test			
Delayed Operation			
Interposition Calls and Transfers			

/1/ See Regulations A.1.f.(15) preceding; see C.45 preceding.

/2/ Available only in those DMS-100 central offices that are suitably equipped.

/3/ In addition to rates and charges applicable to Special Access Voice Grade (VG32) Channel, as defined in Schedule Cal.P.U.C. No. 175-T, Section 7.5.3.

1. CENTREX (cont'd)

D. Rates and Charges (cont'd)

13. Attendant Console Feature Package^{1,2} (cont'd)

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
a. Attendant Features DMS-100: (cont'd)			
Local/Remote Consoles Lockout Multiple Console Operation Multiple Listed Directory Numbers Night Service Fixed/Flexible Night Service Trunk Answer From Any Station ³ Position Busy Secrecy Serial Call Straight Forward Outward Completion Switched Loop Operation Trunk Group Busy/Access Control Through Keys Through Dialing Trunk Group Busy Indication Two-way Splitting Uniform Call Distribution from Queue Wild Card Key - each console arranged			
	\$379.96	\$185.23	DCVSP

/1/ See Regulations A.1.f.(15) preceding; see C.45 preceding.

/2/ Available only in those DMS-100 central offices that are suitably equipped.

/3/ In addition to rates and charges applicable to Metallic Channel (see Regulation A.1.aa, preceding), per system, as defined in Schedule Cal.P.U.C. No. 175-T, Section 7.5 or a Special Access Voice Grade Channel as set forth in Schedule Cal.P.U.C. No. 175-T, Section 7.5.3.

1. CENTREX (cont'd)

D. Rates and Charges (cont'd)

13. Attendant Console Feature Package^{1,2} (cont'd)

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
a. Attendant Features DMS-100: (Cont'd)			
Local/Remote Consoles			
Lockout			
Multiple Console Operation			
Multiple Listed Directory Numbers			
Night Service Fixed/Flexible			
Night Service Trunk Answer From Any Station ³			
Position Busy			
Secrecy			
Serial Call			
Straight Forward Outward Completion			
Switched Loop Operation			
Trunk Group Busy/Access Control Through Keys			
Through Dialing			
Trunk Group Busy Indication			
Two-way Splitting			
Uniform Call Distribution from Queue			
Wild Card Key			
- each console arranged	\$379.96	\$185.23	DCVSP

/1/ See Regulations A.1.f.(15) preceding; see C.45 preceding.

/2/ Available only in those DMS-100 central offices that are suitably equipped.

/3/ In addition to rates and charges applicable to Metallic Channel (see Regulation A.1.aa, preceding), per system, as defined in Schedule Cal.P.U.C. No. 175-T, Section 7.5 or a Special Access Voice Grade Channel as set forth in Schedule Cal.P.U.C. No. 175-T, Section 7.5.3.

1. CENTREX (cont'd)

D. Rates and Charges (cont'd)

13. Attendant Console Feature Package^{1,2} (cont'd)

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
b. Attendant Features 5ESS ³ :			
Answering Incoming Calls			
Attendant Activation of			
Station Call Forwarding			
Attendant Camp-On			
Attendant Conference Calling			
Attendant Control of Voice Terminals			
Attendant Emergency Override			
Attendant Facilities Management:			
Busy Verification of Lines/Trunks			
Attendant Call-Through Tests			
Attendant Control of Facilities			
Direct Trunk Group Selection			
Selective Customer Control of			
Facilities			
Attendant Trunk Group Indicators			
Attendant Originating a Call			
Attendant Position Busy			
Attendant Timed Reminder			
Attendant Releasing a Call			
Attendant Traffic			
Attendant Through Dialing			
Auto Drop-back to Attendant			
Busy Verification of Lines/Trunks			
Call Splitting			
Console Feature Buttons			
Console Terminal Management			

/1/ See Regulations A.1.f.(15) preceding; see C.45 preceding.

/2/ Available only in those 5ESS central offices that are suitably equipped.

/3/ Available only with Centrex IS Feature Package A.

1. **CENTREX** (cont'd)

D. Rates and Charges (cont'd)

13. Attendant Console Feature Package^{1,2} (cont'd)

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
b. Attendant Features 5ESS ³ : (Cont'd)			
Dial Access to Attendant Direct Station Selection/ Busy Lamp Field Display and Privacy Emergency Access to Attendant Flexible Night Service/ Attendant Call Forwarding Information About Calls in Queue Interposition Transfer Attendant Call Hold Attendant Call Transfer Attendant Night Service Attendant Originating Permission (Class of Service) Display Electronic Directory Service Fixed Feature Buttons Power Failure Transfer Queuing with Call Waiting Indication Lamp Source Billing for Attendant Handled Calls			
- each console arranged	\$379.96	\$185.23	DCVSP

/1/ See Regulations A.1.f.(15) preceding; see C.45 preceding.

/2/ Available only in those 5ESS central offices that are suitably equipped.

/3/ Available only with Centrex IS Feature Package A.

1. CENTREX (cont'd)

D. Rates and Charges (cont'd)

13. Attendant Console Feature Package (cont'd)

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
c. Miscellaneous Change Charge to add, remove or change feature parameters			
- each console arranged	\$75.99	NO	NWCDM

14. CentrexSMART^{1,2}

a. Equipment located in the central office

	<u>Installation Charge³</u>		
Common equipment			
- each ¹			
- 100 lines or less	\$ 569.96	\$ 118.74	SM01X
- 101 – 400 lines	1,443.86	379.96	SM02X
- 401 – 1000 lines	2,351.03	712.43	SM03X
- 1001 – 2000 lines	2,944.72	949.91	SM04X
- over 2000 lines	3,989.62	1,899.82	SM05X

b. Additions and Changes⁴

	<u>Nonrecurring Charge</u>	<u>USOC</u>
- per change	\$49.40	RCHMC

c. Options

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
Aggregation			
- per system	\$ 759.93	NO	S8A
Operational Measurement Reports			
- per system	1,424.87	\$474.96	S8R

/1/ See A.1.am. preceding.

/2/ Available only in those offices that are suitably equipped.

/3/ Installation charges for common equipment do not apply when a customer converts service to CentrexSMART from Station Message Detail Recording to Premise (SMDR-P) as shown in Guidebook, Part 8, Section 8.

/4/ Applies to changes made after initial installation of CentrexSMARTSM, including discontinuance of aggregation. Does not apply to installation of options specified in D.16.c.

1. CENTREX (cont'd)

D. Rates and Charges (cont'd)

15. Centrex ISDN (Centrex Integrated Service Digital Network)^{1,2}

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
a. Centrex Primary Station Lines ³			
- each	RR	RR	SDNA+
- each	RR	RR	AAF
- each	RR	RR	AAFTX
b. Feature Package A ⁴			
B-Channel Voice Features			
Incoming Call Line Identification			
Outgoing Call Line Identification			
Time and Date Display			
Call Review			
Calling Number ID Block			
ISDN Group Intercom			
Privacy			
Multiple and Shared Directory			
Numbers (Maximum of 5)			
- each	\$ 94.99	\$ 1.76	CPKG1
c. Feature Package B ⁴			
B-Channel Voice Features			
Incoming Call Line Identification			
Outgoing Call Line Identification			
Time and Date Display			
Call Review			
ISDN Group Intercom			
Privacy			
Calling Number ID Block			
Multiple and Shared Directory			
Numbers (Maximum of 15)			

/1/ See Regulations A.1.ac. preceding; see C.50 preceding.

/2/ Available only in those offices that are suitably equipped.

/3/ Rates and Charges applicable to Centrex primary station line as defined in D.4.a. preceding.
Lines can be counted as part of the 2 primary line minimum.

/4/ Available only to customers of record prior to May 1, 1994.

1. **CENTREX** (cont'd)

D. Rates and Charges (cont'd)

15. Centrex ISDN (Centrex Integrated Service Digital Network)^{1,2} (cont'd)

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
c. Feature Package B ³ (Cont'd)			
Data Features			
D-Channel Packet Switching Features ⁴			
Single Logical Channel			
Fast Select Initiate/Accept			
Flow Control Parameter Negotiation			
Throughput Class Negotiation			
Incoming Calls Barred			
Outgoing Calls Barred			
- each	\$113.99	\$9.83	CPKG2
(T)			
d. Feature Package C ³			
B-Channel Voice Features			
Incoming Call Line Identification			
Outgoing Call Line Identification			
Time and Date Display			
Call Review			
ISDN Group Intercom			
Privacy			
Calling Number ID Block			
Multiple and Shared Directory			
Numbers (Maximum of 15 per voice terminal)			
Data Features			
B-Channel Circuit Data Features			
Speed Calling			
Semi Restricted Line			
(Originating and Terminating)			
Fully Restricted Line			
(Originating and Terminating)			
Circuit Switched Data Call Hunting			

/1/ See Regulations A.1.ac. preceding; see C.50 preceding.

/2/ Available only in those offices that are suitably equipped.

/3/ Available only to customers of record prior to May 1, 1994.

/4/ B & D Channel Packet is a Frozen/Grandfathered Service with the exception of B channel packet that does not connect to the DPN switch, effective June 11, 2004. See General Regulations, Schedule Cal. P.U.C. Nos. A2.1.2,A.4 and Guidebook, Part 2, Section 2.

1. CENTREX (cont'd)

D. Rates and Charges (cont'd)

15. Centrex ISDN (Centrex Integrated Service Digital Network)^{1,2} (cont'd)

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
d. Feature Package C ³ (cont'd)			
D-Channel Packet Switching Features ⁴			
Single Logical Channel			
Fast Select Initiate/Accept			
Flow Control Parameter Negotiation			
Throughput Class Negotiation			
Incoming Calls Barred			
Outgoing Calls Barred			
- each	\$ 142.49	\$ 13.16	CPKG3
e. Feature Package D ³			
B-Channel Voice Features			
Incoming Call Line Identification			
Outgoing Call Line Identification			
Time and Date Display			
Call Review			
ISDN Group Intercom			
Privacy			
Calling Number ID Block			
Multiple and Shared Directory			
Numbers (Maximum of 15 per voice terminal)			
- each	142.49	8.88	CPKG4

/1/ See Regulations A.1.ac. preceding; see C.50 preceding.

/2/ Available only in those offices that are suitably equipped.

/3/ Available only to customers of record prior to May 1, 1994

/4/ B & D Channel Packet is a Frozen/Grandfathered Service with the exception of B channel packet that does not connect to the DPN switch, effective June 11, 2004. See General Regulations, Schedule Cal.P.U.C. Nos. A2.1.2,A.4 and Guidebook, Part 2, Section 2.

1. CENTREX (cont'd)

D. Rates and Charges (cont'd)

15. Centrex ISDN (Centrex Integrated Service Digital Network)^{1,2} (cont'd)

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
f. Individual Optional Features ⁶			
Packet-Closed User Group ^{3,7} - each Group	\$ 56.99	\$.95	PACCG
Packet-Permanent Virtual Circuit ^{3,5,7} - each	56.99	3.80	PACPV
Packet-Addition Logical Channel ^{3,7} - D-Channels 2 up to and including 15 - B-Channels 16 up to and including 100	NO NO	.95 4.75	PACLC PACMC
Additional Call Appearances - each	4.75	1.90	ECAPP
Electronic Directory Interface ⁴ - each Centrex ISDN arrangement	712.43	47.50	EDSSF

/1/ See Regulations A.1.ac. preceding; see C.50. preceding.

/2/ Available only in those offices that are suitably equipped.

/3/ Available only with Feature Packages B and C.

/4/ Requires a Centrex Primary Station Line as set forth in preceding.

/5/ Packet-Permanent Virtual Circuit calls must originate and terminate within the same central office switch.

/6/ Available only to customers of record prior to May 1, 1994.

/7/ B & D Channel Packet is a Frozen/Grandfathered Service with the exception of B channel packet that does not connect to the DPN switch, effective June 11, 2004. See General Regulations, Schedule Cal.P.U.C. Nos. A2.1.2,A.4 and Guidebook, Part 2, Section 2.

1. CENTREX (cont'd)

D. RATES AND CHARGES (cont'd)

15. Centrex ISDN (Centrex Integrated Service Digital Network)^{1,2} (cont'd)

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
f. Individual Optional Features ⁶ (Cont'd)			
Additional D-Channel Packet Device ^{3,7}			
- each order	\$ 47.50	NA	APDNR
- each device (Maximum of 5 devices per primary station line)	NO	\$ 3.32	APD
B-Channel Packet Service ⁷			
- each channel ⁵ (Maximum of 15 logical channels)	261.23	118.74	TPS2X
Packet Hunting ⁷			
- each packet terminal in the hunt group	4.75	.95	PNH
Analog Shared Directory Number ⁴			
- each non-ISDN number appearing on an ISDN terminal	4.75	1.90	ASDN+

/1/ See Regulations A.1.ac. preceding; see C.50. preceding.

/2/ Available only in those offices that are suitably equipped.

/3/ Available only with Feature Packages B and C.

/4/ Requires a Centrex Primary Station Line as set forth in a. preceding.

/5/ Available only with Feature Package C.

/6/ Available only to customers of record prior to May 1, 1994.

/7/ B & D Channel Packet is a Frozen/Grandfathered Service with the exception of B channel packet that does not connect to the DPN switch, effective June 11, 2004. See General Regulations, Schedule Cal.P.U.C. Nos. A2.1.2,A.4 and Guidebook, Part 2, Section 2.

1. CENTREX (cont'd)

D. Rates and Charges (cont'd)

15. Centrex ISDN (Centrex Integrated Service Digital Network)^{1,2} (cont'd)

f. Extended Centrex ISDN

A minimum requirement for Extended Centrex ISDN is groups of eight working/non working lines.

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
(1) Each group of eight lines from a central office selected by the customer other than the normal serving central office within the Centrex ISDN local loop range.			
- each line	\$46.31	\$66.49	DN8++
	<u>Monthly Rate</u>		
	<u>Fixed</u>	<u>Per Airline Mile</u>	<u>USOC</u>
- each line	\$11.87	\$2.37	1L9EC
	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
(2) Each group of eight lines served from a central office selected by the customer other than the normal serving central office where the loop length is beyond the Centrex ISDN local loop range.			
- each line	\$635.25	\$124.68	DN9++
	<u>Monthly Rate</u>		
	<u>Fixed</u>	<u>Per Airline Mile</u>	<u>USOC</u>
- each line	\$11.87	\$2.37	1L9EC

/1/ See Regulations A.1.ac. preceding; see C.50 preceding.

/2/ Available only in those offices that are suitably equipped.

1. CENTREX (cont'd)

D. Rates and Charges (cont'd)

15. Centrex ISDN (Centrex Integrated Service Digital Network)^{1,2} (cont'd)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
g. Miscellaneous Change Charge to add, remove, rearrange or change feature parameters within each feature package or optional feature arrangement per Directory Number per Device			
- each	\$4.75	NO	
h. Centrex ISDN Package ³			
B-Channel Features			
Incoming Call Line Identification			
Outgoing Call Line Identification			
Time and Date Display			
Call Review			
ISDN Group Intercom			
Privacy			
Calling Number ID Block			
Multiple Call Appearances			
Shared Directory Number			
Speed Call Short			
Access for Two Logical Devices with Primary Directory Numbers			
Semi Restricted Line (Originating and Terminating)			
Fully Restricted Line (Originating and Terminating)			
Hunting			
- each ⁴	\$142.49	\$22.32	BAPKG

/1/ See Regulations A.1.ac. preceding; see C.50 preceding.

/2/ Available only in those offices that are suitably equipped.

/3/ Available only on installations on or after May 1, 1994.

/4/ See Regulations A.1.ac., preceding for waiver of installation charges.

1. CENTREX (cont'd)

D. Rates and Charges (cont'd)

15. Centrex ISDN (Centrex Integrated Service Digital Network)^{1,2,3} (cont'd)

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
i. Optional D Channel Packet Service Package ⁴			
D-Channel Packet Switching Features			
D Channel Packet Device			
Fast Select Initiate/Accept			
Flow Control Parameter Negotiation			
Throughput Class Negotiation			
Incoming Calls Barred			
Outgoing Calls Barred			
- each	\$ 23.75	\$ 4.75	APDPS
j. Optional B Channel Packet Service ⁴			
B-Channel Packet Switching Features			
Fast Select Initiate/Accept			
Flow Control Parameter Negotiation			
Throughput Class Negotiation			
Incoming Calls Barred			
Outgoing Calls Barred			
- each Channel (Includes first 15 logical channels)	261.23	118.74	TPS2X

/1/ See Regulations A.1.ac. preceding; see C.50. preceding.

/2/ Available only in those offices that are suitably equipped.

/3/ Available only on installations on or after May 1, 1994.

/4/ B & D Channel Packet is a Frozen/Grandfathered Service with the exception of B channel packet that does not connect to the DPN switch, effective June 11, 2004. See General Regulations, Schedule Cal.P.U.C. Nos. A2.1.2,A.4 and Guidebook, Part 2, Section 2

1. CENTREX (cont'd)

D. Rates and Charges (cont'd)

15. Centrex ISDN (Centrex Integrated Service Digital Network)^{1,2,3} (cont'd)

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
k. Individual Optional B or D Packet ⁵ Features			
Packet Closed User Group - each Group	\$56.99	\$.95	PACCG
Packet-Permanent Virtual Circuit ⁴ - each	56.99	3.80	PACPV
Packet-Additional Logical Channel - D-Channels 5 up to and including 15	NO	.95	PACLC
- B-Channels 16 up to and including 100	NO	4.75	PACMC
Packet Hunting - each packet terminal in the hunt group	4.75	.95	PNH

/1/ See Regulations A.1.ac. preceding; see C.50. preceding.

/2/ Available only in those offices that are suitably equipped.

/3/ Available only on installations on or after May 1, 1994.

/4/ Packet-Permanent Virtual Calls must originate and terminate within the same central office switch.

/5/ B & D Channel Packet is a Frozen/Grandfathered Service with the exception of B channel packet
that does not connect to the DPN switch, effective June 11, 2004. See General Regulations,
Schedule Cal.P.U.C. Nos. A2.1.2,A.4 and Guidebook, Part 2, Section 2.

1. CENTREX (cont'd)

D. Rates and Charges (cont'd)

15. Centrex ISDN (Centrex Integrated Service Digital Network)^{1,2,4} (cont'd)

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
I. Individual Optional Features			
Additional B-Channel Circuit Switched Primary Directory Number ^{5,6}			
- each Primary Directory Number	\$ 23.75	\$ 3.80	APDCS
Electronic Directory Interface ³			
- each Centrex ISDN arrangement	712.43	47.50	EDSSF
Secondary Directory Number			
- each	4.75	.95	SEDN+
Analog Shared Directory Number ³			
- each non-ISDN number appearing on an ISDN terminal	4.75	.95	ASDN+
m. Centrex ISDN Local Plus Usage Plan			
- Option 1, \$ 20.00 Allowance	\$4.75	\$ 12.30	NA
- Option 2, \$ 50.00 Allowance	4.75	30.87	NA
- Option 3, \$100.00 Allowance	4.75	61.70	NA
- Option 4, \$150.00 Allowance	4.75	92.14	NA
- Option 5, \$200.00 Allowance	4.75	123.01	NA
- Option 6, \$250.00 Allowance	4.75	151.51	NA
- Option 7, \$300.00 Allowance	4.75	180.01	NA
n. Centrex ISDN Term Discount Plans			
	<u>Term</u>		
	<u>Monthly Discount</u>		
	<u>3 Year</u>	<u>4 Year</u>	
Amount Discount on the Monthly Recurring Rate per Centrex ISDN Package (USOC: BAPKG)	\$.95	\$ 1.90	

/1/ See Regulations A.1.ac. preceding; see C.50. preceding.

/2/ Available only in those offices that are suitably equipped.

/3/ Requires a Centrex Primary Station Line as set forth in a. preceding.

/4/ Available only on installations on or after May 1, 1994.

/5/ The first two (2) Primary Directory Numbers are included with the Centrex ISDN Basic Package.

/6/ Additional B-Channel CSD under certain conditions will cause B-Channel contention. See C.50.f.(4) preceding.

1. CENTREX (cont'd)

D. Rates and Charges (cont'd)

15. Centrex ISDN (Centrex Integrated Service Digital Network)^{1,2,3} (cont'd)Monthly
Discount

o. Centrex ISDN Volume Discount Plans

- Single Location, 10 lines for more	
- per Centrex ISDN Basic Package	
USOC: BAPKG	\$1.90
- Multiple Locations, 10 lines for more	
- per Centrex ISDN Basic Package	
USOC: BAPKG	\$.95

/1/ See Regulations A.1.ac. preceding; see C.50. preceding.

/2/ Available only in those offices that are suitably equipped.

/3/ Available only on installations on or after May 1, 1994.

1. CENTREX (cont'd)

D. Rates and Charges (cont'd)

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
16. CenPath (Centrex) Station Line ^{1,2,6}			
- each ⁴	RR	RR	RXB++
- Type D line card ⁵	\$94.99	\$22.80	NA
- each ⁴	RR	RR	AAF
- each ⁴	RR	RR	AAFTX
<u>Nonrecurring Charge</u>			
Miscellaneous Change Charge to add, remove, or change feature parameters	\$75.99	NO	NWCDM
17. Modem Interface ³			
- each	\$80.74	14.25	MMD++
18. Trunk Side Connection ^{1,6}			
- concentrated access	NO	NO	
- each ⁴	RR	RR	RPX++
- each ⁴	RR	RR	AAF
- each ⁴	RR	RR	AAFTX

/1/ See C.70. preceding.

/2/ See C.54. preceding.

/3/ See C.53. preceding.

/4/ Rate applicable to Centrex primary station line rate as defined in 4.a. preceding.

/5/ In addition to the rates and charges shown for USOCs: RXB++ and RPX++.

/6/ Available only in those offices that are suitably equipped.

1. CENTREX (cont'd)

D. Rates and Charges (Cont'd)

19. Automatic Forwarding Over Customer Facilities (AFCF)^{2,3}

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
- Each AFCF directory number arranged for forwarding to a private facility ^{4,5}	\$189.98	\$227.98	AFC
		<u>Non-Recurring Charge</u>	
Miscellaneous Change Charge to change the private facility which an AFCF directory number is forwarded to	\$ 75.99	NO	NWCDM

/2/ See A.1.ah. and C.6.f. preceding.

/3/ Available only in those offices that are suitably equipped.

/4/ In addition to the Regulations, Rates and Charges for Direct Digital Interface, Tie Lines and Special Access Voice Grade Channel are applicable as set forth in the Company's Guidebook.

/5/ For ninety (90) days from the effective date of the Automatic Forwarding Over Customer Facilities offering, customers subscribing to Call Forwarding Over Private Facilities may change to AFCF at no charge. After ninety (90) days, the installation charge will apply.

1. CENTREX (cont'd)

D. Rates and Charges (cont'd)

20. Centrex Networking Service^{1,2}

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
Abbreviated Dialing Plan - per system	\$593.69	\$23.75	AWC
		<u>Nonrecurring Charge</u>	
Miscellaneous Change Charge to add, remove or rearrange treatment codes associated with primary station lines included in an abbreviated dialing plan - per system ³ - per line ³	RR	RR	
		<u>Installation Charge</u>	
Network Paths arranged for abbreviated dialing - first path - each additional path	\$104.49 104.49	9.50 9.50	AWLAT AWLAT

/1/ See A.1.ai. and C.71. preceding.

/2/ Available only in those central offices that are suitably equipped.

/3/ See Miscellaneous Change Charge, Basic Service Offerings as set forth in D.5.a. preceding.

2. RESTRICTED CENTREX SERVICE

A. General

1. Description of Service

- a. Restricted Centrex Service is furnished by means of customer provided standard telephone instruments and cabinet type switching equipment installed at a customer location.

Basic Restricted Centrex Type I Service includes the following call-processing features:

- (1) Direct inward dialing to stations and attendant positions of the Centrex system.
- (2) Station identification and billing of outward dialed toll and Zone 3 of zone calling (ZUM) unit calls.
- (3) Intercommunication between lines of the same Centrex system.
- (4) Attendant-controlled transfer of incoming calls from one station to another station at the customer primary location.
- (5) Automatic interception of calls to unassigned station numbers and routing to a common recorded announcement.
- (6) Night connection.

- b. Restricted Centrex Type II Service offers as its transfer feature, station-controlled transfer of incoming calls and, in addition to the other features of Restricted Centrex Type I Service, offers the following station-controlled features:

- (1) Consultation hold of incoming calls.
- (2) Add-on conference of incoming calls.
- (3) Night answer any station.

2. RESTRICTED CENTREX SERVICE (cont'd)**A. General (cont'd)****1. Description of Service (cont'd)**

- c. These features are available to all stations of a Restricted Centrex system which are located at a designated customer primary location. The basic features of a Restricted Centrex system may be extended to stations of the same system located at secondary customer locations where facilities and operating conditions permit.
- d. Optional features available with Restricted Centrex type service are only those which are specified under the cabinet type (101ESS) serving arrangements.
- e. Limitation of Service

As of July 26, 1976, the charges and rates for Restricted Centrex Service, apply only to those equipments furnished the same or superseding customer on the same premises.

Items of equipment, which are continued in service for existing customers only, may be retained by a customer as long as the equipment is repairable and the Company is able to obtain repair parts under normal supply conditions. When this equipment becomes unrepairable or repair parts are unobtainable, the customer must forego further use of the equipment which will be removed by the Company.

Customers desiring equivalent features of Restricted Centrex Service may be served by a compatible customer provided system.

- f. The Primary Line rate in B. following includes exchange access trunking.

2. RESTRICTED CENTREX SERVICE (cont'd)

B. Rates and Charges

1. A minimum requirement for each Restricted Centrex Service is 100 working and/or non-working primary lines.
2. Private Network Access (101ESS)

Termination of CCSA access lines, tie lines, or Special Access Voice Grade channels in the switching equipment of a Centrex system - All Rate Groups.

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
a. Arrangement of an access line (CCSA), tie line or special access voice grade channel to select and be selected by the stations of a Centrex system. - each arrangement ²	\$142.49	\$29.92	RXN
b. When the above lines are arranged to select local trunk facilities, apply a trunking rate for each tie line arranged. - each line arranged ³	NO	RR	EHW

/2/ In addition to Rates and Charges applicable to Tie Line Service or Special Access Voice Grade Service, as shown in Schedule Cal. P.U.C .No. 175-T, Section 7.5.3.

/3/ Rates shown for trunking in Guidebook, Part 5, Section 1 apply; also, see A.1.g.(1).

2. RESTRICTED CENTREX SERVICE (cont'd)

B. Rates and Charges (cont'd)

3. Stations and Lines (101ESS)

		<u>MONTHLY RATE</u>	<u>USOC</u>	
a. Primary Lines - Type I ³				
Customer Location - Cabinet Type (101 ESS)				
- first 100 lines or less ¹ , measured rate		\$ 869.17	RR	
- over 100 lines, each line ¹ , measured rate		8.69	RR	
- first 100 lines or less, flat rate ¹		1,078.15	RR	
- over 100 lines, each line, flat rate ¹		10.78	RR	
- non-key termination ²		RR	RXR++	
- to meet minimum of 100 ²		RR	RXRMN	
- key termination ²		RR	RX2++	
- CPE termination ²		RR	RX2N+	
b. Primary Lines - Type II ³				
Customer Location - Cabinet Type (101 ESS)				
- first 100 lines or less ¹ , measured rate	NO	\$,1011.65	RR	
- over 100 lines, each line ¹ , measured rate	NO	10.12	RR	
- first 100 lines or less ¹ , flat rate	NO	1,220.63	RR	
- over 100 lines, each line ¹ , measured rate	NO	12.21	RR	
- non-key termination ²	RR	RR	RXR++	
- to meet minimum of 100 ²	RR	RR	RXRMN	
- key termination ²	RR	RR	RX2++	
- CPE termination ²	RR	RR	RX2N+	

/1/ Use appropriate USOC following.

/2/ Apply appropriate Rates and Charges preceding.

/3/ See A.1.f. preceding.

2. RESTRICTED CENTREX SERVICE (cont'd)

B. Rates and Charges (cont'd)

3. Stations and Lines (101ESS) (cont'd)

	INSTALLATION <u>CHARGE</u>	MONTHLY <u>RATE</u>	<u>USOC</u>
c. Primary - Interior Lines Type I and II			
Customer Location - Cabinet Type (101 ESS)			
- each line	\$ NO	\$5.03	RUVN+
- CPE termination	NO	5.03	RX5
- non-key termination	NO	5.03	RUV
- key termination			
d. Primary - Dormitory Lines - Customer			
Location - Centrex TYPE I and II -			
Cabinet Type (101 ESS) ALL Rate Groups ⁴			
Option A ¹			
- CPE termination	RR	RTXN+	
- key termination	RR	RTX++	
- non-key termination	RR	PS7++	
Option B or C ^{2,3}			
- non-key termination	RR	PSA++	
- key termination	RR	RV3++	
- CPE termination	RR	RV3N+	

/1/ Rates shown for Option B or C apply, less a credit of \$.45 per primary dormitory station.

/2/ Rate applicable to residence individual line measured rate (1MR) in the serving exchange as shown in the Schedule Cal. P.U.C. No. A5.2.2, less the rate for trunking (DMT) as shown in Guidebook, Part 5, Section 1. (C)

/3/ See Schedule Guidebook, Part 8, Section 10.

/4/ Rates shown for trunking in Schedule Guidebook, Part 5, Section 1 apply.

(C)

2. RESTRICTED CENTREX SERVICE (cont'd)

B. Rates and Charges (cont'd)

Exchange Access Trunking Charge (101 ESS) Each Primary Line (cont'd)

3. Stations and Lines (101ESS) (cont'd)

	<u>SERVICE CONNECTION CHARGE</u>	<u>MONTHLY RATE</u>	<u>USOC</u>
e. Extension Lines - Type I and II			
Customer Location - Cabinet Type (101 ESS)			
Each line ¹			
Same building - non key termination			
- each	RR	\$NO	RX7++
Same building - key termination			
- each	RR	NO	RX8
Same building - CPE termination			
- each	RR	NO	RX8NF
Dormitory - Each line ¹			
- key termination	RR	NO	PPJ
- non-key termination	RR	NO	PS9
- CPE termination	RR	NO	PPJNF

/1/ Apply Rates and Charges as shown in Centrex CO service, Guidebook, Part 5, Section 1.

2. RESTRICTED CENTREX SERVICE (cont'd)

B. Rates and Charges (cont'd)

Exchange Access Trunking Charge (101 ESS) Each Primary Line (cont'd)

4. Station Controlled Features (101 ESS)

		INSTALLATION <u>CHARGE</u>	MONTHLY <u>RATE</u>	<u>USOC</u>
a. Customer Location - Cabinet Type (101ESS)				
(1) Call Forwarding: ¹				
Busy Line				
- each primary line in the system ²		\$4.75	\$.47	E6G
Don't Answer				
- each primary line in the system ²		4.75	.47	E9G
Variable				
- each primary line equipped ²		4.75	.47	EAT
(2) Call Hold and Call Pickup ^{3a}				
- each primary line equipped ²		4.75	.95	EPH
(3) Call Transfer - Individual -				
all calls; Consultation Hold -				
all calls; and Three Way Calling: ^{3b}				
- each primary line in the system ²		4.75	.95	E8A
(4) Directed Call Pickup ^{3c}				
- each primary line in the system ²		4.75	.47	DMA

/1/ See Guidebook, Part 5, Section 1.

/2/ See Guidebook, Part 5, Section 1.

/3/ a. See Guidebook, Part 5, Section 1.
b. See Guidebook, Part 5, Section 1.
c. See Guidebook, Part 5, Section 1.

2. RESTRICTED CENTREX SERVICE (cont'd)

B. Rates and Charges (cont'd)

Exchange Access Trunking Charge (101 ESS) Each Primary Line (cont'd)

4. Station Controlled Features (101 ESS) (cont'd)

		INSTALLATION CHARGE	MONTHLY RATE	USOC
a. Customer Location - Cabinet Type (101 ESS) (cont'd)				
(5) Speed Calling - 1 list - each primary line equipped		\$ 4.75	\$1.52	E2G
Addition to, removal of, or change in telephone numbers in a list - per group of numbers or fraction thereof - each		4.75	NO	NA
(6) Conference Calling (station) - each arrangement		237.48	2.28	EAN
(7) Termination of supplemental equipment service in the switching equipment furnished in connection with a Centrex system - All Rate Group: Arrangement of a supplement equipment service to be selected by the stations of a Centrex system - each ¹		NO	16.94	RXNAA

/1/ In addition to the rates and charges applicable to the supplemental equipment service furnished.

2. RESTRICTED CENTREX SERVICE (cont'd)

B. Rates and Charges (cont'd)

Exchange Access Trunking Charge (101 ESS) Each Primary Line (cont'd)

5. Administrative Services (101 ESS)

	<u>INSTALLATION CHARGE</u>	<u>MONTHLY RATE</u>	<u>USOC</u>
a. Customer Location - Cabinet Type (101 ESS) Busy Verification			
- each arrangement	\$332.47	\$2.28	B24
b. Exchange and Toll Message Diverting			
- all Rate Groups ¹	RR	RR	NA
	<u>NONRECURRING CHARGE</u>	<u>MONTHLY RATE</u>	<u>USOC</u>
c. Sectional billing service for a group of primary (including primary-restricted) lines of a Centrex system:			
- first sectional bill ³	RR	RR	ZZFPA
- each additional sectional bill ³	RR	RR	ZZFAG
- changes to Sectional Billing Service ³	RR	RR	NA

6. Mileage Rates

	<u>MONTHLY RATE</u>
- all Rate Groups ²	RR

/1/ Apply rates and charges as shown in Guidebook, Part 5, Section 1.

/2/ Apply same mileage rates as shown for Centrex CO Service, Guidebook, Part 5, Section 1, D.6.

/3/ Apply same rates and charges as shown for Centrex CO Service, Guidebook, Part 5, Section 1.

3. AIRPORT INTERCOMMUNICATING SERVICE**A. Regulations**

1. Airport Intercommunicating Service is furnished within the following exchange areas, as said areas are defined on maps in this Guidebook, at designated airports. Such service is furnished off these airports in accordance with regulations contained in this Guidebook Part.

<u>Service Exchanges</u>	<u>Airport Served</u>
Inglewood	Los Angeles International Airport
South San Francisco	San Francisco International Airport
San Diego	San Diego International Airport
East Bay	Oakland International Airport
San Jose	San Jose International Airport
Irvine	John Wayne-Orange County Airport
Sacramento	Sacramento Metropolitan Airport

2. Airport Intercommunicating Service, also referred to as AIS or AIS Centrex Service, is furnished to:
 - a. Customers engaged in the use of a designated airport as a transportation facility;
 - b. Customers engaged in the handling of passengers or air cargo;
 - c. Customers who provide service to passengers or air cargo of the airlines;
 - d. Governmental agencies concerned with the protection of life, safety or property; and
 - e. Governmental agencies which regulate the airport as a transportation facility.

3. AIS is not furnished to:

- a. Customers whose business is not directly related to activities identified in 2. preceding;
- b. A hotel, motel or in a residence, nor
- c. In locations of a semipublic or public nature, except as provided herein.

3. AIRPORT INTERCOMMUNICATING SERVICE (cont'd)**A. Regulations (cont'd)**

4. AIS and regular exchange service may be furnished from the same "serving exchange" concurrently to the same customer within the same building located within a designated airport property or within the exchange serving the designated airport. AIS and exchange service furnished from a contiguous or a noncontiguous exchange may be furnished concurrently to the same customer within the same building.

Mechanized primary station lines will be provided on a customer premises within a designated airport or within the serving exchange of that airport before other mechanized primary station lines of that customer will be installed in a contiguous or noncontiguous exchange. Minimum requirement is 2 primary lines with or without stations.

5. The following classifications of Airport Intercommunicating Service will be furnished to a customer who qualifies for AIS and who does not occupy a premises on a designated airport:

AIS Centrex Service will be furnished on a premises of the customer in the designated airport's serving exchange. Attendant equipment and/or AIS Centrex primary station lines will be installed on such premises. AIS Centrex primary, primary fully restricted or primary partially restricted station lines may then be installed in a contiguous or a noncontiguous exchange in accordance with rates and charges shown in this schedule. Also see 11. following and Stations and Extension Lines in D.3.c. following.

6. AIS customers may subscribe concurrently on the same premises to foreign exchange service.

3. AIRPORT INTERCOMMUNICATING SERVICE (cont'd)**A. Regulations (cont'd)**

7. AIS is furnished by means of standard type customer provided telephone instrumentalities and by means of switching equipment installed on Company premises.

With AIS Centrex station service the station trunking rates include an increment, on the basis of station lines, for the exchange trunk line facilities, except foreign exchange trunk line facilities, necessary to handle the incoming and outgoing exchange and message toll traffic of the AIS Centrex primary station lines.

Since primary fully restricted station lines and primary partially restricted station lines are not provided access to exchange trunk facilities furnished with mechanized station service the rates for trunking do not apply to these station lines.

8. Service Features**a. The basic service features AIS offers are:**

- (1) Local calling within the local service area of the serving exchange identified under Territory, on a measured rate basis only.
- (2) Flat rate calling between AIS lines of the same or different customer of the same AIS by dialing five or less digits.
- (3) Local message usage, zone calling (ZUM) units or message toll charges apply, as for regular extended service of the serving exchange identified under Territory for all other calls.

b. Business individual line service

- (1) Features equivalent to business individual line exchange service, in addition to the basic service features shown in 8.a. above.
- (2) Service within the designated airport property for primary and extension station lines will be furnished at the rates and regulations shown herein.
- (3) The Company will provide service up to and including its local loop demarcation point. It is the customer's responsibility to provide cable, wire, jacks, and equipment beyond the local loop demarcation point to complete the service to the desired location.

3. AIRPORT INTERCOMMUNICATING SERVICE (cont'd)**A. Regulations (cont'd)****8. Service Features (cont'd)****b. Business individual line service (cont'd)**

(4) Service off the designated airport property, at the primary and extension line rates above and in D. following, will be provided subject to the following:

- Mileage rates for primary station lines are not applicable to services furnished off the designated airport property within the serving exchange.
- Primary station line exchange messages, zone calling (ZUM) units and joint user service rates and regulations within the serving exchange will be the same as that shown for business individual line services furnished from the serving exchanges as set forth in Guidebook, Part 4, Section 3.
- Primary station line exchange messages, zone calling (ZUM) units, mileage and joint user rates and regulations in contiguous and noncontiguous exchange areas will be the same as that shown for business individual line services furnished from the serving exchanges as set forth in Guidebook, Part 4, Section 3.
- Extension station line mileage rates in the same, contiguous and noncontiguous exchange areas will be the same as that shown for extension stations in Guidebook, Part 8, Section 8. and Guidebook, Part 4, Section 3, as appropriate.

c. PBX and ACD Service

- (1) Features equivalent to PBX and ACD service, in addition to the basic service features as shown in 8.a. preceding.
- (2) Regulations 8.b.(2), (3), and (4) preceding also apply to trunks.

3. AIRPORT INTERCOMMUNICATING SERVICE (cont'd)**A. Regulations (cont'd)**

9. AIS Centrex service, in addition to the basic service features in 8.a. preceding offers:
 - a. Direct in-dialing to AIS Centrex primary station service lines.
 - b. Direct out-dialing from AIS Centrex primary station service lines.
 - c. Call transfer-individual-all calls or Universal Call Transfer of calls from one station to another of the same customer with consultation hold and add-on conference and night answer any station of incoming AIS calls. These features may be provided off the airport property where facilities and operating conditions permit.
 - d. The Company will, where facilities and operating conditions permit, arrange primary station lines to preclude their use for inward and/or outward exchange and message toll calls, to meet requirements of customers.
 - e. Primary restricted stations may be furnished in locations of a public nature.
 - f. Detail billing of Zone 3 of zone calling (ZUM) units and message toll charges by station line number, bulk billing of Zone 1 and Zone 2 exchange message charges by station line number.
 - g. AIS Centrex primary fully restricted station lines do not have access to exchange trunks furnished with the mechanized station service (inward or outward), to the attendant nor may they be reached by the attendant, to access codes used to reach supplemental equipment services terminated in the switching equipment or other facilities that terminated in the switching equipment.
 - h. AIS Centrex primary partially restricted station lines do not have access to the exchange trunks furnished with the AIS Centrex station service (inward or outward) or to the attendant nor may they be reached by the attendant. These station lines are furnished where facilities and operating conditions permit.

3. AIRPORT INTERCOMMUNICATING SERVICE (cont'd)**A. Regulations (cont'd)****10. Tie Lines/Special Access Voice Grade Channels**

- a. When tie lines or special access voice grade channels are furnished to connect an AIS system to an ACD system, PBX system, a Centrex system or to another AIS system or when special access voice grade channels are furnished to connect a customer-provided multiline terminating system equivalent to an ACD, a PBX and/or a Centrex system to an AIS system, the tie lines, special access voice grade channels will be denied access to the local trunk facilities of the AIS system except where such tie line type facilities are arranged for access to the local trunk facilities of the AIS system as provided in D.3.e.(1) following.

Exchange and toll message diverting arrangements, if required on the central office trunks, will be customer-provided.

- b. Tie lines, special access voice grade channels that are arranged to permit tandem operation may be equipped to selectively tandem to some such lines but not to others when served by the AIS, South San Francisco, San Francisco International Airport only.
- c. Where tie line or special access voice grade channel telephone line service is furnished with AIS, only the AIS stations of the same customer are provided access to these lines. These lines may access stations of the same or other AIS customers.
- d. In accordance with the Federal Communications Commission Order CC Docket No. 79-143 amending Part 68 of the Commission's Rules and Regulations to allow for direct connection of terminal equipment and systems to certain services, the following is required in addition to the above at no increase in rate:

Signaling Arrangements - except for continuous property

For tie line operation channels used with private branch exchange (PBX) to PBX, PBX to Centrex or similar multiline terminating system arranged with an E&M type signaling interface. (USOC: SLM)

3. AIRPORT INTERCOMMUNICATING SERVICE (cont'd)**A. Regulations (cont'd)****11. Mileage****AIS Centrex Service**

- a. Within the serving exchange or in an exchange contiguous to the serving exchange of the Company:

AIS Centrex service lines may be furnished on the premises of the same customer where facilities and operating conditions permit. Mileage charges apply, in addition to the regular rates and charges for such station lines.

- b. Within an exchange noncontiguous to the serving exchange of the Company:

Where AIS Centrex primary, primary fully restricted or primary partially restricted station lines are located in a noncontiguous exchange, the channel mileage rate only, as shown in Guidebook, Part 8, Section 8, applies in addition to the regular rates and charges for such station lines.

- c. Individual line extension station lines and PBX station lines of PBX service:

Secretarial line extensions of such services may be furnished to a telephone answering equipment on or off the airport property in the same, contiguous or noncontiguous exchange at rates shown in Guidebook, Part 6, Section 9.

In connection with individual line and PBX service within a designated airport:

Individual line extension station lines and PBX station lines of PBX service may be furnished off the airport property in the same or contiguous exchanges at mileage rates and in accordance with regulations in Guidebook, Part 8, Section 8, except that mileage will be measured to the nearest point on the airport property rather than to the terminal within the airport property.

In connection with business individual line service installed off the designated airport:

Individual line extension station lines will be furnished in the same, a contiguous or noncontiguous exchange at mileage rates and in accordance with regulations shown in Guidebook, Part 4, Section 3.

3. AIRPORT INTERCOMMUNICATING SERVICE (cont'd)**A. Regulations (cont'd)****12. Miscellaneous**

- a. Where tie line or interexchange channel - interwire center private line telephone line service is furnished with AIS, only the AIS stations of the same customer are provided access to these lines. These lines may access stations of the same or other AIS customers.
- b. Arrangements using central office equipment for access codes are offered subject to the operating limitations of the central office equipment and the associated terminating equipment.
- c. Equipment arrangements, rearrangements and services available for use with Dial-Series 100 and 300 PBX service and Centrex service will be furnished where suitable, with AIS unless otherwise specified in the Guidebook. Where furnishing such arrangements and rearrangements involves costs in excess of those contemplated by the Guidebook, additional charges may be applicable, subject to prior authorization of the Public Utilities Commission of the State of California.
- d. Joint user service is applicable and will be furnished upon application by the customer subject to the rates set forth in D.10. following, and regulations of Guidebook, Part 4,Section 5.

(D)
(D)**13. Sectional Billing Service**

- a. The Company will render to the customer, in accordance with D.3.f. following, a statement that will consist of two or more sectional bills as determined by the customer.
- b. A sectional bill may include all exchange message, zone calling (ZUM) units and message toll charges, credits, charges and rates for exchange service, supplemental equipment, directory listings and classified directory advertising charges associated with AIS Centrex station service line numbers included in each sectional bill.
- c. Other rates and charges considered to be common to the AIS Centrex station service not normally associated or identified with AIS Centrex service lines will be included on one of the bills designated by the customer.
- d. Each sectional bill will be rendered in the customer's name to the AIS Centrex station service who is responsible for the payment of all sectional bills applicable to the service.

10.3 AIRPORT INTERCOMMUNICATING SERVICE (cont'd)**A. Regulations (cont'd)****14. Attendant Equipment**

- a. Customers to AIS Centrex service are not required to have attendant equipment. Attendant equipment may be required for night connection arrangements of listed number trunks and for the manual termination of tie lines, special access voice grade channels or foreign exchange trunk lines, where facilities and operating conditions permit.
- b. Additional positions of attendant equipment furnished under Rates and Charges D.3.a. (USOC: RXX) may be installed at a location remote from the primary attendant equipment in the same building where facilities and operating conditions permit.

Attendant equipment at a remote location in a different building within the designated airport property or in a different building on the customer's continuous property within the serving exchange of the designated airport will be provided at charges and rates shown above where facilities and operating conditions permit. A charge for labor and materials will apply to the cable furnished between the buildings involved. See Guidebook, Part 8, Section 8.

15. Optional Features

1. Optional Features are available and subject to the provisions contained in Guidebook, Part 5, Section 1, Centrex.

16. Detariffing

Effective January 1, 1983, in accordance with the order of the FCC in Docket 20828, customer premises equipment, as defined by the FCC, will be provided by the Company for use with new or existing service only so long as such equipment is available from Company inventory acquired prior to January 1, 1983, except as otherwise permitted by the FCC.

The Company will continue to provide maintenance for the Company-provided customer premises equipment subject to the availability of replacement parts and/or equipment.

USOCs AFFECTED by this action are:

RXX, JPF, P24AA and B24

B. Optional Feature Array

1. Optional Feature Array is available and subject to the provisions contained in Guidebook, Part 5, Section 1, Centrex, Optional Features.

C. Optional Feature Definitions

1. Optional Feature Definitions are available and subject to the provisions contained in Guidebook, Part 5, Section 1, Centrex, Optional Features.

3. AIRPORT INTERCOMMUNICATING SERVICE (cont'd)

D. Rates and Charges

1. Individual Line and PBX Service

	<u>Monthly Rate</u>	<u>USOC</u>	
a. Business Individual Line Service			
(1) Within designated airport property - each primary station line	\$19.68	1MB	(D)
(2) Off designated airport property and within its serving exchange, an exchange contiguous or noncontiguous thereto - each primary station line	\$27.28	1MB	(D)
(3) Call Forwarding outside - each line ²	RR	ESM	

/2/ Rates, charges and regulations for Call Forwarding in Guidebook, Part 7, Section 4 apply.

3. AIRPORT INTERCOMMUNICATING SERVICE (cont'd)

D. Rates and Charges (cont'd)

2. PBX and ACD Services

	<u>MONTHLY RATE</u>	<u>USOC</u>
a. Automatic Call Distributing Systems, Manual and Dial Services ¹ - each	RR	NA
b. Each Trunk Line Within designated airport property		
First manual or combination trunk line - each	\$19.68	TMB
Additional manual or combination trunk line - each	19.68	TM2
	<u>MONTHLY RATE</u>	<u>USOC</u>
c. Off designated airport property and within its serving exchange, an exchange contiguous or noncontiguous thereto ² First manual or combination trunk line - each	\$27.28	TMB
Additional manual or combination trunk line - each	27.28	TM2

/1/ Rates, charges and regulations shown in Guidebook, Part 6, Section 9.

3. AIRPORT INTERCOMMUNICATING SERVICE (cont'd)

D. Rates and Charges (cont'd)

3. AIS Centrex Station Service

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
a. Attendant equipment			
Cordless type, without station multiple, capacity 30 lines, night connection arrangement, capacity 12 lines - signaling channel ²	\$4.75	\$8.55	JPF
Attendant intercepting arrangement - each attendant intercepting trunk	NO	.28	P24AA
BASIC			
	<u>TERMINATION CHARGE</u>	<u>INSTALLATION CHARGE</u>	<u>MONTHLY RATE</u>
			<u>USOC</u>
Attendant equipment without station multiple, equipped for switched loop operation and including an attendant telephone set:			
Cordless type, each position without trunk group busy and incoming call identity			
- each ¹	\$997.41	\$807.42	\$170.98 RXX

/1/ Offered only within a designated airport or within the serving exchange of that airport. See
Regulations A.15. preceding.
/2/ Apply only to equipment in service as of March 27, 1972 and furnished the same or superseding
customer on the same premises and with additions, limited to the capacity of the existing
arrangement.

3. AIRPORT INTERCOMMUNICATING SERVICE (cont'd)

D. Rates and Charges (cont'd)

3. AIS Centrex Station Service (cont'd)

b. The following service arrangements are available and subject to the rates and regulations of Centrex-C0 Service contained in Guidebook, Part 8, Section 8 and Part 6, Section 5, unless otherwise specified in this Guidebook.

- (1) Trunking
- (2) Stations and Extension Lines²
- (3) Exchange and toll message diverting
- (4) Supplemental services¹
- (5) Sectional Billing Service for a group of mechanized station service lines³
- (6) Optional Features - Central Office
- (7) Pacific Bell Local Area Network (PBLAN)

	<u>INSTALLATION CHARGE</u>	<u>MONTHLY RATE</u>	<u>USOC</u>
c. Supplemental Services			
(1) Termination of supplemental equipment service in the switching equipment of a AIS Centrex station service: Voice channel or signaling channel between Company's central office and customer's premises - each	\$6.65	\$ 7.12	1LMEP
Arrangement to permit AIS Centrex station lines of the same customer to select an attendant trunk of an additional attendant trunk group required by the same customer ⁴ - each		NO	22.09 UVE

/1/ See A.10. preceding.

/2/ See A.4. preceding.

/3/ See A.13. preceding.

/4/ Monthly rate in addition to the rates and charges applicable to the supplemental equipment furnished or Company-provided interface.

3. AIRPORT INTERCOMMUNICATING SERVICE (cont'd)

D. Rates and Charges (cont'd)

4. Additional Optional Features-Central Office

	<u>INSTALLATION CHARGE</u>	<u>MONTHLY RATE</u>	<u>USOC</u>
a. Attendant Camp-on and Indication ^{1,2} of Camp-on			
Per AIS Centrex Station Service System arranged - each	\$ 52.25	NO	P4S
Per Attendant Position (console) in AIS Centrex station service system - each		NO	\$11.30 P40

5. Mileage Rates

a. Within Designated Airport Property

No mileage charge applies to business individual line primary or extension station lines, PBX station lines of PBX service and AIS Centrex station service lines (primary, primary fully restricted, partially restricted and extension).

	<u>MONTHLY RATE</u>	<u>USOC</u>
b. Within the serving exchange and off the designated airport property		
- business individual line primary station lines ³	RR	NA
- individual line extension station lines and PBX station lines of PBX service ⁴	RR	NA
AIS Centrex station lines, rates for 1/4 mile or fraction thereof, airline measurement, for the shortest distance between the station and the nearest point of the airport property - each 1/4 mile ⁵	\$0.66	1LVAY

/1/ Not included in Optional Feature Package D.5. preceding.

/2/ Available only in those offices suitably equipped.

/3/ See rates and charges, D.1 Notes preceding.

/4/ See A.11.c. preceding.

/5/ See A.11.a. preceding.

3. AIRPORT INTERCOMMUNICATING SERVICE (cont'd)

D. Rates and Charges (cont'd)

5. Mileage Rates (cont'd)

		MONTHLY <u>RATE</u>	USOC
c. Within an Exchange Area Contiguous to Serving Exchange of the Designated Airport			
- business individual primary station lines ¹		RR	NA
- individual line extension station lines ² and PBX station lines of PBX service		RR	NA
AIS Centrex station service lines. Rate for each 1/4 mile or fraction thereof, airline measurement, for the shortest distance between the station and the nearest point of the airport property			
- each 1/4 mile ³	\$0.66		1LVAY
d. Within a Noncontiguous Exchange Area	MONTHLY <u>RATE</u>		
- business individual primary station lines ¹		RR	
- individual line extension station lines and PBX station lines of PBX service ²		RR	
- AIS Centrex station, primary, primary fully restricted and primary partially restricted service lines ⁴		RR	

/1/ Rate and Regulations applicable to foreign exchange mileage as shown in Guidebook, Part 4, Section 3.

/2/ See A.11.c. preceding.

/3/ See A.11.a. preceding.

/4/ Rate applicable to Special Access Voice Grade Channels (VG32), excluding channel terminations, as shown in Schedule Cal.P.U.C. No. 175-T, Section 7.5.3,(A) and (B). See A.11.b. preceding.

3. AIRPORT INTERCOMMUNICATING SERVICE (cont'd)

D. Rates and Charges (cont'd)

6. Miscellaneous Service

	<u>MONTHLY RATE</u>	
Exchange Message Charges		
- AIS primary service on a designated airport and AIS Centrex station line service installed in the serving exchange of a designated airport ¹	RR	
- AIS business individual line service installed off the designated airport ²	RR	
7. Joint User Service	<u>MONTHLY RATE</u>	<u>USOC</u>
Each joint user service in connection with Airport Intercommunicating Service		
Business individual line service		
- within designated airport property	\$ 1.42	JUL
- off designated airport property	4.51	JUL
- commercial manual PBX service and AIS Centrex station service	2.85	JUL
8. Hunting Service		
Individual line or trunk line arranged for hunting		
- each	\$.47	HTG

/1/ Rate applicable in exchange shown under Regulations A.1. preceding.

/2/ Rate applicable to foreign exchange service as shown in Guidebook, Part 4, Section 3.

4. CENTRAL OFFICE ELECTRONIC TANDEM SWITCHING

A. Description

1. Central Office Electronic Tandem Switching, hereinafter is referred to as ETS/CO, is furnished as an additional feature offering to Centrex Central Office (CO) and Airport Intercommunicating Service (AIS). When the term Centrex is used herein, it also includes AIS. ETS/CO utilizes equipment in a Company's properly equipped central office to provide cost control, facility management and additional convenience features.
2. The ETS/CO group of features furnished in this schedule can be provided in four configurations:
 - a. Centrex alone
 - b. Electronic Tandem Network (ETN) with the Centrex as the tandems.
 - c. Intercity Facilities Concentrators as the main Centrex with PBXs gaining access to intercity services.
 - d. Main/Tributary/Satellite configurations, as the main Centrex with access to a Common Control Switching Arrangement (CCSA) or Enhanced Private Switched Communications System (EPSCS) network.
3. ETS/CO will not be provided to Centrex Systems equipped with less than 20 Primary Lines/Primary - Semi-Restricted lines.

B. Regulations

1. Automatic Route Selection - Deluxe (ARS-D)
 - a. Facility Restriction Levels, (FRL) is a required feature of ARS-D for all tie lines, Special Access Voice Grade Channels, Primary Rate IS or Direct Digital Interface.
 - b. Preferred routes and alternate routes in patterns will be specified by the customer. ZUM Zone 3 and IntraLata toll calls may be completed over the customer's private facility as defined in D.1. following.
 - c. A maximum of ten routes may be provided in a pattern.
 - d. A maximum of three ARS-D Pattern Group for TOD routing with a maximum of sixty-four patterns in each Pattern Group will be provided.

4. CENTRAL OFFICE ELECTRONIC TANDEM SWITCHING (cont'd)

B. Regulations (cont'd)

1. Automatic Route Selection - Deluxe (ARS-D) (cont'd)

- e. A maximum of sixty-four Number Plan Areas (including the home NPA) may be designated by the customer for routing of calls by central office codes (six digit translation).
- f. All rates and charges specified for ARS-D are in addition to the rates and charges for the associated facilities and facility terminations.
- g. A single rate "per facility terminated in patterns" will apply regardless of the number of patterns having access to that facility. The monthly rate specified is applicable to each facility available to the patterns.
- h. The charges specified in E. following are applicable for each code addition or change.
- i. Where ARS-D is furnished in connection with UN/AAR, tie lines, Special Access Voice Grade Channels, Primary Rate IS or Direct Digital Interface to other PBX or Centrex system locations may appear as routes in ARS-D patterns when such tie lines/Special Access Voice Grade Channels, Primary Rate IS or Direct Digital Interface are provided for subsequent access to the toll network at the distant PBX or AIS/Centrex system location.
- j. The TOD Routing feature permits up to sixteen programmed changes in Pattern Groups per week. When additional ARS-D patterns are required due to TOD changes, rates and charges as specified in E. following apply to each additional pattern.
- k. Off-net calls from CCSA access lines and access lines to CCSA and other similar arrangements, compatible with ARS-D, may be included as routes in patterns.
- l. Centrex toll diversion and restriction does not function on calls routed via ARS-D.

2. Facility Restriction Levels (FRL)

- a. FRL is furnished in association with ARS-D, UN/AAR and/or Authorization Codes.
- b. A maximum of eight FRL values are available for each Centrex system.
- c. A maximum of twenty thousand Authorization Codes are available for each Centrex system. They are ordered in blocks of 100.

4. CENTRAL OFFICE ELECTRONIC TANDEM SWITCHING (cont'd)

- B. Regulations (cont'd)
- 2. Facility Restriction Levels (FRL) (cont'd)
 - d. Authorization Codes must consist of a uniform number of digits, with a minimum of three digits and a maximum of six digits.
 - e. Customer implementation of change of Authorization Codes or associated FRL require the Facilities Administration and Control Feature.
 - f. All incoming tie line/Special Access Voice Grade Channel terminations, Primary Rate IS or Direct Digital Interface with access to ARS-D must be equipped with FRL.
- 3. Deluxe Queuing
 - a. Calls in queue may overflow to subsequent routes or to tone at the customer option.
 - b. Deluxe Queuing is available with facilities appearing as the primary (first choice) route in ARS-D or UN/AAR patterns.
 - c. The music source for "Music on Queue" must be provided by the customer.
 - d. The text of the announcement will be prepared and provided with the Recorded Announcement option by the Company.
 - e. Customer must specify the length of time a call is held in queue (threshold time limit) before overflowing to subsequent routes or overflow tone.
 - f. A special access voice grade (VG32) channel is required between the serving central office and the customer premises music source.
- 4. Station Message Detail Recording to Premises (SMDR-P)¹
 - a. SMDR-P is not represented to be a provision of billing detail.
 - b. Station message detail records will be provided on terminal equipment located at the customer's premises at the rates and charges specified in E. following.
 - c. Processing of message detail information (SMDR-P) will be performed by the customer at their expense.

/1/ SMDR-P is grandfathered effective February 10, 2000. See Schedule Cal.P.U.C. No. A2.1.2,A.4. SMDR-P will continue to be provided through October 30, 2000, at which time the service will be withdrawn.

4. CENTRAL OFFICE ELECTRONIC TANDEM SWITCHING (cont'd)**B. Regulations (cont'd)****4. Station Message Detail Recording to Premises (SMDR-P)¹ (cont'd)**

- d. The customer must designate all station lines in a Centrex customer group and or selected facility groups on which SMDR-P originating and terminating records are to be provided.
- e. Where SMDR-P is provided, a detailed record may be made for each completed call. At the option of the customer, arrangements can be made to provide records of calls attempted as well as calls completed. Under certain conditions, with SMDR-P, calls may be processed without recording the call detail.
- f. SMDR-P includes the recording of Account Codes and Authorization Codes where these optional features are provided.

5. Customer Administration and Control Features

- a. Customer Administration and Control Features are comprised of either or both the Facilities Administration and Control ETS optional feature and the Traffic Data to Customer (Pollable)/FAR ETS optional feature.
- b. Traffic Data to Customer (Pollable)/Facility Assurance Reports (FAR) may be provided to Centrex systems which are not equipped with the ETS features of ARS-D and FRL.
- c. The ARS-D is a prerequisite for Facilities Administration and Control.
- d. Facilities Administration and Control provides:
 - (1) Selection of ARS-D pattern groups and determines status.
 - (2) Activation/deactivation of queuing and determines status.
 - (3) Changes of Authorization Codes and associated FRLs.
- e. Traffic Data to Customer (Pollable) provides:
 - (1) FAR reports listing trunks not accessed and all trunks continually off-hook in the previous two hours.
 - (2) Traffic data reports on trunk groups and queues.

/1/ SMDR-P is grandfathered effective February 10, 2000. See Schedule Cal.P.U.C. No. A2.1.2,A.4. SMDR-P will continue to be provided through October 30, 2000, at which time the service will be withdrawn.

4. CENTRAL OFFICE ELECTRONIC TANDEM SWITCHING (cont'd)

B. Regulations (cont'd)

6. Uniform Numbering/Automatic Alternate Routing (UN/AAR)

- a. All call attempts must consist of an access code, Account Code where provided and a seven-digit telephone number.
- b. The customer must specify the first choice route and each subsequent route to each Centrex or PBX System involved.
- c. The customer must notify the Company when any change in route or routing sequence is desired.
- d. The maximum number of routes in a pattern is four.
- e. The maximum number of patterns is one hundred-eighty.
- f. When overflow to the DDD network is provided, rates and charges for trunk line service and toll messages are applicable.
- g. The following rates and charges apply per tie line/Special Access Voice Grade Channel, Primary Rate IS or Direct Digital Interface facility terminated in UNAAR and/or ARS-D, regardless of the number of patterns which access each facility.

7. Direct Digital Interface (DDI)

- a. When DDI is used for interexchange interwire center terminations: all stations must be touch tone, dial pulse is not permitted and signaling must be senderized.
- b. When DDI is used as tie lines: all stations must be touch tone, dial pulse is not permitted; the signaling must be either pure cut-through or senderized, both are not permitted. DDI tandem cut-through operation is not permitted.

4. CENTRAL OFFICE ELECTRONIC TANDEM SWITCHING (cont'd)

C. Feature Array

The following ETS/CO Features are optional with Centrex:

Account Codes (Optional with SMDR-P)¹
Authorization Codes (Optional with FRL)²
Automatic Overflow to DDD (Available with UN/AAR)²
Automatic Route Selection - Deluxe (ARS-D)
Customer Administration and Control (CA&C)
Deluxe Queuing
Facility Administration and Control (Available with CA&C)²
Facility Assurance Reports (Available with CA&C)²
Facility Restriction Levels (FRL)
Station Message Detail Recording to Premises (SMDR-P)
Time of Day Routing (Optional with ARS-D)¹
Traffic Data to Customer (Pollable)(Available with CA&C)²
Uniform Numbering/Automatic Alternate Routing (UN/AAR)

/1/ No additional rates and charges are applicable.
/2/ Additional rates and charges are applicable.

4. CENTRAL OFFICE ELECTRONIC TANDEM SWITCHING (cont'd)**D. Feature Definitions****1. Automatic Route Selection - Deluxe (ARS-D)**

ARS-D provides automatic routing of outgoing calls over alternative customer facilities based on the call destination. The station user or attendant dials a facilities access code (e.g., "level 8") followed by a telephone number. The maximum number of digits dialed for a telephone number may vary depending on the proper program updates of the serving central office and if the Centrex is a stand-alone configuration. The Centrex routes the call over the first available special trunk facility, selected in a customer-specified order. A Route is a customer private facility used to complete direct dialed chargeable calls such as: CCSA - off-net, Separate local exchange trunk, foreign exchange trunk, tie line/Special Access Voice Grade Channels, Primary Rate ISDN or Direct Digital Interface.

The final route for completing the call attempt may be the DDD network, or at the option of the customer, the call attempt is routed to overflow tone if a Facility Restriction Level (FRL) indicates a non-privileged call.

At the option of the customer a tone can be supplied when a "Higher Cost Route" (HCR) is selected by the ARS-D.

When ARS-D is provided in conjunction with Uniform Numbering/Automatic Alternate Routing (UN/AAR), incoming tie lines and Special Access Voice Grade Channels, Primary Rate IS or Direct Digital Interface from other Centrex or PBX Systems connected directly to the Centrex System may be arranged to have automatic access to the ARS-D and UN/AAR features. The station user or attendant dials a facilities access code (e.g., "level 8") followed by a 10-digit Network Number. When such arrangements are provided, the tie lines/Special Access Voice Grade Channels, Primary Rate IS or Direct Digital Interface to the ARS-D become "dedicated" tie lines/Special Access Voice Grade Channels, Primary Rate IS or Direct Digital Interface. Separate tie lines/Special Access Voice Grade Channels, Primary Rate IS or Direct Digital Interface are required from the distant Centrex or PBX System if access is to be provided to other Centrex functions at the ARS-D equipped Centrex System. In addition, when ARS-D is provided in conjunction with UN/AAR, routes may include tie lines/Special Access Voice Grade Channels, Primary Rate IS or Direct Digital Interface to a distant Centrex or PBX System equipped with ARS-D like capability for subsequent access to the DDD network.

Time of Day Routing (TOD) is an ARS-D option which permits preprogrammed selection of alternate routing pattern groups for off-network calls (up to three sets of ARS-D routing pattern groups) on a time-of-day and day-of-week basis. Manual override is available with Facility Administration and Control feature. The maximum number of programmed changes per week is sixteen.

4. CENTRAL OFFICE ELECTRONIC TANDEM SWITCHING (cont'd)**D. Feature Definitions (cont'd)****2. Facility Restriction Levels (FRL)**

FRL is required in connection with ARS-D, however, a FRL can be used independently of ARS-D in Digital Switching System central offices and is provided on each station and incoming tie line/Special Access Voice Grade Channel, Primary Rate IS or Direct Digital Interface to determine both the types of calls and types of facilities that may be used by the associated station user. In addition, a FRL may be provided on an Access Code. When the FRL is transmitted over a tie line/Special Access Voice Grade Channel, Primary Rate IS or Direct Digital Interface to a distant PBX or Centrex System equipped with ARS-D (for call screening at the distant point), it is identified as a Traveling Class Mark (TCM).

Authorization Codes are a FRL option which provides for a station user to dial a code which overrides the FRL associated with that station line or incoming tie line/Special Access Voice Grade Channel, Primary Rate IS or Direct Digital Interface. The Centrex requests dialing of the authorization code by returning recall dial tone when the default FRL (i.e., the FRL associated with the station line or incoming tie line/Special Access Voice Grade Channel, Primary Rate IS or Direct Digital Interface) will not permit the call. The Authorization Code is also inspected for validity as a security check. The Authorization Code is recorded in the SMDR-P record of the call when the SMDR-P feature is provided.

3. Deluxe Queuing

Deluxe Queuing permits station users to be placed in a queue whenever the first choice route for completing a particular call is already in use. Two queuing arrangements are available.

A Ring-Back Queue (RBQ), in which case the calling station goes on-hook and is called back when a facility becomes available.

An Off-Hook Queue (OHQ), in which case the calling station remains off-hook and is held in queue until a facility becomes available.

All stations must be arranged for the same type queue within the equipped Centrex group but they can be programmed for either the Ring-Back or Off-Hook Queue. Station calls to the Centrex by tie lines/Special Access Voice Grade Channel, Primary Rate IS or Direct Digital Interface are limited of Off-Hook Queuing. The customer can combine RBQ from stations at the equipped Centrex and OHQ from stations at secondary locations.

If all of the facilities allowed by the station user's FRL in the routing pattern are busy, the call will be placed in queue on the first choice facility. When the call is placed on OHQ, the station user will be connected to an announcement or music until an idle trunk becomes available and the called number is outpulsed.

4. CENTRAL OFFICE ELECTRONIC TANDEM SWITCHING (cont'd)**D. Feature Definitions (cont'd)****3. Deluxe Queuing (cont'd)**

Calls held in queue beyond a predetermined time limit will be removed from the queue and be routed, at the option of the customer, via either subsequent route choices or to overflow tone.

4. Station Message Detail Recording to Premises (SMDR-P)¹

SMDR-P provides a record, on terminal equipment located on the customer's premises, of calls originating from Centrex station lines to locations outside the same Centrex System. Facility groups may also be designated as requiring originating and/or terminating records.

Account Codes are a SMDR-P option which permit a station user to dial a series of digits (account code) which will appear in the SMDR-P record for that particular call. The Account Code can be used by the customer for account or project identification. Adding an Account Code to a call, where arrangements have been made to provide this capability, is at the discretion of the station user. Each customer's Account Code must contain the same number of digits, not to exceed eight, and must not conflict with on-network code assignments.

5. Customer Administration and Control Features (CA&C)

Facilities Administration and Control, Facility Assurance Reports and Traffic Data to Customer are CA&C features. These features are provided by Customer Administration Center (CAC) and/or Local Customer Administration Terminal (LCAT).

The CAC terminal and the LCAT use an interactive language for central office switch input/output. The CAC terminal prints output that is stored and formatted by the CAC while the LCAT prints output directly from the central office switch. LCAT is a simplified alternative to CAC.

Facilities Administration and Control permits customer control of parameters which determine user calling privileges, i.e., Authorization Codes and associated FRL. In addition, FRL associated with stations, tie lines/Special Access Voice Grade Channel and Authorization Codes may be collectively upgraded or downgraded by invoking a predetermined set of FRLs identified as Controlled Alternate FRLs. Manual Control (override) of TOD Pattern Groups and activation or deactivation of queuing is also provided.

/1/ SMDR-P is grandfathered effective February 10, 2000. See Schedule Cal.P.U.C. No. A2.1.2,A.4. SMDR-P will continue to be provided through October 30, 2000, at which time the service will be withdrawn.

4. CENTRAL OFFICE ELECTRONIC TANDEM SWITCHING (cont'd)**D. Feature Definitions (cont'd)****5. Customer Administration and Control Features (CA&C) (cont'd)**

Traffic Data to Customer (Pollable) provides the customer with the capability to automatically poll the switching equipment on a daily or hourly basis to obtain traffic measurements including peg counts, Hundred Call Seconds (CCS) usage, overflow and for queues, number of abandons, and number of queue "time-outs". Equipment must be provided at the customer's premises to record the traffic data.

Facility Assurance Reports (FAR) provides the customer with the ability to obtain automatic circuit assurance data via the same equipment utilized to record traffic data. FAR includes, for example, the identity of facilities not accessed or facilities continually off-hook during a specified period of time.

6. Uniform Numbering/Automatic Alternate Routing (UN/AAR)

UN permits station users to place calls via tie lines/Special Access Voice Grade Channels, Primary Rate IS or Direct Digital Interface using a uniform dialing plan. The user dials an access code, followed by a seven-digit number which uniquely identifies a specific on-network station line. The number consists of a three-digit location code and a four-digit station line code. (When the same access code is followed by a ten-digit DDD network number, the call is routed via the ARS-D feature.) The feature provides the translation and supervision necessary to route the call.

AAR provides automatic routing of on-network calls to alternate tie line/Special Access Voice Grade Channel, Primary Rate IS or Direct Digital Interface routes when primary tie line/Special Access Voice Grade Channel, Primary Rate IS or Direct Digital Interface routes are busy.

Automatic Overflow to DDD provides completion of on-network calls via the DDD network when all primary and alternate tie line/Special Access Voice Grade Channel, Primary Rate IS or Direct Digital Interface routes are busy.

7. Electronic Tandem Switching (ETS) type tie line/Special Access Voice Grade Channel, Primary Rate IS or Direct Digital Interface Termination.

An ETS-type tie line/Special Access Voice Grade Channel, Primary Rate IS or Direct Digital Interface termination is required in lieu of other terminations on the ETS side of the Circuit when a circuit is arranged for dedicated access to ETS features of Centrex CO service.

4. CENTRAL OFFICE ELECTRONIC TANDEM SWITCHING (cont'd)**E. Rates and Charges****1. Automatic Route Selection Deluxe (ARS-D)^{1,3}**

	<u>Installation Charge</u>	<u>Service Establishment Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
a. Common equipment - per access code	\$1097.15	\$2593.25	\$94.99	ASH
b. Route selection patterns - each facility terminated in pattern(s) - each NPA code, per pattern	NO 27.07	NO	2.90 3.32	ASJ ASK
Each NPA and central office code - per pattern ²	119.69	NO	14.25	ASO
c. Arrangements for additional Pattern Groups for Time of Day (TOD) routing, - each	239.38	NO	23.75	ASZ
d. Additions and Changes		Nonrecurring Charge		USOC
Additions, deletions or changes of routes, associated FRLs, or Higher Cost Route (HCR) tone application in existing patterns - per pattern		\$71.24		RCHAP

/1/ See B.1. preceding.

/2/ Provides for routing per pattern to one NPA and to one or more central office codes within that NPA.

/3/ Available only in those offices that are suitably equipped.

5. CENTRAL OFFICE ELECTRONIC TANDEM SWITCHING (cont'd)

E. Rates and Charges (cont'd)

1. Automatic Route Selection Deluxe (ARS-D)^{1,3} (cont'd)

	<u>Nonrecurring Charge</u>	<u>USOC</u>
d. Additions and Changes (Cont'd)		
Addition of patterns, per pattern ²		
Addition or deletion of a facility to an existing route		
- each	NO	NA
Additions and changes in NPA or central office code routing, per code		
- per Pattern Group Affected ¹	\$ 51.30	RCHAC
Additions, deletions or changes in Time-of-Day Day Routing intervals		
- each ¹	66.49	RCHAT

/1/ See B.1. preceding.

/2/ Apply rates and charges for USOCS ASK and/or ASO preceding.

/3/ Available only in those offices that are suitably equipped.

4. CENTRAL OFFICE ELECTRONIC TANDEM SWITCHING (cont'd)

E. Rates and Charges (cont'd)

2. Facility Restriction Levels (FRL)^{1,2}

	<u>Installation Charge</u>	<u>Service Establishment Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
2. Facility Restriction Levels (FRL)²				
a. Centrex station or incoming or two-way tie line/Special Access Voice Grade Channel, Primary Rate IS, or Direct Digital Interface or Access Code				
- each	\$ 4.04	\$ NO	\$.14	FRKO+
b. Authorization Codes				
- common equipment	\$ 650.69	\$ 4488.32	\$189.98	AUA
Authorization Codes, per 100 codes or fraction thereof				
- each	20.90	NO	5.51	AUS
Per facility terminated in ARS-D or UN/AAR pattern(s)				
- each	NO	NO	1.90	AUF

/1/ See B.2. preceding.

/2/ Available only in those offices that are suitably equipped.

4. CENTRAL OFFICE ELECTRONIC TANDEM SWITCHING (cont'd)

E. Rates and Charges (cont'd)

2. Facility Restriction Levels (FRL)^{1,2} (cont'd)

		<u>Nonrecurring Charge</u>	<u>USOC</u>
c. Changes			
Changes in FRL per station or tie line/ Special Access Voice Grade Channel Primary Rate IS termination - each		\$ 4.75	NA
Change in a single Authorization Code and/or associated FRL - each		4.75	RCHFA

3. Deluxe Queuing

	<u>Installation Charge</u>	<u>Service Establishment Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
a. Common equipment - each	\$ 261.23	\$1296.63	\$97.84	QDC
b. Per facility group equipped - each queue	75.04	NO	1.90	QDF
c. Off-hook queue slot with: Recorded announcement - common equipment, each - recorded announcement, each	37.05 NO	NO NO	58.89 17.64	QDE QDA
Music on Queue - common equipment, each - music source termination, each	151.99 NO	NO NO	84.78 15.96	OTD QDM

/1/ See B.2. preceding.

/2/ Available only in those offices that are suitably equipped.

4. CENTRAL OFFICE ELECTRONIC TANDEM SWITCHING (cont'd)

E. Rates and Charges (cont'd)

3. Deluxe Queuing^{1,3} (cont'd)

	<u>Installation Charge</u>	<u>Service Establishment Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
c. Off-hook queue slot with: Recorded announcement (cont'd)				
- channel between the serving central office common equipment and the customer premises music source ²	RR	RR	RR	NA
d. Ring-back queue slots, - each	NO	NO	\$11.68	QDR
			<u>Nonrecurring Charge</u>	<u>USOC</u>
e. Changes				
Change from RBQ to OHQ, and vice versa - per queue			\$ 56.99	RCHQ1
Change in the quantity of queue slots - per queue added or deleted			56.99	RCHQ2
Change in queue threshold time limit - per queue			66.49	RCHQ3
- change in recorded announcement			71.24	RCHQ4
Change in post-queue routing from subsequent routes to tone or vice versa - per queue			66.49	RCHQ5

/1/ See B.3. preceding.

/2/ Rates, Charges and Regulations applicable to Special Access Voice Grade (VG32) channels as set forth in Schedule Cal.P.U.C. No. 175-T, Section 7.5.3,(A) and (B).

/3/ Available only in those offices that are suitably equipped.

4. CENTRAL OFFICE ELECTRONIC TANDEM SWITCHING (cont'd)

E. Rates and Charges (cont'd)

4. Station Message Detail Recording to Premises (SMDR-P)^{1,4,6}

	<u>Installation Charge</u>	<u>Service Establishment Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
a. Equipment located in the central office				
Common equipment				
- each	\$289.72	\$2692.99	\$653.30	MDR
Per facility terminated when the system is equipped for originating records				
- each ^{2,5}	5.70	NO	6.22	MDX
Per tie line/special access voice grade channel or Primary Rate IS facility equipped for terminating records,				
- each	5.70	NO	.95	MDT
b. Special access voice grade (VG36) channel required between serving central office common equipment and data set on customer premises for operation of terminal equipment ³				
- each	RR	NO	RR	NA

/1/ See B.4. preceding.

/2/ Applies to each facility terminated whether or not an originating record is provided to the customer.

/3/ Rates and charges are applicable as set forth in Schedule Cal.P.U.C. No. 175-T, Section 7.5.3,(A) and (B).

/4/ Available only in those offices that are suitably equipped.

/5/ A facility is the physical or derived communications channel designated by the customer to be equipped for originating records.

/6/ SMDR-P is grandfathered effective October 30, 1998. See Schedule Cal.P.U.C. No. A2.1.2,A.4. SMDR-P will continue to be provided until October 30, 2000, at which time the service will be withdrawn.

4. CENTRAL OFFICE ELECTRONIC TANDEM SWITCHING (cont'd)

E. Rates and Charges (cont'd)

4. Station Message Detail Recording to Premises (SMDR-P)^{1,2} (cont'd)

<u>Nonrecurring</u>	<u>Charge</u>	<u>USOC</u>
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c. Additions and Changes

Account Codes-change in number of account code digits		
- per system	\$ 61.74	RCHMA
SMDR-P records changes from recording completed calls only to all calls attempted or vice versa		
- per system	49.40	RCHMC
Change in status of all station lines in customer group or individual facility from "records-not required" to "records-required"		
- each change	28.50	RCHMF

/1/ See B.4. preceding.

/2/ SMDR-P is grandfathered effective October 30, 1998. See Schedule Cal.P.U.C. No. A2.1.2,A.4. SMDR-P will continue to be provided until October 30, 2000, at which time the service will be withdrawn.

4. CENTRAL OFFICE ELECTRONIC TANDEM SWITCHING (cont'd)

E. Rates and Charges (cont'd)

5. Uniform Numbering/Automatic Alternate Routing (UN/AAR)^{1,5}

	<u>Installation Charge</u>	<u>Service Establishment Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
a. Common equipment - each	\$1296.63	\$4718.72	\$142.49	UNR
b. Route selection patterns - per UN/AAR pattern	28.50	NO	4.75	UNP
Per tie line/Special Access Voice Grade Channel or Primary Rate IS terminated in UN/AAR and/or ARS-D pattern(s) ² - each	NO	NO	2.14	UNF
Per facility for Automatic Overflow to DDD ³ - each	7.12	NO	35.91	UNO
		<u>Nonrecurring Charge</u>		<u>USOC</u>
c. Additions and Changes				
Additions, deletions or changes of routes or associated FRLs in existing patterns - per pattern		\$ 49.40		RCHUP
- addition of patterns, per pattern ⁴		RR		NA
Addition or deletion of a facility to an existing route - each		NO		NA
Additions or changes in "on-network" location code routing - per code		\$ 71.24		RCHUC

/1/ See B.2. and 6. preceding.

/2/ In addition, an ETS tie line/Special Access Voice Grade Channel termination is required at the rates and charges as shown in E.7. following.

/3/ In addition, a PBX trunk is required at the rates and charges as shown in Guidebook, Part 4, Section 2.

/4/ Apply rates and charges for USOC UNP preceding.

/5/ Available only in those offices that are suitably equipped.

5. CENTRAL OFFICE ELECTRONIC TANDEM SWITCHING (cont'd)

E. Rates and Charges (cont'd)

6. Customer Administration and Control Features (CA&C)^{1,5}

	<u>Installation Charge</u>	<u>Service Establishment Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
a. Central office equipment ²				
Common equipment				
- each ³	\$ 797.92	\$ 427.46	\$379.96	CAX
Facilities Administration and Control common equipment				
- each	159.58	2094.55	142.49	FA2
Traffic Data To Customer (Pollable)				
- common equipment	170.98	6782.36	189.98	PTA
- per queue equipped	42.75	NO	3.61	PTU
- per facility group equipped	42.75	NO	7.22	PTY

7. Electronic Tandem Switching (ETS)

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
Type Tie Line/special access voice grade channel termination- Each	\$ 52.25	\$ 23.75	ETX
Primary Rate IS - Intra Serving Arrangement Calling Connection ^{4,5} - each terminating arrangement	RR	RR	PRSCC

/1/ See B.5. preceding. This arrangement also requires at customer's premises a Customer Administration Center System. Data Speed 40/2 terminal equipment for LCAT, a Type 43 Teleprinter and a data set capable of providing the required transmission and bits per second needed for the operation of the CAC or LCAT.

/2/ A data set is required which must be capable of providing the required transmission and bits per second needed for the operation of the CAC or LCAT. A business individual line is also required for the data set.

/3/ This central office common equipment is required in connection with the furnishing of either or both the following two items.

/4/ Regulations Rates and Charges as set forth in Guidebook, Part 17, Section 2 are applicable.

/5/ Available only in those offices that are suitably equipped.

4. CENTRAL OFFICE ELECTRONIC TANDEM SWITCHING (cont'd)

E. Rates and Charges (cont'd)

7. Electronic Tandem Switching (ETS)¹ (cont'd)

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
Direct Digital Interface (DDI) to connect with a 1.544 Mbps digital channel ^{1,4,5}			
Rate for each unit, per CO per service order			
- Centrex to Centrex ²	RR	RR	DDACC
- Centrex to PBX ²	RR	RR	DDACP
- Centrex to IEC ³	RR	RR	DDACE

/1/ Available only in those offices that are suitably equipped.

/2/ In addition to rates and charges applicable to Special Access High Capacity Channel Termination as defined in Schedule Cal.P.U.C. No. 175-T, Section 7.5.8,(C).

/3/ In addition to the rates and charges applicable to a Special Access High Capacity Channel Termination as defined in Schedule Cal.P.U.C. No. 175-T, Section 7.5.8,(C) or FCC 128.

/4/ Regulations, Rates and Charges as set forth in Guidebook, Part 5, Section 1 are applicable.

/5/ See Guidebook, Part 5, Section 1. preceding.

5. OPTIONAL FEATURES

A. Traffic Data Collection

1. Description

Traffic Data Collection equipment provides the usage information required to administer the attendant consoles and trunking requirements. One such arrangement is:

Selected Traffic Data to Customer Traffic Feature (CTRF) which is an arrangement of the Central Office Equipment that has the capability of traffic data collection.

2. Regulations

a. Feature

CTRF is a feature of the Central Office (CO) that provides traffic data for Centrex CO Systems. CTRF is offered where facilities and operating conditions permit. CTRF collects traffic data related to customer's attendant positions, trunk groups and miscellaneous traffic counts. After the traffic information is collected, it is transmitted to the customer's premises over a dedicated facility. The total number of channels available for a CTRF per CO is limited to the availability of facilities and CO capacity as determined by the Company.

b. Customer Traffic Group (CTFG)

CTFG identifies the data in the Central Office Equipment that describes the traffic counts to be collected and printed for a customer.

Usually only one CTFG is required per customer. Additional CTFGs must be added when the customer exceeds 245 traffic counts or when specified traffic data is to be printed at different time intervals.

5. OPTIONAL FEATURES (cont'd)**A. Traffic Data Collection (cont'd)****2. Regulations (cont'd)****c. Traffic Counts**

There are four types of traffic data provided with CTFG. They are as follows:

Incoming call peg count
Outgoing call peg count

Overflow peg count
Traffic usage

The customer can specify the rate at which the traffic counts are to be printed (maximum of once every half hour or minimum once per day). The items printed, as well as the report format, is variable and can be arranged by customer request to the Company.

Non-Usage Trunk Scan (NUTS) prints a list of customer trunks (except those using simulated facilities) that have not been found traffic busy on incoming or outgoing calls during the preceding two hours. NUTS is an optional feature to CTRF and must be ordered with LUTS.

Locked-Up Trunk Scan (LUTS) identifies trunks that have been locked up (off-hook) during the preceding two hours. LUTS is an optional feature of CTRF and must be ordered with NUTS.

d. Traffic Labels

A Traffic Label is a three character acronym (alpha, numerical or a combination of both) used to identify traffic counts. The customer may use standard traffic labels established for CTRF or develop unique labels.

Labels can be used as either column headers (in which case, there would be five columns) or as row labels (in which case, the label would be followed by five counts).

e. Data Group (DAG)

DAG is an arbitrary assignment to identify a customer's multi-line hunt group in the Central Office Equipment.

f. Non-Usage Trunk Scan (NUTS) and Locked-UP Trunk Scan (LUTS)

NUTS/LUTS inhibit arrangement provides a method of stopping the collection of certain traffic data items.

5. OPTIONAL FEATURES (cont'd)

A. Traffic Data Collection (cont'd)

3. Rates and Charges

		<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
a. Central Office Equipment ¹				
(1) Common equipment, including the first Customer Traffic Group (CTFG) and one each traffic count, traffic label and data group	- per system	\$ 522.45	\$185.23	NFB
(2) Additional Components				
- CTFG, each		5.70	.95	NF1
- traffic count, each		8.55	1.52	NF3
- traffic label, each		.95	.09	NF4
- data group, each		3.80	.71	NF5
(3) Equipment for queuing per queue (one required per multi-line group)	- each	3.80	.71	NFS
(4) Central Office data set required for channel interface	- each	759.93	128.24	NFC

/1/ Available only in those offices that are suitably equipped.

5 OPTIONAL FEATURES (cont'd)

- A. Traffic Data Collection (cont'd)
- 3. Rates and Charges (cont'd)

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
b. NUTS/LUTS Report			
(1) Common equipment for NUTS/LUTS associated with first CTFG			
- each	\$ 29.45	\$ 23.04	NFJ
(2) Additional equipment for NUTS/LUTS report associated with each additional CTFG			
- each	2.85	.33	NFT
(3) Trunk associated with a NUTS/LUTS report			
- each	1.90	.66	NFL
(4) NUTS/LUTS inhibit arrangement			
- each	9.50	1.42	NFM
c. NUTS/LUTS Arrangements			
- internally mounted keys may be used in connection with the channel shown below to operate the inhibit arrangement ^{/1}	RR	RR	NA
- each 1001 type channels ^{/2}	RR	RR	NA (C)
d. Rearrangements			
- subsequent rearrangements to the customer's printout format, for CTFG, Traffic Count, Traffic Label or Data Group ^{/3}	RR	RR	NA (C)

/1/ Where separately mounted keys are required, they must be provided by the customer.

/2/ Apply rates and charges as shown in Schedule Cal. P.U.C. No. B3.2.1.

/3/ Apply appropriate charges as shown in Guidebook, Part 3, Section 1, plus applicable charges to the rearrangement of items requested.

(C)

6. CENTREX MILITARY TRUNKS

A. Applicability

Applicable to Centrex Trunk Line Service furnished to U.S. Departments of the Army, Navy and Air Force.

B. Regulations

1. Centrex trunk line service will be furnished in connection with dial telephone systems of the U.S. Departments of the Army, Navy and Air Force in accordance with Guidebook, Part 8, Section 8.
2. Rates for Centrex trunk line service include:
 - a. Incoming local central office trunks arranged to transmit the last four digits of a seven digit telephone number to the customer's dial switching facility.
 - b. Seven digit identification of outward toll and Zone 3 Zone Usage Measurement traffic.
 - c. Detail billing of toll traffic and Zone 3 Zone Usage Measurement traffic by a seven digit telephone number.
3. In the event Centrex trunk lines incoming to the customer's dial switching facility are not retained in conjunction with exchange service for a period of five years, the customer shall pay to the Company upon demand, the amount of the "Basic Termination Charge" for each Centrex trunk line discontinued, less one sixtieth (1/60) of that amount for each full month such line was retained in service. The last Centrex trunk line installed shall be considered to be the first Centrex trunk line removed.

Where the entire service is discontinued, the "Basic Termination Charge" shall be based on the minimum number of Centrex trunk lines as shown in B. following, and, where applicable, on the Centrex trunk lines discontinued which were in addition to the minimum.

4. The customer shall provide mechanical facilities, arranged for no-charge supervision, for intercepting unassigned telephone numbers.

6. CENTREX MILITARY TRUNKS (cont'd)**B. Regulations (cont'd)**

5. In the event the Company changes its method of operation of serving arrangement, the customer shall suitably arrange their equipment to be compatible with the Company's equipment or method of operation.
6. These rates, charges and regulations apply only to service ordered or in-service on or before April 10, 1980, furnished to the same or superseding customer on the same premises. Where Centrex Trunk Line Service has been established for a customer, additional Centrex Trunk Lines may be added to the existing service.

C. Rates and Charges

	<u>BASIC TERMINATION CHARGE</u>	<u>MONTHLY RATE</u>
Centrex Trunk Lines		
- each Centrex trunk line ¹	\$ 349.57	\$ 13.11

/1/ The minimum monthly rate for trunk lines is that for twenty such trunk lines. The monthly rate is in addition to rates and charges applicable to Commercial Private Branch Exchange Trunk Line Service in Guidebook, Part 4, Section 2.

7. MECHANIZED SWITCHING SYSTEM SERVICE

A. Regulations

1. Mechanized Switching System Service is furnished within the exchange area of the San Francisco exchange as said exchange is defined on maps in the Guidebook.
2. The rates for mechanized switching system service lines include the following service and equipment arrangements:
 - a. Mechanized switching service line with or without a telephone set.
 - b. Circuits and switching equipment necessary to handle dial intercommunication between stations and traffic between attendant positions and the switching system.
 - c. Each station line in the system can be called from outside the system either directly (direct inward dialing) or through the attendant.
 - d. Each station line in the system can call outside the system either directly (direct outward dialing) or through the attendant. Zone calling (ZUM) units or toll calls will be identified with the number of the calling line.
 - e. Direct inward dialed calls to vacant terminals will be automatically intercepted and given an appropriate prerecorded announcement.
 - f. Incoming calls may be transferred between stations in the system. See 6. following.
3. The offering of mechanized switching system service is conditioned upon the Company being furnished the necessary space on the customer's premises for equipment to provide the service.

7. MECHANIZED SWITCHING SYSTEM SERVICE (cont'd)**A. Regulations (cont'd)**

4. The switching equipment required to provide the mechanized switching system service will be furnished by the Company subject to a contract with the customer providing as follows:

If the entire service is discontinued during the first ten (10) year period following installation, the customer shall pay to the Company, upon demand, a basic termination charge comprising the total cost of the switching equipment and its installation, less the value of recoverable equipment, plus the estimated cost of removal, less a credit of 1/120 of said charge for each month the switching equipment was retained in service. If a portion of the stations are removed during said ten (10) year period and if a portion of the switching equipment is then no longer required to provide the service, the customer shall pay to the Company, upon demand, a prorated portion of the foregoing basic termination charge, except that there shall be no termination charge applicable to the first 500 stations installed in the system. For this purpose the last 500 stations removed shall be deemed to be the first 500 stations installed.

Upon request of the customer to move the entire mechanized switching system service from one location to another location on the same premises or to other premises of the customer, which move is acceptable to the Company and is within the same telephone exchange area, the Company shall transfer the switching equipment or at the Company's option, install replacing switching equipment, subject to the following regulations:

- a. If said transfer is made during the first ten year period following installation of the mechanized switching equipment, the customer shall pay to the Company, upon demand, an amount equal to the actual cost of transferring said switching equipment.
- b. If said transfer is made after the first ten year period following the installation of the mechanized switching equipment, the customer shall execute a new agreement with the Company in which the "basic termination charge" shall be the actual cost of transferring said switching equipment.
- c. The Company's estimate of cost of transferring the switching equipment shall be substituted for the actual cost of transferring the switching equipment when replacing switching equipment is installed by the Company in lieu of transferring the switching equipment.

7. MECHANIZED SWITCHING SYSTEM SERVICE (cont'd)**A. Regulations (cont'd)**

5. Except as otherwise provided in this schedule, service and equipment arrangements or rearrangements available in connection with Commercial PBX Service will be furnished in connection with Mechanized Switching System Service in accordance with the rates, charges and provisions applicable to Commercial PBX Service for such arrangements or rearrangements.
6. Auxiliary manual or dial switching equipment or subsidiary dial switching equipment will be provided, in connection with mechanized switching system service only on the same premises. Stations associated with the auxiliary or subsidiary equipment are mechanized switching stations and form a part of a mechanized switching system. They are combined with those of the main mechanized switching system for purposes of determining charges.
7. Where equipment and operating conditions permit, transfer of calls between stations involving stations connected to a subsidiary or auxiliary system may be provided and at additional charges where additional circuits and equipment are required.
8. The rates and regulations apply only to systems ordered or in service on or before February 21, 1962, furnished to the same or superseding customer on the same premises.
9. Attendant positions of the 607A type are also required with this service.

7. MECHANIZED SWITCHING SYSTEM SERVICE (cont'd)

B. Rates and Charges

1. Lines, Stations and Associated Equipment, Rotary Service only¹

	<u>Monthly Rate</u>	<u>USOC</u>
Station or extension lines: With telephone, each station or extension line requires a line and telephone		
Line		
- primary station line	\$ 3.13	RXR++
- extension station line	3.13	RX7++
Without telephone in connection with Company-Provided equipment		
- primary station line	3.13	RX2++
- extension station line	3.13	RX8++
Each authorized customer-provided telephone set or equipment		
- primary station line	3.13	RX2N+
- extension station line	3.13	RX8NF
2. Terminations of Tie Lines or Special Access Voice Grade Channels		
Arrangement of a tie line or private line to select and be selected by the stations of a mechanized switching system		
- each ²	RR	TLS

3. Trunk Line Service and Unit Rate:

Message rate trunk line service in connection with mechanized switching system service will be provided in accordance with the rates listed for commercial PBX trunk lines or business PBX trunk lines in the following schedules, which also include rates for units of local message usage:

<u>Guidebook</u>	<u>Title of Schedule</u>
Part 4, Section 2	Private Branch Exchange Trunks
Part 4, Section 3	Foreign Exchange Service

/1/ Minimum requirement is 500 lines with or without stations.

/2/ Rate as set forth in Guidebook, Part 5, Section 1.