

1. CENTREX SERVICE

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.

1.1 Terms and Conditions

- A. All services and features will only be furnished where co facilities and operating conditions permit.
- B. A minimum of 5 Centrex lines are required to form a Centrex System.
- C. End User Common Line (EUCL) as defined in Schedule Cal.P.U.C. No. 175-T will be added to each Centrex Line.

1.2 Rates

- A. Station and Lines

| | <u>Installation Charge</u> | <u>Service Establishment Charge</u> | <u>Monthly Rate</u> | <u>USOC</u> |
|--|--------------------------------|---|-------------------------|-------------|
| 1. Primary Lines/Primary - Semi-Restricted Lines | | | | |
| 5 line minimum (ESS;DSS) ^{/1/} | | | | |
| a. Basic Centrex Features | | | | |
| Initial charge to establish service, 5 lines up to and including 19 lines | | | | |
| - per system | NO | \$200.00 | NO | RXR++ |
| - per line, 5 lines up to and including 10 lines | \$28.00 | NO | \$284.00 (I) | RXR++ |
| - per line, 11 lines up to and including 19 lines | 28.00 | 20.00 | 284.00 (I) | RXR++ |
| Initial charge to establish service, 20 lines and over | | | | |
| - per system | NO | 400.00 | NO | |
| - per line | | NO | 284.00 (I) | RXR++ |

/1/ See California Guidebook Part 5, Section 1, Regulations.

1. CENTREX SERVICE (cont'd)**1.2 Rates (cont'd)****A. Station and Lines (cont'd)**

| | <u>Installation Charge</u> | <u>Service Establishment Charge</u> | <u>Monthly Rate</u> | <u>USOC</u> |
|---|--------------------------------|---|-------------------------|-------------|
| 1. Primary Lines/Primary - Semi-Restricted Lines (cont'd) | | | | |
| b. Basic Centrex Features | | | | |
| Subsequent charge | | | | |
| - per line, up to and including 10 lines ^{/2/} | \$28.00 | NO | \$284.00 (I) | RXR++ |
| - per line, 11 lines up to and including 19 lines ^{/1,2/} | 28.00 | \$20.00 | 284.00 (I) | RXR++ |
| - per line, 20 lines and over | 28.00 | NO | 284.00 (I) | RXR++ |

/1/ The Service Establishment Charge is not applicable to the reconnection of Primary/Primary Semi-Restricted Lines, same or different telephone number.

/2/ The Service Establishment Charge is applicable to the initial installation of 11 through 19 lines in a Centrex system.

1. CENTREX SERVICE (cont'd)

1.2 RATES (cont'd)

A. STATION AND LINES (cont'd)

| | <u>Installation Charge</u> | <u>Service Establishment Charge</u> | <u>Monthly Rate</u> | <u>USOC</u> |
|--|--------------------------------|---|-------------------------|-------------|
| 1. PRIMARY LINES/PRIMARY - SEMI-RESTRICTED LINES (cont'd) | | | | |
| c. Basic Centrex Access ^{1,2} - per access facility Measured Rate Service | \$45.00 | NO | \$16.95 | AAF |
| 2. PRIMARY INTERIOR LINES | | | | |
| a. per line | 28.00 | | 3.75 | RX5++ |
| b. per access facility | 45.00 | | 14.40 | AAF |

/1/ One required for each Centrex Line (Basic Centrex Features Component.)

/2/ Local message units and Zone Usage Measurement (ZUM) units apply as set forth in California Guidebook Part 4, Section 2, or message toll charges apply as set forth in California Guidebook Part 9, Section 1.

1. CENTREX SERVICE (cont'd)

1.2 RATES (cont'd)

C. STATION-CONTROLLED FEATURES

| | <u>Installation Charge</u> | <u>Service Establishment Charge</u> | <u>Monthly Rate</u> | <u>USOC</u> |
|---|--------------------------------|---|-------------------------|-------------|
| 1. INDIVIDUAL FEATURES ² | | | | |
| a. Call Forwarding-Don't Answer ¹ | | | | |
| Forwards 800 Calls only - Each ¹ | \$5.00 | \$ NO | \$.50 | E9GWA |
| b. Call Forwarding-Variable ¹ (limited) | | | | |
| 800 Service line equipped - Each ¹ | 5.00 | NO | .50 | EATWA |
| c. Call Pickup ¹ | | | | |
| - Each 800 Service line equipped ^{1,3} | 5.00 | NO | .50 | E3PWA |
| d. Call Transfer-Individual-all calls; Consultation Hold-all calls; and Three-Way Calling: ¹ | | | | |
| - Each 800 Service line in the System ^{1,3} | 5.00 | NO | 1.00 | E8AWA |

/1/ See California Guidebook Part 5, Section 1.

/2/ Available only in those offices that are suitably equipped.

/3/ Centrex service must be equipped with Station Transfer, Consultation Hold and Three-Way Calling. See California Guidebook Part 5 Section 1, and Part 15 Section 2.

1. CENTREX SERVICE (cont'd)

1.2 RATES (cont'd)

C. STATION-CONTROLLED FEATURES (cont'd)

| | <u>Installation Charge</u> | <u>Service Establishment Charge</u> | <u>Monthly Rate</u> | <u>USOC</u> |
|--|--------------------------------|---|-------------------------|-------------|
| 1. INDIVIDUAL FEATURES ² (cont'd) | | | | |
| e. Call Forwarding Over Private Facilities ¹ | | | | |
| - Common equipment, per system ¹ | \$ 45.00 | \$525.00 | \$126.00 | EAY |
| - Each primary station line equipped | 1.00 | NO | 4.60 | EAP |
| f. Conference Calling ¹ (Stations) | | | | |
| - Each arrangement (ESS 6 PORT) | 1700.00 | NO | 69.00 | EAN |
| - Each station (DMS-100 6 PORT) | 5.00 | NO | 2.00 | DMS6P |
| - Each system equipped | 130.00 | NO | 40.00 | SWC |
| - Each line equipped (5ESS 6 PORT) | 14.50 | NO | NO | SWCLN |
| Preset Conference | | | | |
| - Each Station | 5.00 | NO | 2.00 | DMSPC |
| g. Busy Verification ¹ | | | | |
| Common equipment to provide attendant access to primary switching equipment: | | | | |
| - ESS ³ | 350.00 | NO | 8.25 | B24 |

/1/ See Schedule California Guidebook Part 5, Section 1.

/2/ Available only in those offices that are suitably equipped.

1. CENTREX SERVICE (cont'd)

1.2 RATES (cont'd)

C. STATION-CONTROLLED FEATURES (cont'd)

| | <u>Installation Charge</u> | <u>Monthly Rate</u> | <u>USOC</u> |
|--|--------------------------------|-------------------------|-------------|
| 1. INDIVIDUAL FEATURES ² (cont'd) | | | |
| h. Centrex Direct Connect ¹ | | | |
| - Each primary line equipped ¹ | \$ 5.00 | \$ 1.00 | DMSAL |
| i. 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 ³ | NO | 21.40 | RXNAA |

/1/ See California Guidebook Part 5, Section 1.

/2/ Available only in those offices that are suitably equipped.

/3/ Charge for RXNAA is in addition to the rates and charges applicable to the supplemental equipment service furnished.

1. CENTREX SERVICE (cont'd)

1.2 RATES (cont'd)

C. STATION-CONTROLLED FEATURES (cont'd)

| | <u>Installation Charge</u> | <u>Service Establishment Charge</u> | <u>Monthly Rate</u> | <u>USOC</u> |
|--|--------------------------------|---|-------------------------|-------------|
| 1. INDIVIDUAL FEATURES ¹ (cont'd) | | | | |
| j. Selected Customer Control of Facilities (SCCOF) ^{1,2} | | | | |
| - Common equipment, per system | \$55.00 | \$200.00 | \$16.80 | SFY |
| - Each facility group to which access is denied ³ | 17.00 | NO | 6.05 | SFF |
| | | <u>Nonrecurring Charge</u> | | |
| k. Call Forwarding - Reminder Ring ² Furnished with Call Forwarding Variable and Call Forwarding Over Private Facilities | | | | |
| - Initial | | NO | | |
| - Subsequent | | | | |
| - Each primary station line equipped | | \$15.00 | | |
| | <u>Installation Charge</u> | <u>Service Establishment Charge</u> | <u>Monthly Rate</u> | <u>USOC</u> |
| l. DID-DOD transfer ^{1,4} | | | | |
| - Per system | 200.00 | NO | NO | DDT |

/1/ Available only in those offices that are suitably equipped.

/2/ See California Guidebook Part 5, Section 1.

/3/ 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 California Guidebook Part 5, Section 1, Regulation A.1.aa.) or a Special Access Voice Grade Channel as set forth in Schedule Cal.P.U.C. No. 175-T, Section 7.5.3.

/4/ See California Guidebook Part 5, Section 1 and Schedule Cal.P.U.C. No. C.10.1.

1. CENTREX SERVICE (cont'd)

1.2 RATES (cont'd)

C. STATION-CONTROLLED FEATURES (cont'd)

| | <u>Installation Charge</u> | <u>Monthly Rate</u> | <u>USOC</u> |
|---|--------------------------------|-------------------------|-------------|
| 1. INDIVIDUAL FEATURES ² (cont'd) | | | |
| m. Station Message Waiting ¹ | | | |
| With Stutter Dial Tone | | | |
| - Each | \$ 30.00 | \$ 2.75 | EWS |
| n. System Distinctive Ringing ¹ | | | |
| - Per System | 60.00 | 60.00 | GDR |
| o. Meet Me Conference Small ¹ | | | |
| - Per System Equipped | 150.00 | 45.00 | MMESM |
| p. Meet Me Conference Large ¹ | | | |
| - Per System Equipped | 185.00 | 165.00 | MMELG |
| q. Station Controlled Conference Large ¹ | | | |
| - Per System Equipped | 185.00 | 165.00 | CCS |
| - Per line Equipped | 17.00 | NO | CCSLG |
| r. Call Forwarding - Personal | | | |
| Call Screening ¹ | | | |
| - Per System | 125.00 | NO | CFPCS |

/1/ See California Guidebook Part 5, Section 1.

/2/ Available only in those offices that are suitably equipped.

1. CENTREX SERVICE (cont'd)

1.2 RATES (cont'd)

C. STATION-CONTROLLED FEATURES (cont'd)

| | <u>Installation Charge</u> | <u>Monthly Rate</u> | <u>USOC</u> |
|---|--------------------------------|-------------------------|-------------|
| 1. INDIVIDUAL FEATURES ¹ (cont'd) | | | |
| s. Priority Ringing ^{1,2} - Each primary line equipped ² | \$ 5.00 | \$2.00 | RNGPR |
| t. Select Call Forwarding ^{1,2} - Each primary line equipped ² | 5.00 | 2.25 | SCF |
| u. Repeat Dialing ^{1,2} - Each primary line equipped ² | 5.00 | 2.00 | DLGRP |
| v. Select Call Acceptance ^{1,2} - Each primary line equipped | 25.00 | 6.00 | CALAC |

/1/ Available only in those offices that are suitably equipped.

/2/ See California Guidebook Part 8, Section 10.

1. CENTREX SERVICE (cont'd)

1.2 RATES (cont'd)

C. STATION-CONTROLLED FEATURES (cont'd)

| | <u>Installation Charge</u> | <u>Monthly Rate</u> | <u>USOC</u> |
|---|--------------------------------|-------------------------|-------------|
| 1. INDIVIDUAL FEATURES ¹ (cont'd) | | | |
| w. Miscellaneous Change Charge | | | |
| Speeding Calling ¹ Addition to, removal of or change in telephone numbers in a list - group of 10 numbers or fraction thereof | | | |
| - Per group | \$ 5.00 | \$ NO | NA |
| Basic Feature Offerings ¹ Add (including 9+ treatment codes), change, rearrange or modify Centrex Basic Feature arrangement | | | |
| - Per system | 30.00 | | |
| - Per line | 5.00 | | |
| Priority Ringing, Select Call Forwarding, Repeat Dialing, Select Call Acceptance ¹ To change access code | | | |
| - Each access code | 105.00 | NO | CDCHG |

/1/ See California Guidebook Part 8, Section 10.

1. CENTREX SERVICE (cont'd)

1.2 RATES (cont'd)

C. STATION-CONTROLLED FEATURES (cont'd)

| | <u>Installation Charge</u> | <u>Monthly Rate</u> | <u>USOC</u> |
|--|--------------------------------|-------------------------|-------------|
| 1. INDIVIDUAL FEATURES ² (cont'd) | | | |
| x. Call Forwarding ¹ | | | |
| Busy Line Primary Station Line equipped: | | | |
| Forwards DID, CCSA calls only | | | |
| - Each ¹ | \$5.00 | \$.50 | E6G |
| Forwards DID, CCSA, tie line and Special Access Voice Grade Channel calls | | | |
| - Each ¹ | 5.00 | .50 | E6GNC |
| Forwards DID, CCSA, tie line, Special Access Voice Grade Channel and station to station calls | | | |
| - Each ¹ | 5.00 | .50 | E6GUR |
| Don't Answer Primary station line equipped: | | | |
| Forwards DID and CCSA calls only | | | |
| - Each | 5.00 | .50 | E9G |

/1/ See California Guidebook Part 5, Section 1.

/2/ Available only in those offices that are suitably equipped.

1. CENTREX SERVICE (cont'd)

1.2 RATES (cont'd)

C. STATION-CONTROLLED FEATURES (cont'd)

| | <u>Installation Charge</u> | <u>Monthly Rate</u> | <u>USOC</u> |
|---|--------------------------------|-------------------------|-------------|
| 1. INDIVIDUAL FEATURES ² (cont'd) | | | |
| x. Call Forwarding ¹ (cont'd) | | | |
| Don't Answer (cont'd) | | | |
| Primary Station Line equipped: | | | |
| Forwards DID, CCSA, tie line, and special access voice grade channel calls | | | |
| - Each ¹ | \$5.00 | \$.50 | E9GNC |
| Forwards DID, CCSA, tie line and special access voice grade channel and station to station calls | | | |
| - Each ¹ | 5.00 | .50 | E9GUR |
| Variable (limited) ¹ | | | |
| Primary station line or attendant loop equipped | | | |
| - Each ¹ | 5.00 | .50 | EAT |
| Variable (unlimited) ¹ | | | |
| Primary station line or attendant loop equipped | | | |
| - Each ¹ | 5.00 | .50 | ESMCS |

/1/ See California Guidebook Part 5, Section 1.

/2/ Available only in those offices that are suitably equipped.

1. CENTREX SERVICE (cont'd)

1.2 RATES (cont'd)

C. STATION-CONTROLLED FEATURES (cont'd)

| | <u>Installation Charge</u> | <u>Monthly Rate</u> | <u>USOC</u> |
|---|--------------------------------|-------------------------|-------------|
| 1. INDIVIDUAL FEATURES ² (cont'd) | | | |
| x. Call Forwarding ¹ (cont'd) | | | |
| Customer Programmable ¹ Primary Station Line equipped: | | | |
| Forwards DID, CCSA, tie line, and interexchange channel – interwire center private line calls | | | |
| - Each ¹ | \$5.00 | \$.50 | E5GPR |
| Forwards DID, CCSA, tie line, interexchange channel – interwire center private line and station to station calls | | | |
| - Each ¹ | 5.00 | .50 | E5GPA |
| Call Forwarding - Internal/External Splits ¹ | | | |
| Forwards DID, CCSA, tie line, interexchange channel – interwire center private lines and station to station calls | | | |
| - Each ¹ | 5.00 | .50 | E7GBY |
| Forwards DID, CCSA, tie line, interexchange channel – interwire center private lines | | | |
| - Each ¹ | 5.00 | .50 | E7GDA |

/1/ See California Guidebook Part 8, Section 10.

/2/ Available only in those offices that are suitably equipped.

1. CENTREX SERVICE (cont'd)

1.2 RATES (cont'd)

C. STATION-CONTROLLED FEATURES (cont'd)

| | <u>Installation Charge</u> | <u>Monthly Rate</u> | <u>USOC</u> |
|--|--------------------------------|-------------------------|-------------|
| 1. INDIVIDUAL FEATURES ² (cont'd) | | | |
| y. Call Hold ¹ | | | |
| - Each primary line equipped ¹ | \$ 5.00 | \$.50 | EAB |
| z. Call Pickup ¹ | | | |
| Initial charge when establishing Centrex service | | | |
| - Each call Pickup group ⁴ | NO | 19.25 | E3N++ |
| - Each primary line – equipped ^{1,3} | 5.00 | .50 | E3P++ |
| Subsequent charge | | | |
| - Each call Pickup group ⁴ | 100.00 | 19.25 | E3N++ |
| - Each primary line – equipped ⁶ | 5.00 | .50 | E3P++ |
| aa. Directed Call Pickup ¹ | | | |
| Initial charge when establishing Centrex service | | | |
| - Each call Pickup group ⁴ | NO | 19.25 | DPG++ |
| - Each primary line – equipped ¹ | 5.00 | .50 | DMA++ |
| Subsequent charge | | | |
| - Each call pickup group ⁴ | 100.00 | 19.25 | DPG++ |
| - Each primary line equipped ¹ | 5.00 | .50 | DMA++ |

NOTE 1: See California Guidebook Part 5, Section 1.

NOTE 2: Available only in those offices that are suitably equipped.

NOTE 3: Offered with Centrex Service that is equipped with Station Transfer, Consultation Hold and Three-Way Calling. Also see California Guidebook Part 5, Section 1 Part 15, Section 2.

NOTE 4: System feature only.

1. CENTREX SERVICE (cont'd)

1.2 RATES (cont'd)

C. STATION-CONTROLLED FEATURES (cont'd)

| | <u>Installation Charge</u> | <u>Monthly Rate</u> | <u>USOC</u> |
|--|--------------------------------|-------------------------|-------------|
| 1. INDIVIDUAL FEATURES ² (cont'd) | | | |
| ab. Speed Calling ¹ | | | |
| Primary line equipped for individual (6-10 numbers) | | | |
| - Each ¹ | \$5.00 | \$.50 | E3G |
| Customer changeable, primary line equipped for individual (6-10 numbers) | | | |
| - Each ¹ | 5.00 | 1.50 | ESHC6 |

/1/ See California Guidebook Part 8, Section 10.

/2/ Available only in those offices that are suitably equipped.

1. CENTREX SERVICE (cont'd)

1.2 RATES (cont'd)

C. STATION-CONTROLLED FEATURES (cont'd)

| | <u>Installation Charge</u> | <u>Monthly Rate</u> | <u>USOC</u> |
|---|--------------------------------|-------------------------|-------------|
| 1. INDIVIDUAL FEATURES ² (cont'd) | | | |
| ac. Exchange and Toll Message Diverting - All Rate Groups | | | |
| Each diverting equipment for Unrestricted ³ lines having the same diverting arrangement | | | |
| - Each ¹ | \$ 5.00 | \$.50 | RXL |
| ad. Message Waiting Indicator | | | |
| - First line feature per order ¹ | 13.00 | .50 | EMW |
| - Each additional line feature, same service order ¹ | 1.00 | .50 | EMW |
| ae. Call Park ¹ | | | |
| - Each primary station line equipped ¹ | 5.00 | .75 | DMSCP |
| af. Executive Busy Override ¹ | | | |
| - Each primary station line equipped ¹ | 5.00 | .50 | DMSEB |
| ag. Executive Busy Override/Exempt | | | |
| - Each primary Station line equipped ¹ | 5.00 | .50 | DMSBR |

/1/ See California Guidebook, Part 5, Section 1.

/2/ Available only in those offices that are suitably equipped.

/3/ Includes Primary semi-restricted lines.

1. CENTREX SERVICE (cont'd)

1.2 RATES (cont'd)

C. STATION-CONTROLLED FEATURES (cont'd)

| | <u>Installation Charge</u> | <u>Monthly Rate</u> | <u>USOC</u> |
|---|--------------------------------|-------------------------|-------------|
| 1. INDIVIDUAL FEATURES ² (cont'd) | | | |
| ah. Make Set Busy ¹ | | | |
| - Each primary station Line Equipped | \$5.00 | \$.50 | DMSSB |
| ai. Last Number Redial ¹ | | | |
| - Each primary station line equipped | 5.00 | .50 | DMSLR |
| aj. Directed Call Park | | | |
| - Each primary station line equipped ¹ | 5.00 | .75 | CPARK |
| ak. Automatic Answer Back | | | |
| - Each ³ | 5.00 | 5.00 | DMSAA |

/1/ See California Guidebook Part 5, Section 1.

/2/ Available only in those offices that are suitably equipped.

/3/ Apply appropriate Rates, Charges and Regulations as set forth in California Guidebook Part 5, Section 1.

1. CENTREX SERVICE (cont'd)

1.2 RATES (cont'd)

C. STATION-CONTROLLED FEATURES (cont'd)

| | <u>Installation Charge</u> | <u>Service Establishment Charge</u> | <u>Monthly Rate</u> | <u>USOC</u> |
|---|--------------------------------|---|-------------------------|-------------|
| 1. INDIVIDUAL FEATURES ² (cont'd) | | | | |
| al. Automatic Call Back ¹ | | | | |
| - Common equipment per system ³ | \$45.00 | \$515.00 | \$55.65 | ACY |
| - Each primary station equipped ⁵ | 5.00 | NO | 1.00 | SAK |
| am. Call Waiting ^{4,6} | | | | |
| Incoming (DID & CCSA calls only) | | | | |
| - Each primary line equipped ⁵ | 5.00 | NO | 1.00 | E6CCS |
| Intragroup (station to station, tie trunk and attendant calls) | | | | |
| - Each primary line equipped ⁵ | 5.00 | NO | 1.00 | E6N |
| Originating (station to station calls only) | | | | |
| Primary, interior or primary semi-restricted line equipped | | | | |
| - Each ⁵ | 5.00 | NO | 1.00 | ESZ |

/1/ See 1.2.C.3.c.

/2/ Available only in those offices that are suitably equipped.

/3/ System feature only.

/4/ Refer to California Guidebook Part 7, Section 4, for Cancel Call Waiting feature offering.

/5/ See 1.2.C.1.a.

/6/ See 1.2.C.3.k.

1. CENTREX SERVICE (cont'd)

1.2 RATES (cont'd)

C. STATION-CONTROLLED FEATURES (cont'd)

| | <u>Installation Charge</u> | <u>Service Establishment Charge</u> | <u>Monthly Rate</u> | <u>USOC</u> |
|--|--------------------------------|---|-------------------------|-------------|
| 1. INDIVIDUAL FEATURES ² (cont'd) | | | | |
| an. Dial Call Waiting ⁴ - Each primary line equipped | \$5.00 | NO | \$1.00 | NA |
| ao. Centrex Direct Connect - Each primary line equipped ⁵ | RR | NO | RR | DMSAL |
| ap. Distinctive Ringing and Call Waiting Tone: ¹ | | | | |
| Common equipment for Class B or Class C ringing/tone | | | | |
| - Per system ³ | \$75.00 | \$126.00 | \$41.00 | DRR |
| Class B ringing/tone, primary station line equipped | | | | |
| - Each ¹ | 5.00 | NO | 1.00 | BRT |
| Class C tone, primary station line equipped with Call Waiting Originating | | | | |
| - Each ¹ | 5.00 | NO | 1.00 | ODT |
| Class C ringing/tone preemptible SCAN (Autovan) access line terminal | | | | |
| - Each ¹ | 5.00 | NO | 1.00 | CCN |

/1/ See Schedule California Guidebook Part 5, Section 1.

/2/ Available only in those offices that are suitably equipped.

/3/ System feature only.

/4/ See 1.2.C.1.k.

/5/ Apply appropriate Rates, Charges and Regulations as set forth in California Guidebook Part 5, Section 1.

1. CENTREX SERVICE (cont'd)

1.2 RATES (cont'd)

C. STATION-CONTROLLED FEATURES (cont'd)

| | <u>Installation Charge</u> | <u>Monthly Rate</u> | <u>USOC</u> |
|--|--------------------------------|-------------------------|-------------|
| 1. INDIVIDUAL FEATURES ² (cont'd) | | | |
| aq. Speed Calling ¹ | | | |
| Primary line equipped for group (30 numbers) | | | |
| - Each ¹ | \$5.00 | \$1.00 | E2G |
| Customer changeable, primary line equipped for groups | | | |
| - Each 30 numbers ¹ | 5.00 | 1.70 | ESHC3 |
| - Each 30 numbers ¹ | 5.00 | 1.70 | SPD30 |
| - Each 50 numbers ¹ | 5.00 | 1.85 | SPD50 |
| - Each 70 numbers ¹ | 5.00 | 2.00 | SPD70 |
| Customer changeable, primary line equipped for individual | | | |
| - Each 30 numbers ¹ | 5.00 | 1.50 | SPC30 |
| - Each 50 numbers ¹ | 5.00 | 1.65 | SPC50 |
| - Each 70 numbers ¹ | 5.00 | 1.80 | SPC70 |
| ar. Group Intercom ¹ | | | |
| - Each primary station equipped | 5.00 | 3.25 | DMSGC |
| as. Network Speed Calling ¹ | | | |
| - Each primary station equipped | 5.00 | 1.50 | DMSNS |

/1/ See California Guidebook Part 5, Section 1..

/2/ Available only in those offices that are suitably equipped.

1. CENTREX SERVICE (cont'd)

1.2 RATES (cont'd)

C. STATION-CONTROLLED FEATURES (cont'd)

| | <u>Installation Charge</u> | <u>Monthly Rate</u> | <u>USOC</u> |
|---|--------------------------------|-------------------------|-------------|
| 1. INDIVIDUAL FEATURES ¹ (cont'd) | | | |
| at. Call Return ³ | \$ 9.00 | \$ 2.00 | CALRT |
| au. Call Screen ³ | 9.00 | 2.00 | CALBL |
| av. Call Trace | 9.00 | 1.00 | CLRTR |
| aw. Remote Access to Call Forwarding ^{3,7} | | | |
| - Per line | 9.00 | 3.00 | RAFCA |
| - Charge PID | 24.00 | None | None |
| ax. Music On Hold ^{3,4,5,6} | | | |
| - System | 300.00 | 30.00 | MUSSY |
| - Station | 7.50 | .50 | MUSES |

/1/ Available only in those offices that are suitably equipped.

/2/ See California Guidebook Part 8, Section 10, Centrex Payment Plans.

/3/ See Schedule California Guidebook Part 8, Section 10.

/4/ Customer provided voice grade circuit from customer or music provider premises to Central office required as defined in California Out-of-Territory Guidebook Part 21, Section 2.

/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, or Airport Intercommunication Service.

/7/ Not available with Centrex IS or EBS.

1. CENTREX SERVICE (cont'd)

1.2 RATES (cont'd)

C. STATION-CONTROLLED FEATURES (cont'd)

| | <u>Installation Charge</u> | <u>Monthly Rate</u> | <u>USOC</u> |
|---|--------------------------------|-------------------------|-------------|
| 2. ELECTRONIC TELEPHONE FEATURES ^{1,2} | | | |
| a. Feature Display - Each | \$ 5.00 | \$ 2.00 | FDP |
| b. Query Time and Day - Each | 5.00 | .50 | DMSTD |
| c. Call Forward Reason Display ² - Per system - Each | 300.00 | 25.00 | FRWRD |
| d. Fast Transfer ² - Each | 9.00 | .50 | FSTXR |
| e. Repeat Alert ² - Each | 9.00 | .50 | RPTAL |
| f. Last Number Redial-Set ² - Each | 9.00 | .50 | LNRDL |

/1/ Available only in those offices that are suitably equipped.

/2/ See California Guidebook Part 5, Section 1.

1. CENTREX SERVICE (cont'd)

1.2 RATES (cont'd)

C. STATION-CONTROLLED FEATURES (cont'd)

| | <u>Installation Charge</u> | <u>Monthly Rate</u> | <u>USOC</u> |
|--|--------------------------------|-------------------------|-------------|
| 2. ELECTRONIC TELEPHONE FEATURES ^{1,2} (cont'd) | | | |
| g. Virtual Directory Number-Multiple Appearance | | | |
| Single Call Arrangement or Multiple Call Arrangement - Each ² | \$ 5.00 | \$ 2.00 | VDNA+ |
| h. Privacy Release - Each ^{2,3} | 5.00 | .50 | DMSPR |
| i. Automatic Answer Back - Each ² | 5.00 | .50 | DMSAA |
| j. Automatic Dial - Each ² | 5.00 | .50 | DMSAD |
| k. Intercom - Each ² | 5.00 | 1.50 | DMSTC |
| l. Virtual Directory Number-Primary - Each ^{2,4} | 5.00 | 5.00 | VDPA+ |
| m. Key Short List - Each ² | 65.00 | 1.00 | KSH |
| n. Station Message Waiting ² | | | |
| With Electronic Business Set Message Waiting - Each Primary Line Equipped | 30.00 | 2.75 | EWB |

/1/ Available only in those offices that are suitably equipped.

/2/ See California Guidebook Part 5, Section 1.

/3/ Used with Single Call Arrangement only.

/4/ End User Common Line Access (EUCL) Charges are not applicable to USOC: VDPA+.

1. CENTREX SERVICE (cont'd)**1.2 Rates (cont'd)****D. Features Packages****1. Centrex Classic Feature Package^{/1,2,4/}**

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 | \$5.00 | \$19.00 (I) | DAFBC |
| | | <u>Nonrecurring Charge</u> | <u>USOC</u> |
| Miscellaneous Change Charge | | | |
| to change from individual | | | |
| Optional Features to Centrex | | | |
| Classic Feature Package | | | |
| - each primary line equipped | | \$10.00 | NA |

/1/ Discounts including, but not limited to, Feature Package A and B, 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++).

/4/ The Centrex Classic Feature Package must be applied to each line in the Centrex System.

1. CENTREX SERVICE (cont'd)

1.2 RATES (cont'd)

D. FEATURES PACKAGES (cont'd)

| | |
|----|-----|
| 2. | (D) |
| | |
| | (D) |
| 3. | (D) |
| | |
| | (D) |
| 4. | (D) |
| | |
| | (D) |

(D)
|
(D)

1. CENTREX SERVICE (cont'd)

1.2 RATES (cont'd)

E. DIRECT INWARD SYSTEM ACCESS^{1,2}

| | <u>Installation Charge</u> | <u>Monthly Rate</u> | <u>USOC</u> |
|--|--------------------------------|-------------------------|-------------|
| 1. EACH ACCESS DIRECTORY NUMBER | \$275.00 | \$ 5.00 | DMSDS |
| 2. AUTHORIZATION CODES - Common equipment | 350.00 | 10.00 | ATZCD |
| 3. AUTHORIZATION CODES, PER 100 CODES OR FRACTION THEREOF - Each | 75.00 | NO | 1HN |
| | <u>Nonrecurring Charge</u> | | |
| 4. ADDITIONS AND CHANGES | | | |
| Additions, deletions or changes of Authorization Codes | \$75.00 | | |

/1/ See Schedule California Guidebook Part 5, Section 1.

/2/ Available only in those offices that are suitably equipped.

1. CENTREX SERVICE (cont'd)

1.2 RATES (cont'd)

F. MILEAGE RATES - ALL RATE GROUPS

1. Applicable in connection with primary, primary interior and primary semi-restricted lines at a customer's secondary location.
(3001H)

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 California 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 California Guidebook Part 8, Section 8.

1. CENTREX SERVICE (cont'd)

1.2 RATES (cont'd)

F. MILEAGE RATES - ALL RATE GROUPS (cont'd)

2. 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 | \$17.00 | \$11.00 | RVY |
| Noncontinuous property | | | |
| - Each key termination | 17.00 | 11.00 | RQR |
| Noncontinuous property | | | |
| - Each CPE termination | 17.00 | 11.00 | RQRNF |

3. 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 | \$11.00 | RVY++ |

/1/ Off-premises extension line in addition to the extension station rate, and a channel termination as in California Guidebook Part 6, Section 7, are applicable.

/2/ Apply service charge as defined in California Guidebook Part 3, Section 1, plus mileage. Mileage rates applicable to Special Access Voice Grade channels (excluding channel terminations) as shown in California Guidebook Part 8, Section 8.

1. CENTREX SERVICE (cont'd)

1.2 RATES (cont'd)

G. ADMINISTRATIVE SERVICES (ESS; DSS)

1. CUSTOMER DIALED ACCOUNT RECORDING (CDAR)^{1,2}

| | <u>Installation Charge</u> | <u>Monthly Rate</u> | <u>USOC</u> |
|---|--------------------------------|-------------------------|-------------|
| a. Centrex primary line with access to CDAR access codes: - Per System | | \$ 8.00 | CMD |
| b. Nonrecurring charges | | | |
| Installation and Programming charges to provide CDAR - Per Centrex service | \$ 50.00 | | |
| c. 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 | 1000.00 | 150.00 | ZZYQ2 |

/1/ See California Guidebook Part 5, Section 1.

/2/ Available only in those central offices that are suitably equipped.

1. CENTREX SERVICE (cont'd)

1.2 RATES (cont'd)

G. ADMINISTRATIVE SERVICES (ESS; DSS) (cont'd)

2. METROPOLITAN CENTREX SERVICE FEATURES

| | <u>Installation Charge</u> | <u>Monthly Rate</u> | <u>USOC</u> |
|---|--------------------------------|-------------------------|-------------|
| a. Main Satellite Centrex Service: | | | |
| Required feature ^{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 ¹ | \$180.00 | \$90.00 | CE1 |
| Optional Features | | | |
| Inter-Centrex screening of call Transfer ¹ | | | |
| 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 ¹ | NO | 1.40 | CE8 |

/1/ See Schedule California Guidebook Part 5, Section 1.

/2/ Available only in those offices that are suitably equipped.

1. CENTREX SERVICE (cont'd)

1.2 RATES (cont'd)

G. ADMINISTRATIVE SERVICES (ESS; DSS) (cont'd)

2. METROPOLITAN CENTREX SERVICE FEATURES (cont'd)

| | <u>Installation Charge</u> | <u>Monthly Rate</u> | <u>USOC</u> |
|--|--------------------------------|-------------------------|-------------|
| a. Main Satellite Centrex Service: (cont'd) | | | |
| Optional Features (cont'd) | | | |
| Trunk dial transfer: ^{1,3} | | | |
| 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 ² | | | |
| - Per group | \$110.00 | \$55.00 | CEN |

/1/ See California Guidebook Part 5, Section 1.

/2/ See California Guidebook Part 5, Section 1. Not required where secondary Centrexes are arranged for station transfer.

/3/ Available only in those offices that are suitably equipped.

1. CENTREX SERVICE (cont'd)

1.2 RATES (cont'd)

G. ADMINISTRATIVE SERVICES (ESS; DSS) (cont'd)

2. METROPOLITAN CENTREX SERVICE FEATURES (cont'd)

| | <u>Installation Charge</u> | <u>Monthly Rate</u> | <u>USOC</u> |
|---|--------------------------------|-------------------------|-------------|
| a. Main Satellite Centrex Service: (cont'd) | | | |
| Optional Features (cont'd) | | | |
| Extended call transfer ^{1,3} : | | | |
| 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 ² | | | |
| - Per group | \$180.00 | \$90.00 | CEP |

/1/ See California Guidebook Part 5, Section 1.

/2/ See California Guidebook Part 5, Section 1. Not required where the secondary Centrexes are
arranged for station transfer and call transfer-individual-all calls.

/3/ Available only in those offices that are suitably equipped.

1. CENTREX SERVICE (cont'd)

1.2 RATES (cont'd)

G. ADMINISTRATIVE SERVICES (ESS; DSS) (cont'd)

2. METROPOLITAN CENTREX SERVICE FEATURES (cont'd)

| | <u>Installation Charge</u> | <u>Monthly Rate</u> | <u>USOC</u> |
|---|--------------------------------|-------------------------|-------------|
| b. Multi-location Centrex Service | | | |
| Required Features ¹ | | | |
| Optional Features | | | |
| 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 ¹ | NO | \$1.40 | CE8 |

/1/ See Schedule California Guidebook Part 5, Section 1.

/2/ Available only in those offices that are suitably equipped.

1. CENTREX SERVICE (cont'd)

1.2 RATES (cont'd)

G. ADMINISTRATIVE SERVICES (ESS; DSS) (cont'd)

2. METROPOLITAN CENTREX SERVICE FEATURES (cont'd)

| | <u>Installation Charge</u> | <u>Monthly Rate</u> | <u>USOC</u> |
|--|--------------------------------|-------------------------|-------------|
| b. Multi-location Centrex Service | | | |
| Optional Features (cont'd) | | | |
| Trunk dial transfer: ^{1,3} | | | |
| 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 arranged ² | | | |
| - per group | \$110.00 | \$55.00 | CEN |

/1/ See Schedule California Guidebook Part 5, Section 1.

/2/ See Schedule California Guidebook Part 5, Section 1. Not required where secondary Centrexes are arranged for station transfer.

/3/ Available only in those offices that are suitably equipped.

1. CENTREX SERVICE (cont'd)

1.2 RATES (cont'd)

G. ADMINISTRATIVE SERVICES (ESS; DSS) (cont'd)

2. METROPOLITAN CENTREX SERVICE FEATURES (cont'd)

| | <u>Installation Charge</u> | <u>Monthly Rate</u> | <u>USOC</u> |
|---|--------------------------------|-------------------------|-------------|
| b. Multi-location Centrex Service | | | |
| Optional Features (cont'd) | | | |
| Extended call transfer: ^{1,3} | | | |
| 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 ² | \$180.00 | \$90.00 | CEP |

/1/ See Schedule California Guidebook Part 5, Section 1.

/2/ See Schedule California Guidebook Part 5, Section 1. Not required where secondary Centrexes are arranged for station transfer and call transfer-individual-all calls .

/3/ Available only in those offices that are suitably equipped.

1. CENTREX SERVICE (cont'd)

1.2 RATES (cont'd)

G. ADMINISTRATIVE SERVICES (ESS; DSS) (cont'd)

2. METROPOLITAN CENTREX SERVICE FEATURES (cont'd)

| | <u>Installation Charge</u> | <u>Monthly Rate</u> | <u>USOC</u> |
|--|--------------------------------|-------------------------|-------------|
| b. Centralized Attendant Centrex Service | | | |
| Required Features | | | |
| Attendant transfer from secondary Centrex via connecting type circuits: ^{1,2} | | | |
| 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 | | | |
| - Per secondary Centrex equipped ¹ | \$180.00 | \$ 90.00 | CE1 |
| Release link attendant capability: ^{1,2} | | | |
| 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 | | | |
| - Per connecting circuit equipped ¹ | 180.00 | 90.00 | EC4 |
| Main Centrex release link attendant capability: ¹ | | | |
| Centrex system with connecting circuits terminated in main Centrex from a secondary Centrex ¹ | | | |
| - Per system | 240.00 | 120.00 | ECM |

/1/ See California Guidebook Part 5, Section 1.

/2/ Available only in those offices that are suitably equipped.

1. CENTREX SERVICE (cont'd)

1.2 RATES (cont'd)

G. ADMINISTRATIVE SERVICES (ESS; DSS) (cont'd)

2. METROPOLITAN CENTREX SERVICE FEATURES (cont'd)

| | <u>Installation Charge</u> | <u>Monthly Rate</u> | <u>USOC</u> |
|--|--------------------------------|-------------------------|-------------|
| b. Centralized Attendant Centrex Service (cont'd) | | | |
| Required Features (cont'd) | | | |
| Secondary Centrex release line attendant capability: ^{1,2} | | | |
| Centrex system with connecting circuit terminated in a secondary Centrex from a main Centrex ¹ | | | |
| - Per system | 350.00 | 175.00 | ECO |
| Secondary PBX release link attendant capability: | | | |
| - Customer provided PBX System Secondary Location ¹ | RR | RR | NA |
| Optional Features: | | | |
| Intercentrex screening of dial transfer: ^{1,3} | | | |
| Centrex service arranged for station transfer | | | |
| This 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 arranged ¹ | NO | 1.40 | CE8 |

/1/ See Schedule California Guidebook Part 5, Section 1.

/2/ 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.

/3/ Available only in those offices that are suitably equipped.

1. CENTREX SERVICE (cont'd)

1.2 RATES (cont'd)

G. ADMINISTRATIVE SERVICES (ESS; DSS) (cont'd)

2. METROPOLITAN CENTREX SERVICE FEATURES (cont'd)

| | <u>Installation Charge</u> | <u>Monthly Rate</u> | <u>USOC</u> |
|--|--------------------------------|-------------------------|-------------|
| b. Centralized Attendant Centrex Service (cont'd) | | | |
| Optional Features: (cont'd) | | | |
| Trunk dial transfer: ^{2,3} | | | |
| 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 ¹ | | | |
| - Per group | \$110.00 | \$55.00 | CEN |

/1/ See California Guidebook Part 8, Section 10, Centrex Payment Plans.

/2/ See California Guidebook Part 8, Section 10. Not required where the secondary Centrex is arranged for station transfer.

/3/ Available only in those offices that are suitably equipped.

1. CENTREX SERVICE (cont'd)

1.2 RATES (cont'd)

G. ADMINISTRATIVE SERVICES (ESS; DSS) (cont'd)

2. METROPOLITAN CENTREX SERVICE FEATURES (cont'd)

| | <u>Installation Charge</u> | <u>Monthly Rate</u> | <u>USOC</u> |
|---|--------------------------------|-------------------------|-------------|
| b. Centralized Attendant Centrex Service (cont'd) | | | |
| Optional Features: (cont'd) | | | |
| Extended call transfer: ^{1,3} | | | |
| 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, 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 with station transfer and "all calls" for each of the "Metropolitan Centrexes" arranged ² | | | |
| - Per group | \$180.00 | \$90.00 | CEP |

/1/ See California Guidebook Part 5, Section 1. Not required where the secondary Centrexes are arranged for station transfer and call transfer-individual-all calls.

/2/ See California Guidebook Part 5, Section 1.

/3/ Available only in those offices that are suitably equipped.

1. CENTREX SERVICE (cont'd)

1.2 RATES (cont'd)

G. ADMINISTRATIVE SERVICES (ESS; DSS) (cont'd)

3. UNIFORM CALL DISTRIBUTION (UCD) ARRANGEMENTS²

| | <u>Installation Charge</u> | <u>Monthly Rate</u> | <u>USOC</u> |
|--|--------------------------------|-------------------------|-------------|
| a. Hunting groups | | | |
| - Each group | \$ 38.00 | NO | A6T |
| b. Lines in the hunting group | | | |
| - Each line | 2.00 | \$.30 | A6V |
| c. Forwarded Call Information | | | |
| - Common Equipment | | | |
| - Each ¹ | 2,500.00 | 350.00 | A5VFC |
| In Addition to USOC: A5VFC | | | |
| - Each ³ | RR | RR | NA |
| Message Waiting Indicator | | | |
| - Each ¹ | RR | RR | EMW |
| d. Queueing | | | |
| - Common Equipment | 160.00 | 3.50 | A8A |
| - Each line arranged for queueing | 11.00 | 1.40 | A82 |
| - Each queue slot | 4.00 | 1.00 | A83RA |
| e. Automatic Dial Back-Up ⁵ | | | |
| - Dial back-up Individual Line Measured Rate Business Service in Central Office | | | |
| - Each ⁶ | RR | RR | NA |
| - Dial back-up Individual Line Measured Rate Business Service on Premises | | | |
| - Each ⁶ | RR | RR | NA |

/1/ See California Guidebook Part 5, Section 1 offered under Feature Package A (7) preceding. Also see Schedule California Guidebook Part 5, Section 1, Regulations A.1.v.

/2/ See California Guidebook Part 5, Section 1.

/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/ Rates and Charges applicable to Individual Line Measured Rate Business Line Service as set forth in California Guidebook Part 5, Section 1. and California Guidebook Part 6, Section 9.

/5/ Available only in those central offices that are suitably equipped.

1. CENTREX SERVICE (cont'd)

1.2 RATES (cont'd)

G. ADMINISTRATIVE SERVICES (ESS; DSS) (cont'd)

3. UNIFORM CALL DISTRIBUTION (UCD) ARRANGEMENTS² (cont'd)

| | <u>Installation Charge</u> | <u>Monthly Rate</u> | <u>USOC</u> |
|--|--------------------------------|-------------------------|-------------|
| f. Optional UCD Features | | | |
| Make Busy Arrangement ¹ | | | |
| - Each group of lines | \$50.00 | \$ 3.00 | A9A |
| - Each line equipped | 50.00 | 3.00 | A6G |
| Calls Waiting Indication, maximum three indications ¹ | | | |
| - Each | 75.00 | 6.50 | A66CE |
| Delay Announcements ² | | | |
| Announcement, capacity of four Announcements ⁴ | | | |
| - Each | 150.00 | 55.00 | A8GCE |
| - Each announcement trunk, Quantity of trunks is based on number of announcements required and the number of trunks provided per announcement | 25.00 | 12.00 | A8GAT |
| - Each line in hunting group | NO | .50 | A8GST |

/1/ Requires a metallic channel as set forth in Schedule Cal.P.U.C. No. 175-T, Section 7.5 (see California Guidebook Part 5, Section 1, Regulation A.1.aa.) 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.

/2/ 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 California Guidebook Part 3, Section 1.

/3/ See California Guidebook Part 5, Section 1.

/4/ 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.

1. CENTREX SERVICE (cont'd)

1.2 RATES (cont'd)

G. ADMINISTRATIVE SERVICES (ESS; DSS) (cont'd)

3. UNIFORM CALL DISTRIBUTION (UCD) ARRANGEMENTS² (cont'd)

| | <u>Installation Charge</u> | <u>Monthly Rate</u> | <u>USOC</u> |
|---|--------------------------------|-------------------------|-------------|
| f. Optional UCD Features ¹ (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 ¹ | \$1,900.00 | \$142.00 | BE2 |
| - Equipment required per queue slot for customer music in queue | 155.00 | 12.10 | BE5 |
| Silence In Queue | | | |
| - Equipment common to one customer for up to 66 queue slots. Provides balanced silent termination for up to 22 slots | 550.00 | 51.50 | BE7 |
| - Equipment required per queue slot for silence in queue | 155.00 | 12.10 | BEX |
| Music or Silence Queue | | | |
| - Equipment common to one customer for each block of 22 queue slots beyond initial block of 22 ¹ | 550.00 | 36.25 | BE3 |

/1/ 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.

/2/ See California Guidebook Part 8, Section 1.

1. CENTREX SERVICE (cont'd)

1.2 RATES (cont'd)

G. ADMINISTRATIVE SERVICES (ESS; DSS) (cont'd)

3. UNIFORM CALL DISTRIBUTION (UCD) ARRANGEMENTS¹ (cont'd)

| | <u>Installation Charge</u> | <u>Monthly Rate</u> | <u>USOC</u> |
|--|--------------------------------|-------------------------|-------------|
| g. Uniform Call Distribution Group | | | |
| - Each | \$158.00 | \$100.00 | DMSUC |
| h. UCD Centrex Line Feature | | | |
| - Each | 40.00 | 2.70 | DMSCD |
| i. Optional UCD Features | | | |
| Delay Announcement | | | |
| - Each | 180.00 | 55.00 | A8GDM |
| Music in queue | | | |
| - Each ¹ | 300.00 | 150.00 | A6MDM |
| Silence in queue | | | |
| - Each | 300.00 | 50.00 | A6SDM |
| Calls Waiting Indication, maximum three indications ² | | | |
| - Each | 75.00 | 6.50 | A66CE |

/1/ 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).

/2/ Requires a metallic channel (see California Guidebook Part 5, Section 1, Regulation A.1.aa.) 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 SERVICE(cont'd)

1.2 RATES (cont'd)

G. ADMINISTRATIVE SERVICES (ESS; DSS) (cont'd)

3. UNIFORM CALL DISTRIBUTION (UCD) ARRANGEMENTS¹(cont'd)

| | <u>Installation Charge</u> | <u>Monthly Rate</u> | <u>USOC</u> |
|--|--------------------------------|-------------------------|-------------|
| j. Forwarded Call Information ^{1,4} | | | |
| - Common Equipment, each | \$2,500.00 | \$350.00 | A5VFC |
| In addition to USOC: A5VFC | | | |
| - Each ³ | RR | RR | NA |
| Message Waiting Indicator ² | | | |
| - Each | RR | RR | EMW |
| k. Miscellaneous Change Charge to change UCD parameters | | | |
| - Each occurrence | 80.00 | NO | NWCDM |

/1/ See California Guidebook Part 5, Section 1.

/2/ Offered under Feature Package 1.2.G.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/ Availability in 5ESS central offices is dependent on certain required facilities of the Company and is therefore subject to the availability of such facilities.

1. CENTREX SERVICE(cont'd)

1.2 RATES (cont'd)

G. ADMINISTRATIVE SERVICES (ESS; DSS) (cont'd)

4. CALL CENTER MANAGER^{1,2}

| | <u>Installation Charge</u> | <u>Monthly Rate</u> | <u>USOC</u> |
|---|--------------------------------|-------------------------|-------------|
| a. Agent Position Features - Each position arranged | \$ 300.00 | \$ 64.00 | NCDA+ |
| b. Supervisor Position Features - Each position arranged | 300.00 | 64.00 | NCDS+ |
| c. Management Information System - Each system arranged | 1,000.00 | 300.00 | NCDM+ |
| d. Call Delay Announcement, additional announcements exceeding allowance of two (capacity of four per group) - Each ¹ | 180.00 | 55.00 | A8GCC |
| e. Music in Queue - Each ³ | 300.00 | 150.00 | A6MDS |
| f. Queue Status Lamp, maximum three indications - Each ⁴ | 75.00 | 6.50 | A66CS |
| g. Miscellaneous Change Charge to add, move, remove, rearrange or change feature parameters - Each occurrence | 80.00 | NO | NWCDM |

/1/ See California Guidebook Part 5, Section 1.

/2/ Available only in those offices that are suitably equipped.

/3/ 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).

/4/ Requires a metallic channel (see California Guidebook Part 5, Section 1.) 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.

1. CENTREX SERVICE(cont'd)

1.2 RATES (cont'd)

G. ADMINISTRATIVE SERVICES (ESS; DSS) (cont'd)

5. CALL CENTER MANAGER (CCM)^{1,2} (cont'd)

| | <u>Installation Charge</u> | <u>Monthly Rate</u> | <u>USOC</u> |
|---|--------------------------------|-------------------------|-------------|
| a. CCM Group Packages: | | | |
| (1) 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 | \$700.00 | \$50.00 | 1CMSY |
| (2) Call Delay/Forced Announcements - Each | 150.00 | 20.00 | 1CMM2 |
| (3) Music In Queue - Each ³ | 175.00 | 20.00 | 1CMM3 |
| (4) Queue Status Lamp - Each ⁴ | 75.00 | 6.50 | A66CS |

/1/ See California Guidebook Part 8, Section 1.

/2/ Available only in those offices that are suitably equipped.

/3/ 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).

/4/ Requires a metallic channel (see See California Guidebook Part 8, Section 1.) 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 customers request.

1. CENTREX SERVICE(cont'd)

1.2 RATES (cont'd)

G. ADMINISTRATIVE SERVICES (ESS; DSS) (cont'd)

5. CALL CENTER MANAGER (CCM)¹ (cont'd)

| | <u>Installation Charge</u> | <u>Monthly Rate</u> | <u>USOC</u> |
|--|--------------------------------|-------------------------|-------------|
| b. Agent Feature Packages: | | | |
| (1) Basic Agent Package Agent Priority Call Transfer Clerical Log-on/Log-off - Each position arranged | \$75.00 | \$10.00 | 1CMA1 |
| (2) Call Alert Package Call Supervisor Emergency Alert - Each position arranged | 75.00 | 2.50 | 1CMA2 |
| (3) Call Tracking Package Call Tracking Clerical Tracking - Each position arranged | 75.00 | 2.50 | 1CMA4 |
| (4) Call Status Display Package Agent Queue Status Display Called Number Display Call Source Identification - Each position arranged | 75.00 | 10.00 | 1CMA3 |
| c. Supervisor Feature Packages: | | | |
| (1) Basic Supervisor Package Call Agent Controlled Overflow Observe Agent Night Service - Each position arranged | 75.00 | 25.00 | 1CMS1 |

/1/ See California Guidebook Part 8, Section 1.

/2/ Available only in those offices that are suitably equipped.

1. CENTREX SERVICE(cont'd)

1.2 RATES (cont'd)

G. ADMINISTRATIVE SERVICES (ESS; DSS) (cont'd)

5. CALL CENTER MANAGER (CCM)^{1,2} (cont'd)

| | <u>Installation Charge</u> | <u>Monthly Rate</u> | <u>USOC</u> |
|---|--------------------------------|-------------------------|-------------|
| c. Supervisor Feature Packages: (cont'd) | | | |
| (2) Answer Call Alert Package Answer Agent Answer Emergency - Each position arranged | \$ 75.00 | \$ 2.50 | 1CMS2 |
| (3) Call/Agent Status Display Package Display Queue Status Position Status Display Position Status Summary Display - Each position arranged | 120.00 | 20.00 | 1CMS3 |
| d. Management Information System (MIS) Feature Packages: | | | |
| Basic MIS Package - Each position arranged | 500.00 | 100.00 | 1CMM1 |
| e. Miscellaneous Charge to add, move, remove, rearrange or change feature parameters - Each occurrence | 80.00 | NO | NWCDM |

/1/ See California Guidebook Part 8, Section 10.

/2/ Available only in those offices that are suitably equipped.

1. CENTREX SERVICE(cont'd)

1.2 RATES (cont'd)

H. AUTOMATIC CALL PROCESSING FEATURES

1. FLEXIBLE ROUTE SELECTION SERVICE (FRS)^{1,2}

| | <u>Installation Charge</u> | <u>Monthly Rate</u> | <u>USOC</u> |
|--|--------------------------------|-------------------------|-------------|
| a. Equipment arranged to examine 3-digits for purposes of routing calls | | | |
| - With a capacity of 8 patterns | \$ 50.00 | \$ 7.50 | EC3X8 |
| - With a capacity of 32 patterns | 100.00 | 17.50 | EC332 |
| - with a capacity of 64 patterns | 200.00 | 35.00 | EC364 |
| b. 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 | 50.00 | 8.25 | ARH |
| c. Dial pulse transmitter required on each foreign exchange trunk over which calls are routed for completion using FRS | | | |
| - Each | 50.00 | 6.50 | ECT |
| d. 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 | 35.00 | | |
| e. Non-Billed Record Identification (NBRI) | | | |
| - Individual Station Billing (ISB) for Foreign Exchange Trunks, Tie Lines and Special Access Voice Grade Channels use for off network calling ³ | RR | | |

/1/ See California Guidebook Part 5, Section 1.

/2/ Available only in those offices that are suitably equipped.

/3/ Rates, charges and regulations for NBRI are in California Guidebook Part 8, Section 8.

/4/ See Rates and Charges following.

1. CENTREX SERVICE (cont'd)

1.2 RATES (cont'd)

H. AUTOMATIC CALL PROCESSING FEATURES (cont'd)

1. FLEXIBLE ROUTE SELECTION SERVICE (FRS)^{1,2} (cont'd)

| | <u>Installation Charge</u> | <u>Monthly Rate</u> | <u>USOC</u> |
|---|--------------------------------|-------------------------|-------------|
| f. Basic Flexible Route Selection including one pattern | | | |
| - Each FRS arrangement | \$775.00 | \$60.00 | FRSBA |
| - Each additional pattern | 85.00 | 2.00 | FRSPT |
| g. Line Identification of WATS calls | NO | 10.00 | FRSWA |
| h. Expensive Route Warning Tone | | | |
| - Each | 160.00 | 45.00 | FRSTN |
| i. Change Charge | | | |
| When, at the request of the customer, patterns and Expensive Route Warning Tone are added after the initial order | | | |
| -each subsequent order | 80.00 | NO | NWCDM |
| -each additional pattern | 85.00 | 2.00 | FRSPT |
| -Each Expensive Route Warning Tone | 160.00 | 45.00 | FRSTN |

/1/ Available only in those central offices that are suitably equipped.

/2/ See California Guidebook Part 8, Section 1.

1. CENTREX SERVICE (cont'd)

1.2 RATES (cont'd)

H. AUTOMATIC CALL PROCESSING FEATURES (cont'd)

1. FLEXIBLE ROUTE SELECTION SERVICE (FRS)^{1,2} (cont'd)

| | Nonrecurring <u>Charge</u> | <u>USOC</u> |
|--|-------------------------------|-------------|
| j. 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 | \$60.00 | FRSCH |
| k. 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 ³ | RR | RR |

/1/ Available only in those central offices that are suitably equipped.

/2/ See California Guidebook Part 8, Section 1.

/3/ Rates, charges and regulations for NBRI are shown in California Guidebook Part 8, Section 8.

1. CENTREX SERVICE (cont'd)

1.2 RATES (cont'd)

H. AUTOMATIC CALL PROCESSING FEATURES (cont'd)

2. AREA WIDE CENTREX

| | <u>Installation Charge</u> | <u>Monthly Rate</u> | <u>USOC</u> |
|--|--------------------------------|-------------------------|----------------|
| a. Area Wide Centrex per Dialing Plan Number - per line | \$ 8.00 | \$3.88 | AWCX3 |
| b. AWC Modification Charges | | | |
| (1) Add/Change dialing plan per line | 5.00 | NA | AWCX5 |
| (2) Add/Change dialing plan for 15 lines or more | 75.00 | NA | AWCXC |
| c. Centrex Routed Number per Telephone Number Routed | NA | .25 | R1SCX R1SMX |
| per Route Established | 150.00 | NA | SEPR1 |

1. CENTREX SERVICE (cont'd)

1.2 RATES (cont'd)

I. CENTREX MANAGEMENT SERVICE (CMS)¹

| | <u>Nonrecurring Charge</u> | <u>Monthly Rate</u> | <u>USOC</u> |
|---|--------------------------------|-------------------------|-------------|
| Charge to establish service - per system | \$ 1,400.00 | \$ NO | MSC |

/1/ See California Guidebook Part 5, Section 1.

(C)

1. CENTREX SERVICE (cont'd)

1.2 RATES (cont'd)

J. ATTENDANT CONSOLE FEATURE PACKAGE^{1,4}

| | <u>Installation Charge</u> | <u>Monthly Rate</u> | <u>USOC</u> |
|--|--------------------------------|-------------------------|-------------|
| 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 | | | |
| Local/Remote Consoles | | | |
| Lockout | | | |
| Multiple Console Operation | | | |
| Multiple Listed Directory Numbers | | | |
| Night Service Fixed/Flexible | | | |
| Night Service Trunk Answer From Any Station ² | | | |

/1/ See California Guidebook Part 5, Section 1

/2/ 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.

/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.

/4/ Available only in those DMS-100 central offices that are suitably equipped.

1. CENTREX SERVICE (cont'd)

1.2 RATES (cont'd)

J. ATTENDANT CONSOLE FEATURE PACKAGE^{1,2} (cont'd)

| | <u>Installation Charge</u> | <u>Monthly Rate</u> | <u>USOC</u> |
|---|--------------------------------|-------------------------|-------------|
| Attendant Features DMS-100: (cont'd) | | | |
| 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 | \$400.00 | \$195.00 | DCVSP |

/1/ See California Guidebook Part 8 Section 3, and Part 5 Section 1.

/2/ Available only in those DMS-100 central offices that are suitably equipped.

1. CENTREX SERVICE (cont'd)

1.2 RATES (cont'd)

K. CENTREX STATION LINE^{1,2,5}

| | Nonrecurring <u>Charge</u> | | <u>USOC</u> |
|---|-------------------------------|----|-------------|
| Miscellaneous Change Charge to add, remove, or change feature parameters | \$80.00 | NO | NWCDM |

1. CENTREX SERVICE (cont'd)

1.2 RATES (cont'd)

L. AUTOMATIC FORWARDING OVER CUSTOMER FACILITIES (AFCF)^{1,2}

| | <u>Installation Charge</u> | <u>Monthly Rate</u> | <u>USOC</u> |
|--|---------------------------------|-------------------------|-------------|
| - Each AFCF directory number arranged for forwarding to a private facility ³ | \$200.00 | \$240.00 | AFC |
| | <u>Non-Recurring Charge</u> | | |
| Miscellaneous Change Charge to change the private facility which an AFCF directory number is forwarded to | \$ 80.00 | NO | NWCDM |

/1/ See California Guidebook Part 8, Section 10.

/2/ Available only in those offices that are suitably equipped.

/3/ 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 Schedules.

1. CENTREX SERVICE (cont'd)

1.3 CENTREX WAIVER OPTIONS

A. Nonrecurring Charge Waiver Options

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 arrangement.

This Waiver Option is not available to customers covered under an Individual Case Basis (ICB) contract.

1.4 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.

(D)
(D)

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