

PLEXAR®-II SERVICE**A. General**

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

This section contains the general regulations and definitions governing Plexar-II Services furnished by the Company except as otherwise specified, or unless the terms and conditions of an individual customer agreement provided pursuant to Part 2 (General Terms and Conditions) apply.

Plexar-II Service is a central office based business communications system, which may consist of any combination of Basic stations, Integrated Services Digital Network Basic Rate Interface (ISDN BRI) stations, and Off-Premises stations, with no minimum or maximum station requirement. Plexar-II Service is provided through an arrangement of exchange access lines, Plexar stations and station line facilities, switching equipment, customer facility group, and other facilities located on Company premises. A Plexar-II customer can control the number of simultaneous incoming and outgoing telephone calls through the quantity of Plexar-II exchange access lines to which they subscribe.

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

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

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

B. Feature Array**1. Standard Features**

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

Additional Call Offering^{/2/}

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

^{/1/} Not available on stations associated with Access Advantage Plus Service found in Part 6, Section 7.
^{/2/} Available only to BRI Stations.

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PLEXAR®-II SERVICE (cont'd)**B. Feature Array (cont'd)**

1. Standard Features (cont'd)

Automatic Callback Calling^{/1}

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

Automatic Identified Outward Dialing (AIOD)

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

Call Forwarding

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

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

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

Call Hold

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

Call Pickup

Allows a Plexar-II station user to answer any call within an associated preset pickup group.

Call Transfer - All Calls

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

Call Waiting^{/1}

Intragroup: Allows those Plexar-II stations with the Call Waiting-Terminating feature to have Call Waiting on intragroup calls.

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

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

/1/ Not available to BRI Stations.

PLEXAR®-II SERVICE (cont'd)**B. Feature Array (cont'd)**

1. Standard Features (cont'd)

Class of Service Restriction

Fully Restricted Stations: Allows only station-to-station (intercom) calling capabilities.

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

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

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

Code Restriction^{/1}

Denies or permits selected station lines the ability to complete outgoing exchange network calls to selected office/area codes (NPA, NNX).

Consultation Hold

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

Dial Call Waiting^{/2}

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

Direct Inward Dialing (DID)

Allows an incoming call to reach a Plexar-II station line without attendant assistance.

Direct Outward Dialing (DOD)

Allows a Plexar-II station user to gain access to the exchange network without attendant assistance.

Directed Call Pickup

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

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

/1/ Available only to existing customers who have feature.

/2/ Not available to BRI stations.

PLEXAR®-II SERVICE (cont'd)**B. Feature Array (cont'd)**

1. Standard Features (cont'd)

Distinctive Ringing^{/1/}

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

Distinctive Ringing & Call Waiting Tone^{/2/}

Allows a Plexar-II station user to determine the source of a call incoming to the station by unique, audible signals. The station user is also able to determine the source of the call on call waiting calls.

Hunting

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

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

Speed Calling Personal (Short List)

Allows a station user to place calls to a list of frequently dialed numbers by dialing fewer digits. The list consists of a maximum of ten stored numbers.

Station-to-Station Dialing (Intercom)

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

Three-Way Calling

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

Touch-Tone Dialing

All station lines are equipped for Touch-Tone dialing.

Voice/Data Protection^{/2/}

Prevents data calls from being interrupted by call waiting tones, testing or busy verification attempts.

/1/ Available only to BRI Stations.

/2/ Not available to BRI Stations.

PLEXAR®-II SERVICE (cont'd)**B. Feature Array (cont'd)****2. Optional Features**

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

Assume Dial Nine

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

Automatic Route Selection (ARS) – Basic

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

Busy Verification^{/2/}

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

Call Forwarding Busy Line/Don't Answer Outside System

Allows for forwarding of an incoming call to a preselected line outside the system when the called line does not answer after a predetermined number of rings and/or when a busy condition is encountered. This feature does not include the option to split the call forwarding destination based on originating party status (intrasystem vs. external to system).

Custom Calling Services**(C)**

A group of features allowing the customer to manage the calls on their station line. These include:

Auto Redial^{/1/}: Enables the customer to automatically redial the last outgoing telephone number. When the recalled telephone number is busy, the Company's equipment will keep trying to call the number being redialed for a maximum of thirty (30) minutes beginning with the customer's activation of Auto Redial, in an attempt to establish the call. The customer will be signaled with a distinctive ring when the call can be completed.

Call Blocker: Enables the customer to block calls from preselected telephone numbers and/or the last incoming call (without knowing the number). To block specified telephone numbers, the customer builds a screening list. To block an unknown number after receiving a call, the customer enters a code to add the number to their screening list. If facilities are unavailable to provide incoming call screening via the customer's list, standard call completion will occur. Customers whose telephone numbers are blocked are directed to a Company recorded announcement.

/1/ Some customer-provided equipment may not recognize the distinctive ringing patterns associated with these services.

/2/ Not available to BRI Stations.

PLEXAR®-II SERVICE (cont'd)**B. Feature Array (cont'd)**

2. Optional Features (cont'd)

Custom Calling Services (cont'd)

(C)

Call Return^{/1/}: Enables the customer to automatically redial the telephone number of the last incoming call. If that telephone number is busy, the Company's equipment will keep trying to call the number being redialed for a maximum of thirty (30) minutes beginning with the customer's activation of Call Return in an attempt to establish the call. The customer will be signaled with a distinctive ring when the call can be completed.

Call Trace: Enables the customer to initiate a trace of the origin of the last incoming call by dialing an activation code. If a trace is successful, the Company's equipment will record the incoming call detail (not the conversation). ***The results of the trace will not be provided to the customer directly.*** For further action to be taken, the customer should follow the instructions received after a successful trace activation.

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

Selective Call Forwarding: Enables the customer to forward incoming calls from preselected telephone numbers to another telephone number. The customer can construct or modify a telephone number screening list by dialing an activation code. The Company equipment will screen incoming calls against the customer's list and forward only those telephone numbers on the list. Selective Call Forwarding customers are responsible for the payment of charges (e.g. toll charges) for each call between their lines and the telephone numbers to which the call is being forwarded.

Call Park

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

/1/ Some customer-provided equipment may not recognize the distinctive ringing patterns associated with these services.

PLEXAR®-II SERVICE (cont'd)**B. Feature Array (cont'd)**

2. Optional Features (cont'd)

Caller ID

Calling Number Delivery: Provides for the transmission of Calling Party Number (CPN) to the customer's access line(s). When the equipped line is on-hook, the CPN is transmitted across the line during the silent interval between the first and second ring. Caller ID customers must provide and connect their own compatible customer premises equipment (CPE) to process the CPN transmission.

Calling Name Delivery: Enables the terminating customer to identify the calling party by a displayed name before the call is answered. The displayed name is the name associated with the CPN. Calling Name Delivery subscribers must provide and connect their own compatible CPE to process the Calling Name Delivery transmission.

Cancel Call Waiting^{/1/}

Allows the station user with the Call Waiting Terminating feature to deactivate Call Waiting on the subscriber's line for the duration of one call.

Conference Calling – 6-Port Conference Arrangement

Allows a station user to establish conference connection involving up to six conferees, including the conference controller.

Dial Plan for Advanced Solutions (DPAS)

DPAS converts an abbreviated number to the 10-digit telephone number used for direct calls. DPAS allows a Plexar customer to use an abbreviated dialing plan for intraLATA calls:

- between Plexar systems' stations ("in-network") and/or,
- from a Plexar station to an out-of-network number.

In-network numbers can be dialed and can dial back on an abbreviated basis. DPAS customers can dial out-of-network numbers on an abbreviated basis; however, the DPAS feature itself does not provide a means for an out-of-network number to dial back on an abbreviated basis. The total number of out-of-network numbers cannot exceed the sum of the number of Plexar stations in use when the DPAS feature was established plus the number of Plexar stations added to the system(s) at a later date.

All stations in a Plexar System Dialing Plan must be equipped with the DPAS feature but not all Dialing Plans must be equipped with the DPAS feature. All in-network and out-of-network numbers must be assigned to the Customer of Record or a subsidiary of the Customer of Record.

/1/ Not available to BRI Stations.

PLEXAR®-II SERVICE (cont'd)**B. Feature Array (cont'd)**

2. Optional Features (cont'd)

Dial Plan for Advanced Solutions (DPAS) (cont'd)

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

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

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

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

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

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

PLEXAR®-II SERVICE (cont'd)**B. Feature Array (cont'd)**

2. Optional Features (cont'd)

Electronic Key Telephone Service (EKTS) Package^{/1/}

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

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

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

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

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

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

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

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

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

/1/ Available only to BRI Stations.

PLEXAR®-II SERVICE (cont'd)**B. Feature Array (cont'd)**

2. Optional Features (cont'd)

Electronic Key Telephone Service (EKTS) Package^{1/} (cont'd)

Shared Call Appearance (CA) for a Directory Number (DN): Allows several station sets to share one or more call appearance of a particular DN. The originating and terminating events on one station set affects all stations that share call appearance for a particular DN. The shared DN can have multiple call appearances. Multiple calls can exist on one DN and more than one station sharing the DN can have a call active on that shared DN.

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

Message Waiting Indication^{2,3/}

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

Music on Hold

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

Night Service

Routes calls normally directly to the attendant to preselected station lines within the customer group when the attendant is absent.

Number Retention Service^{4/}Outgoing Trunk Queuing^{5/}

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

/1/ Available only to BRI Stations.

/2/ Visual message waiting indication cannot be provided on stations associated with Access Advantage Plus Service as found in Part 6, Section 7. These stations may be equipped with the audible alerting tone only /M9Z or MW72X/.

/3/ Not available to BRI Stations. For the message waiting indication feature available to BRI Stations see 'Visual Message Waiting Indication' described under Optional Features.

/4/ Number Retention Service has been eliminated. See Paragraph C.11 for Rules and Regulations associated with transfer of telephone numbers.

/5/ Not available on stations associated with Access Advantage Plus Service found in Part 6, Section 7.

PLEXAR®-II SERVICE (cont'd)**B. Feature Array (cont'd)****2. Optional Features (cont'd)****Plexar Mate^{/1}**

(Previously Customer Rearrangement Service (CRS) – Basic)

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

Preferential Hunting

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

Remote Access Capability

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

Remote Access to Call Forwarding

Provides a customer that also subscribes to Call Forwarding service the ability to activate, deactivate or change the Call Forwarding feature from a remote location by dialing a Company-provided remote access number. This feature can only be activated by using a Dual Tone Multi-Frequency (DTMF) telephone which has a full set of characters, including “*” and “#”. Any charges incurred in accessing the remote number will be billed as appropriate.

Routed Numbers

This feature routes calls to a Plexar System telephone number to an answering point at the customer location. Plexar Routed Numbers include the Plexar telephone number and the routing facility. Calls must be routed within the customer's common block. Customers may request Routed Numbers in quantities that do not exceed either 1) the customer's current in service Plexar station capacity or 2) the customer's Plexar station capacity that is in service 6 months following installation of a new Plexar system. Customers must convert 50% of their Routed Numbers to Plexar stations within 36 months of when they were first established as Routed Numbers. Customers must convert 80% of their Routed Numbers to Plexar stations within 60 months of when they were first established as Routed Numbers. Customers who do not meet these percentages will have the Routed Numbers, that exceed the percentages listed previously, disconnected and made available for other customer's use. Plexar station numbers can only be assigned as Routed Numbers once and can not be reinstated as Routed Numbers following disconnection.

/1/ Not available to BRI Stations.

PLEXAR®-II SERVICE (cont'd)**B. Feature Array (cont'd)**

2. Optional Features (cont'd)

Simplified Message Desk Interface (SMDI)

Provides an integrated, automated interface between the various voice/text-messaging systems. Necessary information about a call is forwarded to the messaging system (e.g., called station number, calling station number, type of call forwarding situation, etc.) over a data link. This information enables the messaging system to properly receive and store a message presented to it over the associated voice line. An audible (intermittent dial tone) and/or visual message waiting indication can be provided for the appropriate subscriber, as an option.

Speed Calling-30 Codes

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

Speed Calling-50 Codes

Allows a station user to place calls to a list of frequently dialed numbers by dialing fewer digits than normally required. The list consists of a maximum of 50 stored numbers.

Split Service Offering

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

Station Message Detail Recording (SMDR)

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

Trunk Answer Any Station

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

PLEXAR®-II SERVICE (cont'd)**B. Feature Array (cont'd)**

2. Optional Features (cont'd)

Uniform Call Distribution(UCD)

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

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

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

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

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

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

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

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

Visual Message Waiting Indication^{/1/}

Provides a visual indication on a station set to alert the subscriber that a message is waiting.

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

PLEXAR®-II SERVICE (cont'd)**B. Feature Array (cont'd)**

3. Digital Multiplex System (DMS) Optional Features

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

Automatic Call Distribution (ACD)^{/1,2/}

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

Electronic Business Sets

Basic Feature Package

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

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

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

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

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

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

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

/1/ Not available to BRI Stations.

/2/ Not available on stations associated with Access Advantage Plus Service found in Part 6, Section 7.

PLEXAR®-II SERVICE (cont'd)**B. Feature Array (cont'd)**

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

Automatic Call Distribution (ACD)^{1,2/} (cont'd)

Electronic Business Sets (cont'd)

Basic Feature Package (cont'd)

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

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

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

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

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

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

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

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

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

/1/ Not available to BRI Stations.

/2/ Not available on stations associated with Access Advantage Plus Service found in Part 6, Section 7.

PLEXAR®-II SERVICE (cont'd)**B. Feature Array (cont'd)**

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

Automatic Call Distribution (ACD)^{1,2/} (cont'd)

Electronic Business Sets (cont'd)

Advanced Feature Package

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

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

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

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

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

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

Display Feature Package

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

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

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

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

/1/ Not available to BRI Stations.

/2/ Not available on stations associated with Access Advantage Plus Service found in Part 6, Section 7.

PLEXAR®-II SERVICE (cont'd)**B. Feature Array (cont'd)**

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

Automatic Call Distribution (ACD)^{1,2/} (cont'd)

Electronic Business Sets (cont'd)

Optional Features

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

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

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

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

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

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

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

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

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

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

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

/1/ Not available to BRI Stations.

/2/ Not available on stations associated with Access Advantage Plus Service found in Part 6, Section 7.

PLEXAR®-II SERVICE (cont'd)**B. Feature Array (cont'd)**

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

Automatic Call Distribution (ACD)^{1,2/} (cont'd)

Electronic Business Sets (cont'd)

Optional Features (cont'd)

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

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

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

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

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

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

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

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

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

/1/ Not available to BRI Stations.

/2/ Not available on stations associated with Access Advantage Plus Service found in Part 6, Section 7.

PLEXAR®-II SERVICE (cont'd)**B. Feature Array (cont'd)**

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

Automatic Call Distribution (ACD)^{1,2/} (cont'd)

Electronic Business Sets (cont'd)

Optional Features (cont'd)

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

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

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

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

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

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

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

/1/ Not available to BRI Stations.

/2/ Not available on stations associated with Access Advantage Plus Service found in Part 6, Section 7.

PLEXAR®-II SERVICE (cont'd)**B. Feature Array (cont'd)**

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

Automatic Call Distribution (ACD)^{1,2/} (cont'd)

Electronic Business Sets (cont'd)

Optional Features (cont'd)

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

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

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

Non-Electronic Sets

Basic Features

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

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

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

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

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

/1/ Not available to BRI Stations.

/2/ Not available on stations associated with Access Advantage Plus Service found in Part 6, Section 7.

PLEXAR®-II SERVICE (cont'd)**B. Feature Array (cont'd)**

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

Automatic Call Distribution (ACD)^{/1,2/} (cont'd)

Non-Electronic Sets (cont'd)

Basic Features (cont'd)

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

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

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

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

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

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

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

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

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

/1/ Not available to BRI Stations.

/2/ Not available on stations associated with Access Advantage Plus Service found in Part 6, Section 7.

PLEXAR®-II SERVICE (cont'd)**B. Feature Array (cont'd)**

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

Automatic Call Distribution (ACD)^{/1,2/} (cont'd)

Non-Electronic Sets (cont'd)

Basic Features (cont'd)

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

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

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

Optional Features

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

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

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

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

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

/1/ Not available to BRI Stations.

/2/ Not available on stations associated with Access Advantage Plus Service found in Part 6, Section 7.

PLEXAR®-II SERVICE (cont'd)**B. Feature Array (cont'd)**

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

Automatic Call Distribution (ACD)^{/1,2/} (cont'd)

Non-Electronic Sets (cont'd)

Optional Features (cont'd)

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

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

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

Business Set Interface^{/1,2/}

Allows customers the capability to activate Business Set functions in a Plexar-II system. Functions have been packaged as follows:

Basic Business Set Interface Package

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

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

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

/1/ Not available to BRI Stations.

/2/ Not available on stations associated with Access Advantage Plus Service found in Part 6, Section 7.

PLEXAR®-II SERVICE (cont'd)**B. Feature Array (cont'd)**

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

Business Set Interface^{/1,2/} (cont'd)Basic Business Set Interface Package (cont'd)

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

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

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

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

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

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

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

Call Waiting-Originating for Business Sets: Enhances the original Call Waiting Originate (CWO) feature by extending the availability of CWO to business sets in the following manner: (1) allowing CWO to be assigned to a directory number on a business set or (2) allowing an originator with CWO to terminate to a business set with a Call Waiting Terminating (CWT) key.

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

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

/1/ Not available to BRI Stations.

/2/ Not available on stations associated with Access Advantage Plus Service found in Part 6, Section 7.

PLEXAR®-II SERVICE (cont'd)**B. Feature Array (cont'd)**

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

Business Set Interface^{/1,2/} (cont'd)Basic Business Set Interface Package (cont'd)

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

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

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

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

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

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

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

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

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

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

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

/1/ Not available to BRI Stations.

/2/ Not available on stations associated with Access Advantage Plus Service found in Part 6, Section 7.

PLEXAR®-II SERVICE (cont'd)**B. Feature Array (cont'd)**

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

Business Set Interface^{/1,2/} (cont'd)Business Set Display Feature Package

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

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

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

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

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

Business Set Interface Optional Features

Individual Business Line: Allows the business set user the appearance of a Basic Local Access line as one of the directory numbers on the set.

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

/1/ Not available to BRI Stations.

/2/ Not available on stations associated with Access Advantage Plus Service found in Part 6, Section 7.

PLEXAR®-II SERVICE (cont'd)**B. Feature Array (cont'd)**

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

Call Park^{1,3/}

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

Last Number Redial

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

Meet-Me Conference^{1/}

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

Simultaneous Ring One Number^{1/}

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

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

Visual Message Waiting Indication^{2,4/}

This feature is for use with customer equipment that requires a voltage signal to activate the message waiting light.

/1/ Not available to BRI Stations.

/2/ Not available on stations associated with Access Advantage Plus Service found in Part 6, Section 7.

/3/ Available only to existing customers who have feature. Refer to 'Call Park' under Optional Features, for new customers.

/4/ Not available to BRI Stations. For the message waiting indication feature available to BRI Stations (see 'Visual Message Waiting Indication' described under Optional Features.)

PLEXAR®-II SERVICE (cont'd)**C. Rules and Regulations**

1. Plexar-II Service will be provided subject to the availability of the necessary switching equipment and outside plant facilities. The provisioning of standard and optional features is limited to the capabilities of the serving central office.
2. The following terms used in this offering shall mean:

Plexar-II Basic Station

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

Off-Premises Station

Consists of two rate elements, the appropriate station rate and applicable private line charges.

Plexar-II BRI Station^{/2/}

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

ISDN Serving Area

A Company Exchange with one or more ISDN-equipped central offices, plus all other Company exchanges and/or zones included in that ISDN-equipped central office's non-optional local calling area as defined in Part 4, Section 2.

Link Extension

Provides the additional interoffice facility and central office hardware required to provide Plexar BRI Service for customers that are not located within the ISDN Serving Area but are within the same LATA.

Out-WATS Termination

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

/1/ Station line facility rates specified in this offering are not applicable to stations associated with Access Advantage Plus Service as found in Part 6, Section 7.

/2/ Not available on stations associated with Access Advantage Plus Service found in Part 6, Section 7.

PLEXAR®-II SERVICE (cont'd)**C. Rules and Regulations (cont'd)**

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

Tie Trunk Terminations

The following connections are available as outlined below:

Analog Facility: An analog termination used to connect tie trunks or dedicated channels to other telecommunications switching systems.

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

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

Optional Feature**Backup D-Channel**

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

3. A Plexar-II service arrangement does not have a minimum or maximum station requirement. However, if a system exceeds 74 stations, the customer may request a Plexar-Custom serving arrangement as set forth in 'Payment Plans' following, or continue with their Plexar-II Service for the duration of the contract.
4. Plexar-II station line facilities are charged in mileage bands as measured in air miles from the station location to the serving central office. The station line facility rates are applicable to all Plexar-II Basic^{/1/} or BRI stations, except Off-Premises stations. The station line facility rate applies to all BRI stations and to the Plexar-II Basic stations in excess of the number of Plexar-II access lines. In no case shall the credit applied for station line facility rates exceed the number of station line facility rates billed.

/1/ Station line facility rates specified in this offering are not applicable to stations associated with Access Advantage Plus Service found in Part 6, Section 7.

PLEXAR®-II SERVICE (cont'd)**C. Rules and Regulations (cont'd)**

5. Plexar Mate (Previously Customer Rearrangement Service (CRS) - Basic) allows customers to request changes as batch (overnight) or priority (same day). Each customer is permitted 20 batch and 3 priority changes per day (per central office served). All normal and emergency central office functions have priority over customer-requested changes. The Company is not responsible for customer change requests delayed by such central office functions.^{/1/}

Plexar Mate includes initial training at the time of Plexar Mate installation, one Plexar Mate Customer Administrator Guide (per central office served), and access for one simultaneous user per customer.

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

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

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

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

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

7. The customer may move Plexar-II service within the state, where facilities permit, subject to the appropriate nonrecurring charges and any other charges specified in this Guidebook resulting from the customer's requirement (i.e., overtime hours, special construction). The contract will not be affected unless the move causes the 35% maximum station fluctuation to be reached as specified in paragraph D.9. If this occurs, termination liability is applicable. Additionally, station line facility rates may change due to the distance charges. Refer to paragraph C.18 for moves associated with Plexar BRI Service.

/1/ Not available to BRI stations.

PLEXAR®-II SERVICE (cont'd)**C. Rules and Regulations (cont'd)**

8. If Plexar-II service is provided from a serving central office other than their normal serving central office, the rates and charges specified in this Guidebook are applicable in addition to the rates, charges, terms and conditions, as appropriate, for Foreign Serving Office Service and Foreign Exchange Service, specified in Part 4, Section 3 and Part 15, Section 2. Refer to paragraph C.18 for rules and regulations when the customer subscribes to Plexar BRI Service.
9. When a customer requests a special offering or modification of standard service offering, it will be furnished whenever possible if not detrimental to any of the services or equipment of the Company. Such special service offerings or modifications of standard service offerings will be furnished at additional charges.
10. Listings will be furnished in accordance with the regulations set forth in Part 12, Section 1 of this Guidebook. (C)
11. The assignment of telephone numbers for Plexar-II shall be in accordance with Part 2 (General Terms and Conditions). Where facilities allow, transfer of telephone numbers between Plexar-II and other services will be permitted as follows:
 - a. Customers converting between Plexar/Centrex services will be permitted to retain their existing telephone numbers at no charge.
 - b. Business customers changing to Plexar-II service may retain up to ten of their existing telephone numbers, per serving central office, at no charge. For charges applicable to telephone numbers exceeding ten, see Rates, 'Nonrecurring Charges'.
 - c. Plexar-II customers may transfer one or more of their existing telephone numbers for use with other business services. Charges will apply for each number transferred. For applicable charges see Rates, 'Nonrecurring Charges'. Charges do not apply when the customer disconnects the entire system.
12. Temporary suspension of service will be permitted in accordance with Part 2, Section 4 of this Guidebook.
13. Multi-location arrangements will only be furnished if located within the same exchange, with the exception of BRI stations provided outside the ISDN Serving Area as specified in C.18, following. All basic stations included in a multi-location serving arrangement will be furnished the local calling scope of their serving central office. All BRI stations included in a multi-location serving arrangement will be furnished the local calling scope of their serving central office.
14. Use of Plexar-II Service for other than administrative purposes by the customer of record is prohibited.

PLEXAR®-II SERVICE (cont'd)**C. Rules and Regulations (cont'd)**

15. Custom Calling Services are functional only when the calling party's telephone number can be forwarded from the central office originating the call to the terminating central office serving the called party, or when both the calling party and the called party are served from the same central office. (C)

In addition to the provisions of Part 2 (General Terms and Conditions), the Company shall not be liable for any loss or damages arising out of error, interruptions, defects, failure or malfunctions of Custom Calling Services or equipment. Damages arising out of such interruptions, defects, failures, or malfunctions of the services after the Company has been notified, and has had a reasonable time for repair, shall in no event exceed an amount equivalent to the charges made for the service affected for the period following notice from the customer until service is restored. (C)

16. The calling party, whether they subscribe to Caller ID Services or not, may prevent the delivery of calling party name and/or number to the called party by dialing an access code (*67 on their Touch-Tone pad or 1167 from a rotary telephone) immediately prior to placing a call. The access code will activate per call blocking, which is available at no charge.

If a calling party activates blocking, the calling party name and/or number will not be transmitted across the station line, including calls within and outside the Plexar group. Instead, Caller ID customers will receive an anonymous indicator. The anonymous indicator notifies the Caller ID customer that the calling party has elected to block the delivery of the telephone number or calling party name.

Per line blocking for the delivery of calling name and/or number is available upon request, at no charge, to the following entities and their employees/volunteers: (a) private, non-profit, tax-exempt, domestic violence intervention agencies, and (b) federal, state and local law enforcement agencies. Blocking is provided on lines over which the official business of the agency is conducted, including those at the residence of employees/volunteers, where an executive officer of the agency registers with the Company a need for blocking. The calling name and/or number will not be transmitted from a line equipped with this capability.

The blocking of the CPN will not be provided on calls originated from Payphone Exchange Access Service.

In addition to the provisions of Part 2 (General Terms and Conditions), the calling party and customer indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the transmission to a Caller ID customer of a telephone number which the calling party has requested to be omitted from the Company Listing Information System or has requested not to be disclosed to any person.

Calling party name and/or number service will not be displayed under the following conditions:

- a. If the called party is off-hook (i.e., when the customer is on line).
- b. If the called party answers during the first ring interval.
- c. If the calling party has activated blocking capability.

PLEXAR®-II SERVICE (cont'd)**C. Rules and Regulations (cont'd)****16. (cont'd)**

Calling party name and/or number service is not available with distinctive ringing services having a silent interval length insufficient for CPN transmission.

Identification of specific stations or extensions served by some CPE is not possible. The main listed number will be displayed.

(C)

Calling party name and/or number service will be transmitted and displayed for calls made from another central office only if it is linked by appropriate facilities.

Caller ID information may not be sold or given to another party without the caller's consent. Caller ID information may only be used for: (a) routing or completion of calls, (b) billing of calls, (C) account management purposes, (d) services directly related to the call or transaction, (e) verification of calling party identity and (f) marketing products or services that are directly related to those previously acquired by the customer from the number delivery services subscriber. This applies if the number delivery service subscriber has an existing relationship with the customer. Caller ID customers failing to comply with any of these conditions will have their service terminated.

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

(C)

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

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

PLEXAR®-II SERVICE (cont'd)**C. Rules and Regulations (cont'd)****17. (cont'd)**

The serving central office from which a customer's Plexar BRI Service is provided shall be designated as the customer's Plexar BRI equipped serving office. BRI service will be provided at the rates and charges specified in 'Rates', Plexar-II Station Rates and Station Line Facility Rates. The following regulations are associated with the serving arrangement:

- a. If the customer's normal serving office is BRI equipped and is located in an ISDN Service Area, BRI service will be provided from that serving office.
- b. If the customer's normal serving office is not BRI equipped or lacks BRI capacity and is located in an ISDN Service Area, the BRI service may be provided from a BRI equipped office (located in the ISDN Service Area) designated by the Company. At the customer's request, their basic stations and BRI stations may be served from the BRI serving central office, if capacity is available. When this occurs, Foreign Serving Office charges apply to Basic Stations (non-BRI) as specified in Part 4, Section 3. If the customer requests BRI service to be provisioned from a BRI equipped serving office (in the exchange) other than the one designated by the Company and the Company agrees, the arrangement can be provided. In this case, Foreign Serving Office charges apply per B and D channel in addition to any other charges.

If a new central office becomes the designated BRI equipped serving office, their Plexar BRI service will continue to be provided from their original Plexar BRI serving office. Should the customer subsequently request that their Plexar BRI service be provisioned from the new designated serving office, all nonrecurring charges associated with the move will be applicable. The Company may request that the customer, at the customer's option, have the customer's BRI service provided from the new designated serving office and, in conjunction therewith, will waive move charges. Such a move may require the customer to change telephone numbers.

- c. If the customer's normal serving office has a BRI equipped central office switch and is located in an ISDN Service Area, BRI service will be provided from that switch if there is capacity. If capacity is not available, BRI service may be provided from another Company designated BRI equipped serving office (located in the ISDN Service Area). At the customer's request, basic Plexar and BRI stations may be served from the designated BRI equipped serving office, if capacity is available. In this case, Foreign Serving Office charges specified in Part 4, Section 3 apply to Basic Stations in addition to other applicable charges.

PLEXAR®-II SERVICE (cont'd)**C. Rules and Regulations (cont'd)****17. (cont'd)**

d. If the customer's normal serving office is located outside of an ISDN Service Area, the customer may request Plexar BRI service. In this case, BRI service may be provided from a BRI equipped serving office located in an ISDN serving area (within the LATA), if the Company agrees. In such cases, the charges for Link Extension specified in 'Rates', Station Line Facility Rates, will apply. Intercom calling between the BRI stations and basic stations in this situation will not be provided unless they are connected together via a tie trunk arrangement at charges specified in 'Rates', Facility Terminations, following. If the customer requests Plexar BRI service from a serving office other than the Plexar BRI equipped serving office designated by the Company and the Company agrees, Link Extension charges will apply. In addition, charges for Foreign Exchange Service, under Part 4, Section 3 will apply per B and D channel.

If the customer's normal serving office becomes BRI equipped, their Plexar BRI service may be moved from their original Plexar BRI serving central office to the customer's normal serving office. Such a move may require the customer to change telephone number(s); in such a case, the Company may waive the move charges specified in paragraph C.7. Link Extension charges will no longer apply once the customer has been moved back to the normal serving central office. However, subject to Company agreement, the customer may request that their service not be moved. In such a case, the Link Extension charges will continue to apply.

D. Payment Plans^{/1}

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

Fixed Monthly Rate Plan

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

Month-to-Month Plan

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

2. All one-time (nonrecurring) charges specified within this offering can be deferred over the length of any fixed term on initial and subsequent installations of service. Annuity factors utilized in deferring these charges are listed in Part 2 (General Terms and Conditions).

The customer's contract specifies the discount rate that will be used if a customer terminates service under the conditions specified in Paragraph D.9, following. The discount rate used in initiating a contract listed in Part 2 (General Terms and Conditions) remains fixed over the life of the contract term.

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

PLEXAR®-II SERVICE (cont'd)**D. Payment Plans^{/1/} (cont'd)**

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

Fixed monthly rate plan additions can be coterminous with the original contract or for a shorter term. If more than 90 days remain on the contract, apply rates equivalent to those of the original contract term. If less than 90 days remain, additions must be made only under a month-to-month option.

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

Additions to the fixed monthly rate plan that exceed the number of stations initially covered under the agreement are subject to the same termination liability charges as the initial stations.

4. Station rates, station line facility rates, facility terminating arrangements and optional features are covered under the Plexar-II payment plans. All other rates and charges not specifically covered in this section are not included. Plexar-II access lines are not included in these payment plans.
5. Existing Plexar-I and Centrex Service customers may convert to Plexar-II subject to the payment of the conversion charges specified in 'Rates', Nonrecurring Charges, following.
6. With prior Company agreement, service under these plans may be transferred from one customer to another at the same location for a Supersedure Fee as identified in 'Rates', Nonrecurring Charges, following. The new customer assumes all obligations under the existing contract. Changes and additions to the assumed service can be made after the first day of service has been assumed.
7. Customers exceeding 74 stations within each serving central office may request a Plexar-Custom serving arrangement prior to the expiration of the existing contract term provided that the requested contract term be at least 12 months longer than the time remaining on the existing contract. Termination liability charges will not apply when the customer continues with an equivalent Plexar service arrangement (i.e., current system size).

If there remains deferred non-recurring and installation charges, the present worth of that amount must be paid in full or applied to the new Plexar-Custom contract.

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

PLEXAR®-II SERVICE (cont'd)**D. Payment Plans^{/1} (cont'd)**

8. At the conclusion of the fixed term for any contract the customer may renew the service at terms, conditions and rates that exist at the time of renewal, or change to month-to-month rates for all rate elements (standard and optional), or subscribe to the contract extension option.

'Thank You For Renewing' Credit Option

With this option, customers who sign a new Plexar-II term Payment Plan contract for their existing service with a 36-, 48- or 60-month contract term will receive a one-time bill credit of \$50.00 per station (Basic stations, ISDN BRI stations or Off-Premise stations), up to a maximum of \$1,500 per contract. This credit option is only available to existing Plexar-II customers (month-to-month or contract), but is not available to customers with more than twelve months remaining on their existing Plexar-II term Payment Plan contract. Standard Plexar-II termination charges will apply. This credit option is not available to customers covered under a Customer Specific Pricing (CSP) contract.

Contract Extension Option

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

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

Customers with arrangements exceeding 74 stations in each serving central office may convert the service at terms, conditions and rates set forth in the Plexar-Custom offering found later in this Section.

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

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

PLEXAR®-II SERVICE (cont'd)**D. Payment Plans^{/1/} (cont'd)**

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

- Termination charges will be applicable to the fixed monthly rate plan under the following conditions: if the subscriber, (a) disconnects the entire service; (b) disconnects more than 35% of the maximum contracted station quantity installed during the duration of the contract.
- The termination charge is calculated as follows:
 - a. Under the conditions listed above, subtract the allowable 35% station fluctuation from the contracted station quantity installed during the duration of the contract. This number is multiplied by
 - b. The monthly Plexar-II charges, multiplied by
 - c. The number of months of the contract not being fulfilled, multiplied by
 - d. Fifty percent (50%)
- In addition, the remainder of any installation and nonrecurring charges that have been deferred must be paid in full. Payment of the termination charge does not release the customer from other previous amounts owed to the Company.

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

- Termination charges based on the present worth of the remaining monthly payments will be applicable to the fixed monthly rate plan under the following conditions: if the subscriber a) disconnects the entire service; b) disconnects more than 35% of the maximum contracted station quantity installed during the duration of the contract.
- The termination charge is calculated as follows:
 - a. Under the conditions described above, subtract the allowable 35% station fluctuation from the maximum contracted station quantity installed during the duration of the contract.
 - b. Calculate the total monthly rate for the station quantity subject to termination charges identified in step 1.
 - c. Determine the annuity factor for the remaining months left in the contract. This factor is based on the discount rate specified in the customer's contract.
 - d. Multiply the result of steps 2 and 3 to determine the present worth termination liability amount.
- In addition, the present worth of any installation and nonrecurring charges that have been deferred must be paid in full, applied to another Plexar contract payment plan, or deferred over the length of another Plexar contract term.

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

PLEXAR®-II SERVICE (cont'd)**D. Payment Plans^{/1/} (cont'd)****9. (cont'd)**

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

10. The customer may, at his option, prior to the expiration of the existing contract term, terminate the contract without incurring termination charges provided:

- a. customer signs a new contract at prevailing rates for a term at least as long as the period remaining in the original contract
- b. continues with an equivalent Plexar service arrangement (i.e., current system size), and

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

- c. agrees to pay in full the remainder of any installation and nonrecurring charges that have deferred.

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

- c. agrees to pay the deferred installation and nonrecurring charges incurred on the original contract, by present worth the remaining amount and applying current annuity factors as specified in Part 2 (General Terms and Conditions). These deferred installation and nonrecurring charges may be paid in full, applied to another Plexar contract payment plan, or deferred over the length of another Plexar contract term.

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

PLEXAR®-II SERVICE (cont'd)**D. Payment Plans^{/1/} (cont'd)**

11. With the exception of BRI Station and Station Line Facility rates (USOCs, XRB, 1LSDA, 1LSDB and LKX) found in 'Rates', Plexar-II Station Rates and Station Line Facility Rates, regulations and rates applying on a per station or per line basis shall be interpreted to apply per channel when the customer subscribes to Plexar BRI Service.
12. Nonrecurring Charge Waiver Options

New Service

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

Additional Lines

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

The nonrecurring charges to be waived under these Waiver Options are as follows:

- Service Establishment Charge to Establish a New System (per Central Office)
- Station Rates, Initial Installation, Installation Charge (per station)
- Station Line Facility Rates Installation Charge (based on mileage)

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

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

PLEXAR®-II SERVICE (cont'd)

D. Payment Plans^{1/} (cont'd)

13. Service Migration and Early Termination Charges

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

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

PLEXAR®-II SERVICE (cont'd)

E. Rates

	<u>Nonrecurring Charges</u>	
1. Service Establishment Charge to establish a new system:		
Per Serving Central Office, Basic Plexar only /NRCEX/		
Month-to-Month	\$400.00	
12 Months	400.00	
24+ Months	400.00	
Per Serving Central Office, Basic Plexar/BRI mix /C3CCB/		
Month-to-Month	400.00	
12 Months	400.00	
24+ Months	400.00	
Per Serving Central Office, BRI only /C3CBR/ ^{/1,2/}		
Month-to-Month	280.00	
12 Months	140.00	
24+ Months	0.00	
2. Conversion Charges, applicable to converting existing systems;		
Per Serving Central Office:		
Centrex II or Centrex III to Plexar-II /FSC24/	250.00	
Plexar-I, Package 1 or Package 2 to Plexar-II /C3VIX/	400.00	
Addition of Basic Plexar to Existing BRI /FSCBA/ ^{/4,5/}		
Month-to-Month	120.00	
12 Months	260.00	
24+ Months	400.00	
3. Supersedure Fee, per system /NRV08/	25.00	
4. System Subsequent Change Charge, per Serving Central office, per Change /1CRAL/	27.00 ^{/3/}	
5. Transfer of Telephone Numbers		
	<u>Nonrecurring Charge</u>	<u>Service Connection Charge</u>
- To Plexar-II, per number /NR9TH/	\$20.50 ^{/6/}	\$7.25 ^{/7/}
- To Other Business Services, per number /NR9TJ/	20.50 ^{/8/}	7.25 ^{/8/}

See following sheet for footnotes

PLEXAR®-II SERVICE (cont'd)**E. Rates (cont'd)****Nonrecurring Charges****Footnotes:**

- /1/ If a customer chooses a contract term of 12 months or longer and then disconnects the system prior to the expiration of that contract, a termination charge is applicable, except as specified in paragraph D.10. The termination charge is equal to the difference between the BRI only Month-to-Month Service Establishment Charge in effect at the time of the disconnect and the actual Service Establishment Charge paid at the time the system was installed.
- /2/ If a Plexar-II customer disconnects service within 60 days after installation, a refund equivalent to the Service Establishment Charge paid at the time service was installed will be refunded on their monthly bill. If a customer has a multi-location system involving more than one BRI only central office, the refund per customer will be equivalent to one Service Establishment Charge. This refund does not apply to Plexar-II service configured only with D-channel packet switching. This refund is not available when Plexar-II systems are provided to transient locations or use, such as trade shows, convention centers and exhibit halls.
- /3/ Applies when changes are made that affect the entire system.
- /4/ When converting a system in a serving central office that provides only Basic Plexar (non-BRI) to BRI only or when converting a system in a serving central office from Basic Plexar to a combination of Basic and BRI service, there is no conversion charge applicable, but a system subsequent change charge is applicable as specified in 'Rates', Nonrecurring Charges.
- /5/ When converting a system in a serving central office that provides a BRI/Basic Plexar mix to BRI only or Basic Plexar only, there is no conversion charge applicable, but a system subsequent change charge is applicable as specified in 'Rates', Nonrecurring Charges.
- /6/ Standard capability of the Plexar-II arrangement includes the customer retaining a maximum of ten existing telephone numbers, at the time of initial installation, per serving central office. This charge applies to those numbers exceeding ten. When the customer requests the addition of telephone numbers subsequent to initial installation, this charge applies to each number.
- /7/ Applicable when transferring telephone numbers subsequent to initial system installation.
- /8/ Not applicable when the customer disconnects the entire Plexar-II system.

PLEXAR®-II SERVICE (cont'd)

E. Rates (cont'd)

Plexar-II Access Line Rates

1. Rates and charges for Simulated Access Lines shall be the equivalent monthly Flat Rate Trunk as set forth in the Part 4, Section 5. These facilities may be used for either interoffice station-to-station and/or network access requirements. If dedicated interoffice facilities are utilized in lieu of Plexar-II access lines for station-to-station calling, apply appropriate rates and charges as specified in Part 15, Section 2.
2. End User Common Line (EUCL) charges will be billed to Plexar-II as set forth in the Access Charges Tariff.
3. For Plexar-II, an equivalent to the Business EUCL charge will apply per Plexar-II access line. The difference between the calculation from Paragraph 2, preceding and this paragraph will be credited to the customer's account, once each month on the customer's bill. No credit or debit will be applied to the customer's partial month's Business EUCL charges for stations which may have been added or deleted during the bill period.

PLEXAR®-II SERVICE (cont'd)**E. Rates (cont'd)**

Plexar-II Station Rates

		<u>Monthly Rates</u>						
		USOC	Month to Month	12 Month	24 Month	36 Month	48 ^{6/} Month	60 ^{6/} Month
Less than 30 stations								
Per System:								
Basic Station		FZA FZAX3 HRAX3 HRQX3		\$12.75 \$10.00 \$9.00 \$7.25		\$7.00 \$6.75		
Off-Premises Station		FZN FZNX3 HRNX3	12.75	10.00	9.00	7.25	7.00	6.75
BRI Station ^{3,5/} - CSV/CSD, per B-Channel ^{4/}		XRB LTG1X	18.00 7.50	17.00 7.25	16.00 7.00	15.00 6.75	14.00 6.50	13.00 6.25
30+ stations								
Per System:								
Basic Station		FZA FZAX3 HRAX3 HRQX3		11.75 9.00 8.00 6.25		6.00 5.75		
Off-Premises Station		FZN FZNX3 HRNX3	11.75	9.00	8.00	6.05	6.00	5.75
BRI Station ^{3,5/} - CSV/CSD, per B-Channel ^{4/}		XRB LTG1X	17.00 7.50	16.00 7.25	15.00 7.00	14.00 6.75	13.00 6.50	12.00 6.25
<u>Nonrecurring Charges</u>								
		USOC			Installation Charge		Service Connection Charge	
Initial Installation Per Basic or Off-premise Station per BRI Station							\$28.50 28.50	
Subsequent Change Charge			SG9PA		\$0.30 ^{1/}		3.85 ^{2/}	

See following sheet for footnotes

PLEXAR®-II SERVICE (cont'd)

E. Rates (cont'd)

Plexar-II Station Rates

Footnotes

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

PLEXAR®-II SERVICE (cont'd)**E. Rates (cont'd)**

Station Line Facility Rates

USOC	Month to Month	<u>Monthly Rates</u>				
		12 Month	24 Month	36 Month	48 ^{5/} Month	60 ^{5/} Month
Basic^{3/}						
0-2.0 Miles, per Plexar-II station ^{1/}	1LSEA	\$57.00 (I)	\$9.85	\$8.65	\$8.40	\$7.50
Over 2.0 Miles, per Plexar-II station ^{1/}	1LSEB	75.00 (I)	16.10	14.20	12.70	11.50
BRI^{4/}						
0-2.0 Miles, per Plexar-II BRI station ^{2/}	1LSDA	66.00 (I)	18.00	17.50	17.00	16.50
Over 2.0 Miles, per Plexar-II BRI station ^{2/}	1LSDB	47.50	47.00	46.50	46.00	45.50
Link Extension^{4/}						
Per Plexar-II BRI Station	LKX	58.50	58.00	57.50	57.00	56.50
Nonrecurring Charges						
		USOC			Installation Charge	
		1LSEA			N/A	
		1LSEB			N/A	
per Plexar-II BRI station		1LSDA			\$180.85	
per Plexar-II BRI station		1LSDB			180.85	
per Plexar-II BRI station		LKX			96.65	

See following sheet for footnotes

PLEXAR®-II SERVICE (cont'd)

E. Rates (cont'd)

Station Line Facility Rates

Footnotes

- /1/ Apply private line rates and charges as specified in the Part 15, Section 2 to Off-Premises stations in lieu of station line facility rates.
- /2/ Apply Link Extension in addition to the appropriate BRI station line facility rate when used for Off-Premises stations.
- /3/ Not applicable on stations associated with Access Advantage Plus Service as found in Part 6, Section 7.
- /4/ Not available when associated with Access Advantage Plus Service as found in Part 6, Section 7.
- /5/ Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer available for new installations or renewals of Plexar-II Service. Plexar-II customers currently on a 48 or 60 month term period may continue service at their existing Payment Plan rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then-current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply.

PLEXAR®-II SERVICE (cont'd)

E. Rates (cont'd)

/1/ Appropriate rates and charges for analog facilities apply.

/2/ Appropriate rates and charges for the Digital 1.544 Mbps facilities apply.

/3/ One DS1 connection is required per 24 DSOs.

/4/ For optional Backup D-Channel USOC, Rates, and Nonrecurring Charges, see Part 17, Section 2.

/5/ Not applicable if the feature is installed at the same time as the Plexar-II system.

/6/ Appropriate rates and charges for the facility being terminated also apply.

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

PLEXAR®-II SERVICE (cont'd)**E. Rates (cont'd)**

Optional Features

Monthly Rates

	USOC	Month to Month	12 Month	24 Month	36 Month	48 ^{/5/} Month	60 ^{/5/} Month
Assume Dial Nine							
Per System, Per Serving Central Office	A9DPO	\$25.00	\$25.00	\$25.00	\$25.00	\$25.00	\$25.00
Automatic Route Selection (ARS) - Basic							
Per Plexar-II Station in an ARS Arrangement	ABBPA	0.75	0.70	0.60	0.50	0.40	0.30
Busy Verification^{/4/}							
Per System	EDSPS	2.00	1.90	1.80	1.70	1.60	1.50

Nonrecurring Charges

	USOC	Installation Charge	Service Connection Charge
Assume Dial Nine			
Per system, Per Serving Central Office	A9DPO	\$19.60	\$6.75 ^{/1/}
Automatic Route Selection (ARS) - Basic			
Initial Installation, per System	1CRPB	219.35	6.75 ^{/1/}
Subsequent Change Charge Per System ^{/2/}	SG9PB	219.35	6.75
Per Plexar-II Station ^{/3/}	SG9PV	0.30	3.85
Busy Verification			
Per System		19.55	6.75 ^{/1/}

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

/2/ Applies when making changes subsequent to initial optional feature installation to add or make changes to the ARS arrangement.

/3/ Applies when making changes subsequent to initial optional feature installation to equip additional stations or change the station accessibility to the ARS arrangement.

/4/ Not available to BRI stations.

/5/ Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer available for new installations or renewals of Plexar-II Service. Plexar-II customers currently on a 48 or 60 month term period may continue service at their existing Payment Plan rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then-current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply.

PLEXAR®-II SERVICE (cont'd)**E. Rates (cont'd)**

Optional Features (cont'd)

USOC	<u>Monthly Rates</u>					
	Month to Month	12 Month	24 Month	36 Month	48 ^{3/} Month	60 ^{3/} Month

Call Forwarding Busy Line/Don't Answer Outside System

Per Plexar-II Station

Equipped with:

Busy	FBJ	\$2.00	\$1.50	\$1.25	\$1.00	\$0.75	\$0.50
Don't Answer	FDJ	2.00	1.50	1.25	1.00	0.75	0.50
Busy and Don't Answer	FVJ	3.00	2.50	2.00	1.50	1.00	0.75

Nonrecurring Charges

USOC	Installation Charge	Service Connection Charge
------	------------------------	---------------------------------

Call Forwarding Busy Line/Don't Answer Outside System

Per Plexar-II System

Equipped with ...

Busy	1CRCF	\$3.60	\$6.75 ^{1/}
Don't Answer	1CRCG	3.60	6.75 ^{1/}
Busy and Don't Answer	1CRCH	7.15	6.75 ^{1/}

Per Plexar-II Station

Equipped with ...

Busy	---	6.75 ^{1/}
Don't Answer	---	6.75 ^{1/}
Busy and Don't Answer	---	6.75 ^{1/}

Subsequent Change Charge

Per Plexar-II Station^{2/}

SG9PV 0.30 3.85

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

/2/ Applies when making changes subsequent to initial optional feature installation to change the destination telephone number or the number of ringing cycles.

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

PLEXAR®-II SERVICE (cont'd)**E. Rates (cont'd)**

Optional Features (cont'd)

	USOC	Month to Month	12 Month	24 Month	36 Month	48 ^{5/} Month	60 ^{5/} Month	
Custom Calling Services								(C)
Per Plexar-II Station								
Auto Redial	NX9	\$1.15	\$1.15	\$1.15	\$1.15	\$1.15	\$1.15	
Call Blocker	NX5	1.15	1.15	1.15	1.15	1.15	1.15	
Call Return	NX8	1.15	1.15	1.15	1.15	1.15	1.15	
Priority Call	NX2	1.15	1.15	1.15	1.15	1.15	1.15	
Selective Call Forwarding	NX6	1.25	1.25	1.25	1.25	1.25	1.25	
Call Management Services								(C)
Package (all five services listed above)	NLH5U	3.75	3.75	3.75	3.75	3.75	3.75	(C)
Call Park								
Per Station	C4Z	0.20	0.20	0.20	0.20	0.20	0.20	

(continued on following page)

PLEXAR®-II SERVICE (cont'd)**E. Rates (cont'd)**

Optional Features (cont'd)

Nonrecurring Charges

	USOC	Installation Charge	Service Connection Charge	
Custom Calling Services (cont'd)				(C)
Per System				
Auto Redial	NX9PS	\$33.15	\$6.75 ^{/1/}	
Call Blocker	NX5PS	20.25	6.75 ^{/1/}	
Call Return	NX8PS	33.15	6.75 ^{/1/}	
Priority Call	NX2PS	20.25	6.75 ^{/1/}	
Selective Call Forwarding	NX6PS	20.25	6.75 ^{/1/}	
Custom Calling Services Package	NHL5V	127.05 ^{/2/}	6.75 ^{/1,3/} (C)	
Per Plexar-II Station				
Auto Redial	NX9	0.95	6.75 ^{/1/}	
Call Blocker	NX5	0.95	6.75 ^{/1/}	
Call Return	NX8	0.95	6.75 ^{/1/}	
Priority Call	NX2	0.95	6.75 ^{/1/}	
Selective Call Forwarding	NX6	0.95	6.75 ^{/1/}	
Custom Calling Services Package	NHL5U	4.75	6.75 ^{/1,3/} (C)	
Call Trace				
Per Plexar-II Station	N6T	0.95	6.75 ^{/1/}	
Per System	N6TPS	29.30	6.75 ^{/1/}	
Per Successful Trace	---	--- ^{/4/}	N/A	
Call Park (cont'd)				
Per System	C4ZPS	36.10	6.75 ^{/1/}	
Per Station	C4Z	1.40	6.75 ^{/1/}	

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

/2/ This charge applies only when the complete package is subscribed to. If individual features have previously been installed, apply the individual installation charge for each feature being added in lieu of the Custom Calling Services package installation charge.

/3/ This charge applies when the complete Custom Calling Services package is subscribed to or a subsequent purchase completes the package.

/4/ Apply the Business Call Trace, Per Successful Activation, rate as specified in Part 7, Section 1.

/5/ Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer available for new installations or renewals of Plexar-II Service. Plexar-II customers currently on a 48 or 60 month term period may continue service at their existing Payment Plan rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then-current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply.

PLEXAR®-II SERVICE (cont'd)**E. Rates (cont'd)**

Optional Features (cont'd)

	USOC	<u>Monthly Rates</u>					
		Month to Month	12 Month	24 Month	36 Month	48 ^{4/} Month	60 ^{4/} Month

Caller ID

Per Plexar-II Station ^{2/}							
Calling Number Delivery	NXD	\$2.85	\$2.85	\$2.85	\$2.85	\$2.85	\$2.85
Calling Name Delivery	NN2	2.85	2.85	2.85	2.85	2.85	2.85
Calling Number & Name Delivery	NXM	3.30	3.30	3.30	3.30	3.30	3.30

Nonrecurring Charges

	USOC	Installation Charge	Service Connection Charge
Caller ID			
Initial Installation			
Calling Number Delivery			
Per System	NXDPS	\$12.80	\$6.75 ^{1/}
Per Plexar-II Station ^{3/}	NXD	2.00	6.75 ^{1/}
Calling Name Delivery			
Per Station	NN2	2.00	6.75 ^{1/}
Calling Number & Name Delivery			
Per System	NXMPS	12.80	6.75 ^{1/}
Per Station	NXM	3.00	6.75 ^{1/}
Conversion Charges			
Calling Number Delivery to Calling			
Number & Name Delivery			
Calling Name Delivery to Calling	NR9C2	2.00	6.75 ^{1/}
Number & Name Delivery			
Per System	NR9C4	12.80	6.75 ^{1/}
Per Station	NR9C3	3.00	6.75 ^{1/}

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

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

/3/ For DMS-100 central offices not equipped with the software package NTXR83AA, these rates apply only to those Non-Business Set stations assigned Caller ID.

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

PLEXAR®-II SERVICE (cont'd)**E. Rates (cont'd)**

Optional Features (cont'd)

		<u>Monthly Rates</u>						
	USOC	Month to Month	12 Month	24 Month	36 Month	48 ^{4/} Month	60 ^{4/} Month	
Cancel Call Waiting^{2/} Per Plexar-II Station	PQK	\$0.60	\$0.55	\$0.50	\$0.45	\$0.40	\$0.35	
Conference Calling – 6-Port Conference Arrangement								
Per 6-Port Conference Arrangement ^{3/}	EAA	33.00	30.00	27.50	25.00	22.50	20.00	
Dial Plan for Advanced Solutions (DPAS)								
Per Plexar Station								
Basic Dial Plan	D6PAB	0.50						
Deluxe Dial Plan	D6PAD	1.75						

Nonrecurring Charges

	USOC	Installation Charge	Service Connection Charge
Cancel Call Waiting Per System	1CRCW	\$6.15	\$6.75 ^{1/}
Per Plexar-II Station			6.75 ^{1/}
Conference Calling – 6-Port Conference Arrangement Per 6-Port Conference Arrangement		22.90	\$6.75 ^{1/}
Dial Plan for Advanced Solutions (DPAS) DPAS Dial Plan established or Plexar Dial Plan or System added	SEPA3	200.00	
Per Plexar Station added			
Basic Dial Plan	D6PAB	1.00	
Deluxe Dial Plan	D6PAD	1.00	
Subsequent Change Charge, per request	REATH		\$50.00

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

^{2/} Not available to BRI Stations.

^{3/} When combining two or more conference arrangements, a reduction of available ports will occur.

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

PLEXAR®-II SERVICE (cont'd)**E. Rates (cont'd)**

Optional Features (cont'd)

USOC	Month to Month	12 Month	24 Month	36 Month	<u>Monthly Rates</u>	
					48 ^{/4/} Month	60 ^{/4/} Month
Electronic Key Telephone Service (EKTS) Package^{/1/}						
Per B-Channel	EFV	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00

Nonrecurring Charges

USOC	Installation Charge	Service Connection Charge
Electronic Key Telephone Service (EKTS) Package		
Initial Installation		
Per System	1CREP	\$6.75 ^{/3/}
Subsequent Change Charge ^{/2/}		
Per Channel	REA18	3.85 ^{/3/}
Per System	REA13	3.85 ^{/3/}

/1/ Available only to BRI Stations.

/2/ Applies when making changes subsequent to initial optional feature installation to add, change or rearrange features contained in the EKTS Package.

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

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

PLEXAR®-II SERVICE (cont'd)**E. Rates (cont'd)**

Optional Features (cont'd)

USOC	<u>Monthly Rates</u>					
	Month to Month	12 Month	24 Month	36 Month	48 ^{8/} Month	60 ^{8/} Month

Message Waiting Indication^{5/}

Per Plexar-II Station

With SMDI ^{1,2/}	MWZ ^{6/}	\$0.15	\$0.10	\$0.10	\$0.10	\$0.10
Without SMDI ^{3/}	MWC3X ^{7/}	---	---	---	---	---

Nonrecurring Charges

USOC	Installation Charge	Service Connection Charge
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Message Waiting Indication^{5/}

Per Plexar-II Station

With SMDI ^{1,2/}	MWZ ^{6/}	\$2.05	\$6.75 ^{4/}
Without SMDI ^{3/}	MWC3X ^{7/}	2.05	6.75 ^{4/}

/1/ Requires Simplified Message Desk Interface (SMDI). These rates are in addition to the rate and charges for SMDI.

/2/ This charge is applicable to SMDI arrangements when calls are forwarded to the message desk hunt group within the Plexar-II system, whether utilizing an external message desk provider or customer-provided message desk equipment.

/3/ This charge is applicable to Plexar-II arrangements subscribing to voice mail services provided by an external message desk where calls are forwarded outside the Plexar-II system. This one time charge allows the activation of an audible message waiting indication (intermittent dial tone) (audible and/or visual) per Plexar-II station. Additionally, rates and charges for "Call Forwarding/Busy Line Don't Answer Outside System" apply per Plexar-II station.

/4/ Not applicable if the feature is installed at the same time as the Plexar system or station.

/5/ Not available to BRI Stations. For the message waiting indication feature available to BRI Stations see 'Visual Message Waiting Indication' described under Optional Features.

/6/ USOCs-MWZ (audible and visual alerting), M9Z (audible signal only), M5Z (visual signal only), or MW4PK (Business Sets (DMS100) only).

/7/ USOCs-MWC3X (audible and visual alerting), MW72X (audible signal only), MWS (visual signal only), or MW9PK (Business Sets (DMS100) only).

/8/ Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer available for new installations or renewals of Plexar-II Service. Plexar-II customers currently on a 48 or 60 month term period may continue service at their existing Payment Plan rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then-current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply.

AT&T MISSOURI GUIDEBOOK

PART 5 - Centrex / Plexar Services
SECTION 4 - Plexar Services

Original Sheet 56

PLEXAR®-II SERVICE (cont'd)

E. Rates (cont'd)

Optional Features (cont'd)

		USOC	Monthly Rates					
			Month to Month	12 Month	24 Month	36 Month	48 ^{5/} Month	60 ^{5/} Month
Music on Hold^{2/}								
Per System								
Per serving central office		MHDPS	\$34.00	\$34.00	\$34.00	\$34.00	\$34.00	\$34.00
Night Service								
Per arrangement		NS6PA	7.50	7.00	6.50	6.00	5.50	5.00
Number Retention Service^{3/}								
Outgoing Trunk Queuing^{4/}								
Per System		OTYPS	2.00	1.75	1.50	1.25	1.00	0.75

Nonrecurring Charges

		USOC	Installation Charge	Service Connection Charge
Music on Hold				
Per System				
Per serving central office		MHDPS	\$39.60	\$6.75 ^{1/}
Per station		MHD	1.40	6.75 ^{1/}
Night Service				
Per arrangement		NS6PA	25.55	6.75 ^{1/}
Outgoing Trunk Queuing				
Per System			27.70	6.75 ^{1/}

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

/2/ Not applicable to business sets.

/3/ Number Retention Service has been eliminated. See Paragraph C.11 for Rules and Regulations associated with transfer of telephone numbers.

/4/ Not available on stations associated with Access Advantage Plus Service found in Part 6, Section 7.

/5/ Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer available for new installations or renewals of Plexar-II Service. Plexar-II customers currently on a 48 or 60 month term period may continue service at their existing Payment Plan rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then-current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply.

PLEXAR®-II SERVICE (cont'd)**E. Rates (cont'd)**

Optional Features (cont'd)		<u>Monthly Rates</u>							
	USOC	Month to Month	12 Month	24 Month	36 Month	48 ^{8/} Month	60 ^{8/} Month		
Plexar Mate (Previously Customer Rearrangement Service (CRS) – Basic)^{1,6/}									
Per Plexar-II Station ^{5/}	DWD	\$1.95 ^{2/}	\$1.60	\$1.55	\$1.50	\$1.45	\$1.40		
Preferential Hunting									
Per Plexar-II Station	PHG	0.35	0.30	0.25	0.20	0.15	0.10		
Nonrecurring Charges									
	USOC	Installation Charge		Service Connection Charge					
Plexar Mate									
Per Database ^{3/}	1CRCR	\$475.40		\$6.75 ^{4/}					
Preferential Hunting									
Initial Installation				---		6.75 ^{4/}			
Per Plexar-II Station									
Subsequent Change Charge									
Per Plexar-II Station ^{7/}	SG9PV	0.30		3.85					
	USOC	Nonrecurring Charge							
Plexar Mate									
Additional Training, Per Hour	NR9TR	\$53.75							
Additional Customer Administrative Guide, Per Guide	NR9TS	54.65							

- /1/ Refer to Paragraph C.5, preceding, for parameters associated with this feature.
- /2/ Available only to existing Plexar Mate contracted customers at the conclusion of their fixed term contract.
- /3/ A separate Plexar Mate database must be established for each **different** central office served by a single Plexar-II system. The installation charge applies to each Plexar Mate database established.
- /4/ Not applicable if the feature is installed at the same time as the Plexar-II system or station.
- /5/ Applicable only to Plexar-II stations loaded into the Plexar Mate database.
- /6/ Not available to BRI Stations.
- /7/ Applies when making changes subsequent to initial optional feature installation to add, change or rearrange a hunt list.
- /8/ Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer available for new installations or renewals of Plexar-II Service. Plexar-II customers currently on a 48 or 60 month term period may continue service at their existing Payment Plan rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then-current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply.

PLEXAR®-II SERVICE (cont'd)**E. Rates (cont'd)**

Optional Features (cont'd)

			Month to Month	12 Month	24 Month	36 Month	48 ^{/4/} Month	60 ^{/4/} Month
	USOC							
Remote Access Capability^{/2/}								
Per Remote Access Facility	RAUPS		\$27.50	\$27.00	\$26.50	\$26.00	\$25.50	\$25.00

Remote Access to Call Forwarding

Per Station	FRC	1.00	1.00	1.00	1.00	1.00	1.00
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Routed Numbers

Per Telephone Number Routed	R1SCX	0.25	0.25	0.25	0.25	0.25	0.25
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Nonrecurring Charges

	USOC	Installation Charge	Service Connection Charge
Remote Access Capability			
Initial Installation		\$17.05	\$6.75 ^{/1/}
Subsequent Change Charge ^{/3/}	SG9PR	17.05	3.85 ^{/1/}
Remote Access to Call Forwarding			
Per System	FRCPS	43.65	6.75 ^{/1/}
Per Station	FRC	1.40	6.75 ^{/1/}
Routed Numbers			
Route Index Establishment Charge, Per Route Established	SEPR1	150.00	5.05 ^{/1/}

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

/2/ Appropriate rates and charges for incoming and outgoing facilities also apply.

/3/ Applies when making changes subsequent to initial optional feature installation when making changes associated with accessing the Remote Access Facility.

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

PLEXAR®-II SERVICE (cont'd)**E. Rates (cont'd)**

Optional Features (cont'd)		<u>Monthly Rates</u>					
	USOC	Month to Month	12 Month	24 Month	36 Month	48 ^{6/} Month	60 ^{6/} Month
Simplified Message Desk Interface^{1/}							
Per System,							
Per serving central office ^{2,3,4/}	SMQPS	\$265.00	\$255.00	\$245.00	\$235.00	\$225.00	\$215.00
Speed Calling – 30 Codes							
Per Plexar-II Station	E3Z	0.40	0.30	0.30	0.30	0.30	0.30
<u>Nonrecurring Charges</u>							
	USOC		Installation Charge		Service Connection Charge		
Simplified Message Desk Interface							
Per System,							
Per serving central office ^{2,3,4/}				\$79.25		\$6.75 ^{5/}	
Speed Calling – 30 Codes							
Initial Installation							
Per System	1CRSC		12.05			6.75 ^{5/}	
Per Plexar-II Station			---			6.75 ^{5/}	

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

PLEXAR®-II SERVICE (cont'd)**E. Rates (cont'd)**

Optional Features (cont'd)

		<u>Monthly Rates</u>						
		USOC	Month to Month	12 Month	24 Month	36 Month	48 ^{2/} Month	60 ^{2/} Month
Speed Calling – 50 Codes								
Per Plexar-II Station		E5V	\$0.60	\$0.50	\$0.50	\$0.50	\$0.50	\$0.50
Split Service Offering								
Per Additional Common Block		SOJ	10.00	9.00	8.00	7.00	6.00	5.00
Station Message Detail Recording (SMDR)								
Per Plexar-II Station		SMR	1.70	1.60	1.50	1.40	1.30	1.20
Trunk Answer Any Station								
Per Arrangement		NTUPA	0.75	0.50	0.50	0.50	0.50	0.50

Nonrecurring Charges

		USOC	Installation Charge	Service Connection Charge
Speed Calling – 50 Codes				
Initial Installation				
Per System		1CRSD	\$12.05	\$6.75 ^{1/}
Per Plexar-II Station			---	6.75 ^{1/}
Split Service Offering			40.20	6.75 ^{1/}
Station Message Detail Recording (SMDR)				
Per System		SMRPS	95.20	6.75 ^{1/}
Trunk Answer Any Station				
Per Arrangement			9.70	6.75 ^{1/}

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

PLEXAR®-II SERVICE (cont'd)**E. Rates (cont'd)**

Optional Features (cont'd)

								<u>Monthly Rates</u>
	USOC	Month to Month	12 Month	24 Month	36 Month	48 ^{6/} Month	60 ^{6/} Month	

Uniform Call Distribution (UCD)Per UCD Group^{1/}

With Queuing ^{4/}	UQAPG	\$45.00	\$40.00	\$40.00	\$40.00	\$40.00	\$40.00	
Without Queuing	A6VPG	27.50	25.00	25.00	25.00	25.00	25.00	25.00
Additional Queue Slots, Per Queue Slot	QSSA1	1.75	1.50	1.50	1.50	1.50	1.50	1.50
Make Busy Key, Per Key ^{2/}	DXVPB	4.75	4.50	4.50	4.50	4.50	4.50	4.50
Music On Queue, Per UCD Group ^{2/}	MQQPG	32.00	30.00	30.00	30.00	30.00	30.00	30.00
Recorded Delay Announcement, Per Announcement ^{2/}	RKDEX	36.25	35.00	35.00	35.00	35.00	35.00	35.00
Stop Hunt Key, Per Key ^{2/}	BHKPB	4.75	4.50	4.50	4.50	4.50	4.50	4.50
UCD Queue Status Lamp, Per UCD Group ^{2/}	AQQPG	16.50	15.50	15.50	15.50	15.50	15.50	15.50
UCD on Business Set ^{5/} , Per UCD Group	UGPP	5.00	3.50	3.50	3.50	3.50	3.50	3.50
Per Business Set	UGPPK	0.15	0.10	0.10	0.10	0.10	0.10	0.10

Nonrecurring Charges

		Installation Charge	Service Connection Charge
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Uniform Call Distribution (UCD)Per UCD Group^{1/}

With Queuing ^{4/}		\$45.60	\$6.75 ^{3/}
Without Queuing		23.85	6.75 ^{3/}
Additional Queue Slots, Per Queue Slot		2.05	6.75 ^{3/}
Make Busy Key, Per Key ^{2/}			6.75 ^{3/}
Music on Queue, Per UCD Group ^{2/}		34.00	6.75 ^{3/}
Recorded Delay Announcement, Per Announcement ^{2/}		113.15	6.75 ^{3/}
Stop Hunt Key, Per Key ^{2/}		---	6.75 ^{3/}
UCD Queue Status Lamp, Per UCD Group ^{2/}		19.05	6.75 ^{3/}
UCD on Business Set ^{5/} , Per UCD Group		21.55	6.75 ^{3/}
Per Business Set		1.45	6.75 ^{3/}

See footnotes on following sheet

PLEXAR®-II SERVICE (cont'd)

E. Rates (cont'd)

Optional Features (cont'd)

Uniform Call Distribution (UCD)

Footnotes

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

PLEXAR®-II SERVICE (cont'd)**E. Rates (cont'd)**

Optional Features (cont'd)

USOC	Month to Month	<u>Monthly Rates</u>				
		12 Month	24 Month	36 Month	48 ^{3/} Month	60 ^{3/} Month
Visual Message Waiting Indication^{1/}						
Per B-Channel	OFABN	\$0.50	\$0.50	\$0.50	\$0.50	\$0.50

Nonrecurring Charges

USOC	Installation Charge	<u>Service Connection Charge</u>	
		Per B-Channel	OFABN
Visual Message Waiting Indication			
Per B-Channel		\$3.25	\$6.75 ^{3/}

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

^{2/} Not applicable if the feature is installed at the same time as the Plexar-II system or station.

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

PLEXAR®-II SERVICE (cont'd)**E. Rates (cont'd)**

Digital Multiplex System (DMS) Optional Features

	USOC	Month to Month	12 Month	24 Month	36 Month	48 ^{10/} Month	60 ^{10/} Month
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**Automatic Call Distribution (UCD)^{7,8/}
Electronic Business Sets**

Basic Feature Package, Per Agent^{1,3/}	BQEPA	\$14.25	\$14.00	\$13.75	\$13.50	\$13.25	\$13.00
Advanced Feature Package, Per Agent^{1,3,9/}	BQAPA	4.00	3.00	3.00	3.00	3.00	3.00
Display Feature Package, Per Agent^{1,9/}	BQVBA	3.00	2.60	2.60	2.60	2.60	2.60

Nonrecurring Charges

	USOC	Installation Charge	Service Connection Charge
Automatic Call Distribution (UCD)			
Basic Feature Package			
Service Establishment Charge, Per Agent	SEPE2	\$400.00 ^{5/}	---
Initial Installation			
Per System	BQEPS	196.10 ^{4/}	\$6.75 ^{2/}
Per Agent		7.25	6.75 ^{2/}
Subsequent Change Charge ^{6/}			
Per System	BQESS	188.90	3.85
Per Agent	BQESA	2.35	3.85
Advanced Feature Package^{3/}			
Initial Installation			
Per Agent		34.35	6.75 ^{2/}
Subsequent Change Charge ^{6/}			
Per Agent	BQASA	34.35	3.85
Display Feature Package			
Initial Installation			
Per System	BQVPS	18.65	6.75 ^{2/}
Per Agent		32.05	6.75 ^{2/}
Subsequent Change Charge ^{6/}			
Per System	BQVSS	18.65	3.85
Per Agent	BQVSA	32.05	3.85

See following sheet for footnotes

PLEXAR®-II SERVICE (cont'd)

E. Rates (cont'd)

Digital Multiplex System (DMS) Optional Features

Automatic Call Distribution (UCD)^{/7,8/}
Electronic Business Sets

Basic Feature Package, Advanced Feature Package and Display Feature Package

Footnotes

- /1/ Features in this package are not available on an individual basis.
- /2/ Not applicable if the feature is installed at the same time as the Plexar-II system or station.
- /3/ A voice grade channel may be required for this service. Apply the appropriate rates and charges as specified in Part 15, Section 2.
- /4/ When combining Electronic Business Sets and Non-Electronic Sets, apply the Non-Electronic Set installation charge, (USOC, BQBPS).
- /5/ Also applies to supervisor sets that are agent sets as well.
- /6/ Applies when making changes subsequent to initial optional feature installed to add, change or rearrange features contained in the Basic, Advanced or Display Feature Packages.
- /7/ Not available to BRI Stations.
- /8/ Not available on stations associated with Access Advantage Plus Service found Part 6, Section 7.
- /9/ Requires the Basic Feature Package. These rates are in addition to the rates for the Basic Feature Package.
- /10/ Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer available for new installations or renewals of Plexar-II Service. Plexar-II customers currently on a 48 or 60 month term period may continue service at their existing Payment Plan rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then-current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply.

PLEXAR®-II SERVICE (cont'd)**E. Rates (cont'd)**

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

	USOC	Month to Month	12 Month	24 Month	36 Month	48 ^{4/} Month	60 ^{4/} Month
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Automatic Call Distribution (UCD)^{2,3/} (cont'd)
Electronic Business Sets (cont'd)**Optional Features**

Additional ACD Directory Number, Per Number	BQGOB	\$0.15	\$0.10	\$0.10	\$0.10	\$0.10	\$0.10
Additional ACD Directory Number Priority, Per Number	BQGOD	0.15	0.10	0.10	0.10	0.10	0.10
Additional Incoming Call Queue (10%), Per ACD Group	BQGOF	6.00	5.00	5.00	5.00	5.00	5.00
Additional Secondary Directory Number, Per Number	BQGMB	0.15	0.10	0.10	0.10	0.10	0.10

Nonrecurring Charges

	USOC	Installation Charge	Service Connection Charge
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Automatic Call Distribution (UCD)**Optional Features**

Additional ACD Directory Number, Per Number		---	\$6.75 ^{1/}
Additional ACD Directory Number Priority, Per Number		---	6.75 ^{1/}
Additional Incoming Call Queue (10%), Per System	BQGOE	\$35.50	6.75 ^{1/}
Additional Secondary Directory Number, Per Number		---	6.75 ^{1/}

See following sheet for footnotes

PLEXAR®-II SERVICE (cont'd)

E. Rates (cont'd)

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

Automatic Call Distribution (UCD) (cont'd)
Electronic Business Sets (cont'd)

Optional Features

Footnotes

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

PLEXAR®-II SERVICE (cont'd)

E. Rates (cont'd)

Digital Multiplex System (DMS) Optional Features (cont'd)	USOC	Month to Month	12 Month	Monthly Rates			
				24 Month	36 Month	48 ^{4/} Month	60 ^{4/} Month

Automatic Call Distribution (UCD)^{2,3/} (cont'd)
Electronic Business Sets (cont'd)

Optional Features (cont'd)

Agent Key, Per Agent	BQGMC	\$0.10	\$0.05	\$0.05	\$0.05	\$0.05	\$0.05
Attendant Console to ACD, Per Console	BQGMD	2.50	2.00	2.00	2.00	2.00	2.00
Call Agent Key, Per Agent	BQGME	0.10	0.05	0.05	0.05	0.05	0.05
Call Transfer with Time, Per ACD Group	BQGMF	2.50	2.00	2.00	2.00	2.00	2.00
Controlled Interflow, Per ACD Group	BQGMH	6.00	5.00	5.00	5.00	5.00	5.00

		Nonrecurring Charges	
		Service	Connection
		Installation Charge	Charge

Automatic Call Distribution (UCD) (cont'd)

Optional Features (cont'd)

Agent Key, Per Agent		---	\$6.75 ^{1/}
Attendant Console to ACD, Per Console		---	6.75 ^{1/}
Call Agent Key, Per Key		---	6.75 ^{1/}
Call Transfer with Time, Per Agent	BQGOT	\$8.00	6.75 ^{1/}
Controlled Interflow, Per ACD System	BQGMG	8.00	6.75 ^{1/}

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

^{2/} Not available to BRI Stations.

^{3/} Not available on stations associated with Access Advantage Plus Service found in Part 6, Section 7

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

PLEXAR®-II SERVICE (cont'd)

E. Rates (cont'd)

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

Monthly Rates

	USOC	Month to Month	12 Month	24 Month	36 Month	48 ^{6/} Month	60 ^{6/} Month
Automatic Call Distribution (UCD)^{3,4/} (cont'd)							
Electronic Business Sets (cont'd)							
Optional Features (cont'd)							
Display Agent Summary Key, Per ACD Supervisor	BQGMK	\$0.15	\$0.10	\$0.10	\$0.10	\$0.10	\$0.10
Emergency Key, Per Agent^{2/}	BQGMM	0.60	0.55	0.55	0.55	0.55	0.55
Enhanced Group Status Display, Per System	BQGMN	6.00	5.00	5.00	5.00	5.00	5.00
Forced Agent Availability, Per System	BQGMO	6.00	5.00	5.00	5.00	5.00	5.00
Increased MIS Links, Per MIS Link	BQGMQ	21.00	20.00	20.00	20.00	20.00	20.00
Line of Business Code Key, Per Agent	BQGMR	0.25	0.20	0.20	0.20	0.20	0.20
Load Management, Per system	BQGMS	2.50	2.00	2.00	2.00	2.00	2.00
MIS Interface, Per Interface^{2,5/}	BQGMU	1.50	1.25	1.25	1.25	1.25	1.25
Multistage Queue Status Refresh, Per ACD Group	BQGMW	2.50	2.00	2.00	2.00	2.00	2.00
Music on Delay (Queue), Per System ^{2/}	BQGOG	2.50	2.00	2.00	2.00	2.00	2.00

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See following sheet for footnotes

PLEXAR®-II SERVICE (cont'd)**E. Rates (cont'd)**

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

Nonrecurring Charges

	USOC	Installation Charge	Service Connection Charge
Automatic Call Distribution (UCD) (cont'd)			
Optional Features (cont'd)			
Display Agent Summary Key, Per ACD Supervisor		---	\$6.75 ^{/1}
Emergency Key, Per System^{/2}	BQGML	\$48.10	6.75 ^{/1}
Enhanced Group Status Display, Per System		---	6.75 ^{/1}
Forced Agent Available, Per System		---	6.75 ^{/1}
Increased MIS Links, Per System	BQGMP	8.00	6.75 ^{/1}
Line of Business Code Key, Per Agent		51.20	6.75 ^{/1}
Load Management, Per System		---	6.75 ^{/1}
MIS Interface, Per System	BQGMT	65.60	6.75 ^{/1}
Multistage Queue Status Refresh, Per System	BQGMV	8.00	6.75 ^{/1}
Music on Delay (Queue), Per System^{/2}		---	6.75 ^{/1}

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

^{/2}/ A voice grade channel may be required for this service. Apply the appropriate rates and charges as specified in Part 15, Section 2.

^{/3}/ Not available to BRI Stations.

^{/4}/ Not available on stations associated with Access Advantage Plus Service found in Part 6, Section 7

^{/5}/ This feature requires User Interface to MIS. The rates for User Interface to MIS are in addition to the MIS Interface rates.

^{/6}/ Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer available for new installations or renewals of Plexar-II Service. Plexar-II customers currently on a 48 or 60 month term period may continue service at their existing Payment Plan rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then-current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply.

PLEXAR®-II SERVICE (cont'd)**E. Rates (cont'd)**

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

		USOC	Month to Month	12 Month	24 Month	36 Month	48 ^{6/} Month	60 ^{6/} Month
Automatic Call Distribution (UCD)^{3,4/} (cont'd)								
Electronic Business Sets (cont'd)								
Optional Features (cont'd)								
Night Service Recorded Announcement and Forward, Per System	BQGOH	\$2.50	\$2.00	\$2.00	\$2.00	\$2.00	\$2.00	\$2.00
Observe Agent, Per Observe Key	BQGMX	3.00	2.00	2.00	2.00	2.00	2.00	2.00
Overflow of Enqueued Calls, Per ACD Group	BQGOK	1.25	1.00	1.00	1.00	1.00	1.00	1.00
Remote Load Management, Per System	BQGMY	1.50	1.25	1.25	1.25	1.25	1.25	1.25
Second & Third Recorded Announcements, Per Announcement	BQGOL	1.25	1.00	1.00	1.00	1.00	1.00	1.00
Status Lamp Enhanced, Per Agent ^{2/}	BQGM2	1.00	0.75	0.75	0.75	0.75	0.75	0.75
Transfer to Incalls Key, Per Agent	BQGM3	0.15	0.10	0.10	0.10	0.10	0.10	0.10
User Interface to MIS, Per MIS Interface ^{5/}	BQGM4	1.50	1.25	1.25	1.25	1.25	1.25	1.25
Variable Wrap-Up Time, Per System	BQGM5	1.25	1.00	1.00	1.00	1.00	1.00	1.00
Virtual Facility Group (VFG) Data in ACD/MIS, Per ACD Group	BQGM7	0.15	0.10	0.10	0.10	0.10	0.10	0.10
Walkaway/Closed Key, Per Agent	BQGM8	0.15	0.10	0.10	0.10	0.10	0.10	0.10

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See following sheet for footnotes

PLEXAR®-II SERVICE (cont'd)**E. Rates (cont'd)**

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

Nonrecurring Charges

	USOC	Installation Charge	Service Connection Charge
Automatic Call Distribution (UCD) (cont'd)			
Optional Features (cont'd)			
Night Service Recorded Announcement and Forward, Per System		\$16.10	\$6.75 ^{/1}
Observe Agent, Per Observe Key		---	6.75 ^{/1}
Overflow of Enqueued Calls, Per System	BQGOJ	10.30	6.75 ^{/1}
Remote Load Management, Per System		124.35	6.75 ^{/1}
Second & Third Recorded Announcements, Per System	BQGMZ	48.10	6.75 ^{/1}
Status Lamp Enhanced, Per Agent^{/2}		---	6.75 ^{/1}
Transfer to Incalls Key, Per Agent		---	6.75 ^{/1}
User Interface to MIS, Per MIS Interface^{/5}		---	6.75 ^{/1}
Variable Wrap-up Time, Per System		16.10	6.75 ^{/1}
Virtual Facility Group (VFG) Data in ACD/MIS, Per System	BQGM6	18.65	6.75 ^{/1}
Walkaway/Closed Key, Per Agent		---	6.75 ^{/1}

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

^{/2}/ A voice grade channel may be required for this service. Apply the appropriate rates and charges as specified in Part 15, Section 2.

^{/3}/ Not available to BRI Stations.

^{/4}/ Not available on stations associated with Access Advantage Plus Service found in Part 6, Section 7

^{/5}/ This feature requires MIS interface. The rates for MIS Interface are in addition to the User Interface to MIS rates.

^{/6}/ Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer available for new installations or renewals of Plexar-II Service. Plexar-II customers currently on a 48 or 60 month term period may continue service at their existing Payment Plan rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then-current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply.

PLEXAR®-II SERVICE (cont'd)

E. Rates (cont'd)

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

USOC	Month to Month	12 Month	24 Month	36 Month	<u>Monthly Rates</u>	
					48 ^{8/} Month	60 ^{8/} Month

Automatic Call Distribution (UCD)^{6,7/}
Non-Electronic Sets**Basic Feature Package,**Per Agent^{1,3/}

BQBPA \$12.75 \$12.50 \$12.25 \$12.00 \$11.75 \$11.50

Nonrecurring Charges

USOC	Installation Charge	Service Connection Charge
Automatic Call Distribution (UCD)		
Non-Electronic Sets		
Basic Feature Package		
Service Establishment Charge, Per Agent	SEPE4	\$488.00 ^{4/}
Initial Installation		---
Per System	BQBPS	241.85
Per Agent		21.00
Subsequent Change Charge ^{5/}		\$6.75 ^{2/}
Per System	BQBSS	227.45
Per Agent	BQBSA	16.10
		6.75 ^{2/}
		3.85
		3.85

/1/ Features in this package are not available on an individual basis.

/2/ Not applicable if the feature is installed at the same time as the Plexar-II system or station.

/3/ A voice grade channel may be required for Call Delay Announcement. Apply the appropriate rates and charges as specified in Part 15, Section 2.

/4/ Also applies to supervisor sets that are agent sets as well.

/5/ Applies when making changes subsequent to initial optional feature installation to add, change or rearrange features contained in the Basic Feature Package.

/6/ Not available to BRI Stations.

/7/ Not available on stations associated with Access Advantage Plus Service found in Part 6, Section 7.

/8/ Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer available for new installations or renewals of Plexar-II Service. Plexar-II customers currently on a 48 or 60 month term period may continue service at their existing Payment Plan rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then-current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply.

PLEXAR®-II SERVICE (cont'd)**E. Rates (cont'd)**

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

USOC	Month to Month	<u>Monthly Rates</u>					
		12 Month	24 Month	36 Month	48 ^{4/} Month	60 ^{4/} Month	

Automatic Call Distribution (UCD)^{2,3/} (cont'd)**Non-Electronic Sets (cont'd)****Optional Features**

Additional ACD Directory Number, Per Number	BQHOB	\$0.15	\$0.10	\$0.10	\$0.10	\$0.10	\$0.10
Additional ACD Directory Number Priority, Per Number	BQHOD	0.15	0.10	0.10	0.10	0.10	0.10
Additional Incoming Call Queue (10%), Per ACD Group	BQHOF	6.00	5.00	5.00	5.00	5.00	5.00

Nonrecurring Charges

USOC	Installation Charge	Service Connection Charge
Automatic Call Distribution (UCD) (cont'd)		
Non-Electronic Sets (cont'd)		
Optional Features		
Additional ACD Directory Number, Per Number	---	\$5.05 ^{1/}
Additional ACD Directory Number Priority, Per Number	---	5.05 ^{1/}
Additional Incoming Call Queue (10%), Per System	BQHOE	\$35.50
		5.05 ^{1/}

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

PLEXAR®-II SERVICE (cont'd)**E. Rates (cont'd)**

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

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

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See following sheet for footnotes

PLEXAR®-II SERVICE (cont'd)**E. Rates (cont'd)**

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

Nonrecurring Charges

	USOC	Installation Charge	Service Connection Charge
Automatic Call Distribution (UCD) (cont'd)			
Non-Electronic Sets (cont'd)			
Optional Features (cont'd)			
Music on Delay (Queue), Per System ^{/1}		---	\$6.75 ^{/2}
Night Service Recorded Announcement and Forward, Per System		\$16.10	6.75 ^{/2}
Overflow of Enqueued Calls, Per System	BQHOJ	10.30	6.75 ^{/2}
Second & Third Recorded Announcements, Per System	BQHNA	48.10	6.75 ^{/2}
2500 Set MIS/Load Management, Per System		---	6.75 ^{/2}

/1/ A voice grade channel may be required for this service. Apply the appropriate rates and charges as specified in Part 15, Section 2.

/2/ Not applicable if the feature is installed at the same time as the Plexar-II system.

/3/ Not available to BRI Stations.

/4/ Not available on stations associated with Access Advantage Plus Service found in Part 6, Section 7.

/5/ Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer available for new installations or renewals of Plexar-II Service. Plexar-II customers currently on a 48 or 60 month term period may continue service at their existing Payment Plan rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then-current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply.

PLEXAR®-II SERVICE (cont'd)**E. Rates (cont'd)**

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

USOC	Month to Month	<u>Monthly Rates</u>					
		12 Month	24 Month	36 Month	48 ^{7/} Month	60 ^{7/} Month	
Business Set Interface^{4,5/}							
Basic Business Set Interface Package, Per Business Set ^{1/}	BPZ	\$1.75	\$1.70	\$1.65	\$1.60	\$1.55	\$1.50
Business Set Display Feature Package, Per Business Set ^{1,6/}	BPJ	0.50	0.45	0.40	0.35	0.30	0.25
Individual Business Line, Per Business Set ^{6/}	BPZ1R	0.15	0.10	0.10	0.10	0.10	0.10
Direct Station Selection/Busy Lamp Field, Per Business Set ^{6/}	BUDPK	5.00	5.00	5.00	5.00	5.00	5.00

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See following sheet for footnotes

PLEXAR®-II SERVICE (cont'd)**E. Rates (cont'd)**

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

			<u>Nonrecurring Charges</u>
	USOC	Installation Charge	Service Connection Charge
Business Set Interface (cont'd)			
Basic Business Set Interface Package (cont'd)			
Initial Installation			
Per System	1CRS1	\$22.25	$6.75^{/2/}$
Per Business Set Station		8.40	$6.75^{/2/}$
Subsequent Change Charge ^{/3/}			
Per System	SG9PX	5.50	3.85
Per Business Set Station	SG9PV	0.30	3.85
Business Set Display Feature Package^{/1,6/} (cont'd)			
Initial Installation			
Per System	1CRS2	38.30	$6.75^{/2/}$
Per Business Set		---	$6.75^{/2/}$
Subsequent Change Charge ^{/3/}			
Per System	SG9S2	8.20	3.85
Per Business Set	SG9PV	0.30	3.85
Individual Business Line^{/6/} (cont'd)			
Initial Installation			
Per System	1CRS3	55.75	$6.75^{/2/}$
Per Business Set		---	$6.75^{/2/}$
Direct Station Selection/Busy Lamp Field (cont'd)			
Per Business Set ^{/2/}	BUDPK	4.40	$6.75^{/2/}$

/1/ Features in this package are not available on an individual basis.

/2/ Not applicable if the feature is installed at the same time as the Plexar-II system or station.

/3/ Applies when making changes subsequent to initial optional feature installation to add, change or rearrange features contained in the Basic Business Set Interface Package or Business Set Display Feature Package.

/4/ Not available to BRI Stations.

/5/ Not available on stations associated with Access Advantage Plus Service found in Part 6, Section 7.

/6/ This feature/feature package requires the Basic Business Set Interface Package.

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

PLEXAR®-II SERVICE (cont'd)

E. Rates (cont'd)

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

		<u>Monthly Rates</u>						
		USOC	Month to Month	12 Month	24 Month	36 Month	48 ^{9/} Month	60 ^{9/} Month
Call Park ^{1,5/} Per Plexar-II Station	C5Z		\$0.15	\$0.10	\$0.10	\$0.10	\$0.10	\$0.10
Last Number Redial Per Station	LNJ		0.25	0.25	0.25	0.25	0.25	0.25
Meet-Me Conference ^{1/} Per 6-Port Conference Arrangement ^{6/}	MMJPA		33.00	30.00	27.50	25.00	22.50	20.00
Simultaneous Ring One Number ^{1/} Per Plexar-II Station Equipped	S3SIX		2.50	2.50	2.50	2.50	2.50	2.50
Visual Message Waiting Indication ^{4,7,8/} Per Station	MLN		1.50	1.50	1.50	1.50	1.50	1.50
<u>Nonrecurring Charges</u>								
		USOC	Installation Charge			Service Connection Charge		
Call Park Per System	1CRCP		\$10.60			\$6.75 ^{3/}		
Per Plexar-II Station			---			6.75 ^{3/}		
Last Number Redial Per System	LNJPS		1.75			6.75 ^{3/}		
Per Station	LNJ		1.40			6.75 ^{3/}		
Meet-Me Conference Per 6-Port Conference Arrangement			8.20			6.75 ^{3/}		
Simultaneous Ring One Number Initial Installation	S3SIX		6.50			6.75 ^{3/}		
Per Plexar-II Station Equipped								
Visual Message Waiting Indication Per System	MLNPS		18.35			6.75 ^{3/}		
Per Station	MLN		3.25			6.75 ^{3/}		

See following sheet for footnotes

PLEXAR®-II SERVICE (cont'd)

E. Rates (cont'd)

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

Footnotes

- /1/ Not available to BRI Stations.
- /2/ This feature requires the Basic Business Set Interface Package. These rates are in addition to the Business Set Interface Package.
- /3/ Not applicable if the feature is installed at the same time as the Plexar-II system or station.
- /4/ Not available on stations associated with Access Advantage Plus Service found in Part 6, Section 7.
- /5/ Available only to existing customers who have the feature.
- /6/ When combining two or more conference arrangements a reduction of available ports will occur.
- /7/ Not available to BRI Stations. For the message waiting indication feature available to BRI Stations see 'Visual Message Waiting Indication' described under Optional Features.
- /8/ This feature is for use with customer equipment that requires a voltage signal to activate the message waiting light.
- /9/ Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer available for new installations or renewals of Plexar-II Service. Plexar-II customers currently on a 48 or 60 month term period may continue service at their existing Payment Plan rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then-current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply.

PLEXAR®-CUSTOM SERVICE**A. Scope of the Plan**

1. Plexar-Custom Service is a central office-based service. Two serving arrangements are available. They are:

ESS Arrangements

This Plexar-Custom arrangement utilizes ESS technology and is based on the use of simulated access facilities in which the customer specifies the desired level of exchange access.

Specialized Arrangement

This Plexar-Custom arrangement is provided when the customer's requirements are not met with current ESS technology. This arrangement also uses simulated access facilities for exchange access.

Both Plexar-Custom serving arrangements may be provided by utilizing existing Company facilities and equipment, construction of new facilities and the purchase of new central office equipment or any combination thereof. These arrangements will be provided only when in the judgment of the Company it is practicable and will not be detrimental to any other services furnished by the Company. Plexar-Custom arrangements are intended for use by business customers with a minimum requirement of 75 stations within a single serving office.

2. The Basic Plexar Station Rate includes central office equipment, facilities between the serving central office and customer premises and standard Plexar features outlined in the Features-General Information section.
3. The Basic Plexar OPX station rate is applied under the following circumstances:
 - When a Plexar station is served from a different central office than that which provides the Plexar switching. In addition to the Basic OPX station rate, refer to the Part 15, Section 2 for channel charges required for OPX station.
 - When a Plexar station is associated with Access Advantage Plus Service. In addition to the Basic OPX station rate, apply the facility charges identified in Part 6, Section 7.

The Basic Plexar OPX Station rate and charge is good for the length of contract and includes all elements inherent to a Basic Plexar Station, with the exception of facilities between the serving central office and customer premises.

PLEXAR®-CUSTOM SERVICE (cont'd)**B. General Regulations**

1. Each Plexar-Custom arrangement is intended for use by the specific customer at the designated locations only. Major changes to the service arrangement made by the customer will require review by the Company which may result in a change of rates and charges.
2. On or prior to the expiration date of any Plexar-Custom service contract negotiated on or after August 1, 2012, the customer must elect one of the following options:
 - a. Negotiate and enter into a new contract mutually agreeable to the customer and the Company;
 - b. Continue to accept service which the Company will provide solely on a month-to-month basis, at the original contract rates plus an additional \$10 per station; or
 - c. Discontinue service.

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

For service negotiated prior to August 1, 2012:

Prior to the conclusion of the contract, the Company will notify the customer that their contract is about to expire and the customer will be advised of their options. The customer must elect one of the following options:

- a. Renew the contract at the terms, conditions and rates that are offered at that time.
- b. Discontinue the service.

If the customer does not select either option A or B, above, they will be advised that their service will continue to be provided at the original contract rates in effect as of the expiration date of the original contract term plus an additional rate of \$10.00 per station applicable each billing period until the contract is renewed or service discontinued. If within 90 days of original contract expiration the customer chooses to renew the contract for any contract term, an adjustment equivalent to the total additional amount billed under this provision will be credited on the customer's bill.

After 90 days, at its sole discretion, the Company may terminate this arrangement by providing the customer 30 days prior written notice of termination. Upon termination of the arrangement, the Company will disconnect the customer's service.

3. Plexar-Custom allows the customer to pay a fixed rate based on a 12-month, 24-month, 36-month, 48-month^{/1/}, 60-month^{/1/}, 72-month^{/1/}, 84-month^{/1/}, 96-month^{/1/}, 108-month^{/1/} or 120-month^{/1/} contract. The customer may elect to make an upfront payment covering all or a portion of the contract. Customers may also prepay their fixed rate based on the appropriate present worth factor anytime during the fixed rate period. During the course of the fixed rate period, these rates are not subject to Company-initiated increases.

^{/1/} Effective September 1, 2013, contract term periods greater than 36 months are no longer available for new installations or renewals of Plexar-Custom Service. Plexar-Custom customers currently on a contract term period greater than 36 months may continue service at their existing contract rate until the contract term expires.

PLEXAR®-CUSTOM SERVICE (cont'd)**B. General Regulations (cont'd)**

4. Plexar-Custom Service will be provided subject to the availability of the necessary switching equipment and outside plant facilities. The provisioning of standard and optional features is limited to the capabilities of the serving central office.
5. Additions to service may be coterminous with the original contract or for a shorter contract term.
6. Termination charges based on the present worth of the remaining monthly payments will be applicable to the fixed monthly rate plan under the following conditions: (a) if the customer disconnects the entire service or (b) disconnects more than 35% of their total cut over stations. The termination charge is calculated as follows:
 - a. Subtract the allowable 35% station fluctuation from the total station quantity at cutover including all other cutover station quantities resulting from subsequent system additions required over the duration of the contract.
 - b. Calculate the total monthly rate for the station quantity subject to termination charges identified in paragraph a.
 - c. Determine the annuity factor for the remaining months left in the contract. This factor is based on the discount rate specific to the customer's contract.
 - d. Multiply the result of paragraph b. by the result of paragraph c. to determine the present worth termination amount.

In addition, the present worth of any installation and nonrecurring charges that have been deferred must be paid in full.

Customers who have elected the 1-month option and paid 100% upfront may be entitled to a refund based on the difference between the termination charge developed above and the prepaid charges.

7. Nonrecurring charges associated with this service can be deferred over the contract term. The annuity factor to be used for deferral will be determined when the specific rates are established.
8. One primary listing will be furnished with this service in accordance with the regulations set forth under "Listings" found in Part 12, Section 1. (C)
9. The assignment of telephone numbers for this service shall be in accordance with Part 2 (General Terms and Conditions).
10. Each station line will terminate in a network interface at the customer's premises. The network interface is included in the station line Installation Charge.
11. Sufficient floor space and the necessary wiring, outlets and commercial power for the operation of the service are furnished by the customer who assumes all responsibility for the safe condition of such floor space, wiring, outlets and power.
12. Other facilities, miscellaneous and supplemental service offerings requested by the customer and not detrimental to this service will be furnished in accordance with regulations and at the rate specified in the applicable sections of this Guidebook.

PLEXAR®-CUSTOM SERVICE (cont'd)**B. General Regulations (cont'd)**

13. Customer requests for special or modified service offerings will be furnished whenever possible if not detrimental to this service or other services of the Company. Such requests will be provided based on costs incurred.
14. Service Connection Charges as set forth under "Service Connections, Moves and Changes" in Part 3, Section 1 shall apply.
15. End User Common Line Charges will be billed per Plexar-Custom local exchange access line as prescribed by the F.C.C. and set forth in the Access Charges Tariff. An additive equivalent to the Business End User Common Line Charge will apply per Plexar-Custom Access Line. The difference between these two amounts will be credited to the customer's account, once each month on the customer's bill. No credit or debit will be applied to the customer's partial month's End User Common Line charges for stations which may have been added or deleted during the bill period.^{/1/}
16. Dedicated facilities may be required, when service is provided to different central offices located in different exchanges and intercom calling is required. In addition to the tie trunk termination rates, refer to Private Line Service in Part 15, Section 2, Digital Link Service in Part 15, Section 3 or appropriate Access Services Tariff for channel charges required for the dedicated facility.
17. Use of Plexar-Custom Service for other than administrative stations by the customer of record is prohibited.
18. Subject to the regulations specified in Plexar-II Service and where facilities permit, Caller ID Service and Custom Calling Services may be provided in conjunction with Plexar-Custom at rates and charges specified in the Plexar Custom Service arrangement. (C)
19. Rates and Charges for Simulated Access Lines shall be the equivalent Flat Rate Trunk as set forth in Part 4, Section 2.
20. A Plexar customer may be served by the same serving central office (referred to as normal serving office) or a different serving office than the one in which they are located. Rates and charges for both serving arrangements will be specified in the Plexar-Custom service arrangement.

When the Plexar customer subscribes to Plexar BRI service, which is provided from a central office other than their normal serving office, and the customer's normal serving office subsequently becomes Plexar BRI equipped, the customer's Plexar BRI service will continue to be provided from their original Plexar BRI serving office. Should the customer subsequently request that their Plexar BRI service be provisioned from their normal serving office, the rates and charges associated with the conversion will be specified in the subsequent Plexar-Custom Service arrangement.

^{/1/} For the purposes of Plexar BRI Service, EUCL charges shall be interpreted to apply per channel as appropriate.

PLEXAR®-CUSTOM SERVICE (cont'd)

B. General Regulations (cont'd)

21. Plexar-Custom Service with a Basic Rate Interface (BRI) Integrated Services Digital Network (ISDN) requires compatible registered CPE under FCC Part 68.
22. Upon subscribing to Plexar BRI Service, the customer will be required to change his existing telephone number(s) if the Company determines that it is not reasonably feasible for technical or number administration reasons to continue to provide the customer's existing telephone number(s).
23. Plexar BRI Service is not available with Access Advantage Plus Service as found in Part 6, Section 7.
24. Plexar-Custom stations shall have available the calling scope associated with the Plexar serving office as defined in Part 4.

PLEXAR®-CUSTOM SERVICE (cont'd)**C. Features**

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

D. Public Service Commission Notification

1. Upon request, the Company will provide the Public Service Commission Staff the following information:

Customer name and location(s)
Type of service to be provided
A copy of the economic cost study
Contribution level
Selected payment option
The applicable rates

When provided, this information will be considered proprietary by the Company and should not be made a part of the public record.

2. Upon receipt, the Staff will have up to 21 calendar days to review this information. If, after completing their review, the Staff determines that there is a discrepancy, but the rates still meet the minimum five percent contribution level after the discrepancy is corrected, no change in rates will be required. However, after the discrepancy is corrected, if the rates do not meet the minimum five percent contribution level, they may have to be adjusted. In the latter case, the Company has the option to either revise the rates to meet at least the minimum contribution level of five percent, or be subject to potential disallowances to the extent of the discrepancy in future rate examinations.

Following their review, the Staff will notify the Company in writing as soon as possible, of their position as a result of their review of the economic cost study.

E. Rates

Rates for Plexar-Custom arrangements will be based solely on the associated economic costs, contribution level and payment plan contract option selected. These factors will vary with each Plexar-Custom arrangement and will, therefore, reflect varying rates for each individual arrangement. Contribution levels will be set solely at the discretion of the Company with the only requirement being that they must be 5 percent above its Incremental Unit Costs.

F. Economic Cost Studies

An economic cost study will be performed for each Plexar-Custom arrangement. These studies will conform to accepted economic principles and will be provided to the Commission Staff as outlined above.

G. Payment Options

Payment options specified by the customer will be offered when possible. The customer will be required to sign a Letter of Election for service for the contract period he chooses.