

PLEXAR-II**A. Descriptive Summary**

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

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

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

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

B. General

1. 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. The appropriate exchange access line rates, charges and fees shall apply as found in Part 4 (Local Exchange) or Part 17 (Integrated Services).

2. Feature Array

- a. Standard Features

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

1. Additional Call Offering^{/2/}: Notifies the user of a waiting circuit-switched voice call that would normally be cleared because the user's B-channel is busy. The method of notification to the end-user is customer premises equipment dependent.
 2. Automatic Callback Calling^{/3/}: Allows a Plexar-II user who encounters a busy condition when calling another Plexar-II station line to be automatically called back when the called station becomes idle.
 3. 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.
 4. Reserved for future use

/1/ Not available on stations associated with Access Advantage Plus Service found in Part 6, Section 7.

/2/ Available only to BRI stations.

/3/ Not available to BRI stations.

PLEXAR-II (cont'd)**B. General (cont'd)**

2. Feature Array (cont'd)

a. Standard Features (cont'd)

5. 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.
6. Call Forwarding - 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.
7. Call Forwarding - Variable: Automatically forwards incoming calls to a station line within as well as outside the Plexar-II system.
8. 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.
9. Call Pickup: Allows a Plexar-II station user to answer any call within an associated preset pickup group.
10. 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.
11. Call Waiting^{/1/} - Intragroup: Allows those Plexar-II stations with the Call Waiting - Terminating feature to have Call Waiting on intragroup calls.
12. Call Waiting^{/1/} - 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.
13. Call Waiting^{/1/} - 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.
14. Class of Service Restriction - Fully Restricted Stations: Allows only station-to-station (intercom) calling capabilities.
15. Class of Service Restriction - Semi-Restricted Stations: Allows access to the exchange network only through the attendant.

/1/ Not available to BRI stations.

PLEXAR-II (cont'd)**B. General (cont'd)**

2. Feature Array (cont'd)

a. Standard Features (cont'd)

16. Class of Service Restriction - Toll Restricted Stations: Toll denied using either a standard Plexar-II announcement or assigned toll diversion to the attendant.
17. Class of Service Restriction - Unrestricted Stations: Allows access to the exchange network, the toll network or any service accessible by dialing.
18. 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.
19. Reserved for future use.
20. Dial Call Waiting^{/1/}: Provides the ability for originating Plexar-II stations to invoke Call Waiting service on selected intragroup calls.
21. Direct Inward Dialing (DID): Allows an incoming call to reach a Plexar-II station line without attendant assistance.
22. Direct Outward Dialing (DOD): Allows a Plexar-II station to gain access to the exchange network without attendant assistance.
23. 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.
24. Directed Call Pickup - 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.
25. Distinctive Ringing^{/2/}: Provides ringing patterns 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.
26. Distinctive Ringing and Call Waiting Tone^{/1/}: Allows a Plexar-II station user to determine the source of a call incoming to the station by unique, audible signals. The station user is also able to determine the source of the call on call waiting calls.

/1/ Not available to BRI Stations.

/2/ Available only to BRI stations.

PLEXAR-II (cont'd)

B. General (cont'd)

2. Feature Array (cont'd)

a. Standard Features (cont'd)

- 27. 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.
- 28. Hunting - 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.
- 29. Speed Calling Personal (Short List): Allows a user to place calls to a list of frequently dialed numbers by dialing fewer digits. The list consists of a maximum of ten stored numbers.
- 30. 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.
- 31. 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.
- 32. Touch-tone Dialing: All station lines are equipped for Touch-tone dialing.
- 33. Voice/Data Protection^{/1/}: Prevents data calls from being interrupted by call waiting tones, testing or busy verification attempts.

/1/ Not available to BRI stations.

PLEXAR-II (cont'd)**B. General (cont'd)**

2. Feature Array (cont'd)

b. Optional Features

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

1. Assume Dial Nine: Provides for system-wide configuration that allows access to the Public Switched Telephone Network without the need to dial nine.
2. 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.
3. Reserved for future use.
4. Busy Verification^{/1/}: Allows an attendant to establish connections to query busy station lines or trunks to determine if they are in working order.
5. Call Control Options (CCO): Optional telephone service arrangements which provide one or more of the following features:
 - (a) Auto Redial: Enables the customer to automatically redial the last outgoing telephone number dialed. When the recalled telephone number is busy, the Company's equipment will make repeated attempts to establish the call for a thirty (30) minute period beginning with the customer's activation.
 - (b) Call Blocker: Enables a customer to block the last incoming call or calls from preselected telephone numbers. To block specified telephone numbers, the customer can construct or modify a telephone number screening list by dialing a unique code. The Company's equipment will screen incoming calls against the customer's list and block those on the list. If facilities are unavailable to provide incoming call screening via the customer's list, standard call completion will occur. To block unknown telephone numbers, a customer can activate a code after receiving an unwanted call and block the number. Callers whose numbers are blocked are directed to the Company's recorded announcement.
 - (c) Call Return: Enables the customer to automatically redial the telephone number of the most recent incoming call. The Company's equipment will make repeated attempts to establish the call for a thirty (30) minute period beginning with the customer's activation of Call Return if the most recent incoming call telephone number is busy. This feature cannot be activated for calls originating from a line that is forwarded or from a line not associated with a telephone number, e.g., multiline hunt groups.

/1/ Not available to BRI stations.

PLEXAR-II (cont'd)**B. General (cont'd)**

2. Feature Array (cont'd)

b. Optional Features (cont'd)

5. Call Control Options (CCO): (cont'd)

- (d) Call Trace^{/1/}: Enables the customer to initiate a trace of the last incoming call completed by dialing an activation code immediately after terminating the call. If the trace is successful, the Company's equipment will record the incoming call detail (not the conversation). The result of the trace will not be provided to the customer directly. For further action to be taken, the customer is required to contact the Company's Service Center during normal work hours and work days.
 - (e) Priority Call: Provides the customer with a distinctive alerting signal, ring or call waiting tone (if the customer has subscribed to Call Waiting), when the customer is called from preselected telephone numbers. The customer can construct or modify a telephone number screening list by dialing a unique code. The Company's equipment will screen incoming calls against the customer's list and provide the Priority Call feature for the telephone numbers on the customer's list.
 - (f) 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's equipment will screen incoming calls against the customer's list and forward only those telephone numbers on the list.
6. Call Forwarding Busy Line/Don't Answer Outside System: Allows for forwarding of an incoming call to a preselected line outside the system when the called line does not answer after a predetermined number of rings and/or when a busy condition is encountered. This feature does not include the option to split the call forwarding destination based on originating party status (intra-system vs. external to system).
7. 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/} At its sole option, the Company will set up tracing arrangement at no charge to the customer when in the judgment of the Company, the unwanted call(s) presents a serious threat of bodily harm or destruction of property and Call Trace is not available or is not otherwise a suitable solution. In such situations, the Company, not the customer, will perform the entire call trace function.

PLEXAR-II (cont'd)**B. General (cont'd)**

2. Feature Array (cont'd)

b. Optional Features (cont'd)

8. Calling Name Delivery: Enables the subscriber station line to identify the calling party by a displayed name before the call is answered. The displayed name is the name associated with the Calling Party Number. When a Calling Name Delivery equipped line is on-hook, the Calling Party Name is transmitted across the line during the silent interval between the first and second ring. Calling Name Delivery subscribers must provide, and connect, their own compatible Customer Premises Equipment (CPE) to process the Calling Name Delivery transmission.
9. Calling Number Delivery: Utilizes specific network capabilities to transmit Calling Party Number (CPN) associated with an incoming call to the called party's access line. The CPN of the incoming call is transmitted during the silent interval between the first and second ring of the called party's line. Caller ID subscribers must provide, and connect, their own compatible premises equipment in order to process the CPN transmission.
10. Cancel Call Waiting^{/1/}: Allows the Plexar-II subscriber with the Call Waiting Terminating feature to deactivate Call Waiting on the subscriber's line for the duration of one call.
11. Conference Calling - 6-Port Conference Arrangement: Allows a Plexar-II station user to establish conference connections involving up to six conferees, including the conference controller.
12. Reserved for future use.
13. Reserved for future use.

/1/ Not available to BRI stations.

PLEXAR-II (cont'd)**B. General (cont'd)**

2. Feature Array (cont'd)

b. Optional Features (cont'd)

14. Dial Plan for Advanced Solutions (DPAS)

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

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

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

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

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

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

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

PLEXAR-II (cont'd)**B. General (cont'd)**

2. Feature Array (cont'd)

b. Optional Features (cont'd)

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

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.

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

- (a) 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.
- (b) Bridged Call Exclusion: Allows a station user to restrict other users that share the directory number (DN) from bridging onto a call or from retrieving a held call. This feature cannot provide any restriction of bridging of a DN that is shared at the other end of the call. This feature cannot be activated on a bridged call. Call Exclusion can be activated on a manual or automatic basis.
- (c) 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.
- (d) 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.
- (e) ISDN Retrieval of Held Conference Call: Allows a user to set up a conference call at one station, put on hold, and retrieved at another station that shared the same directory number (DN).
- (f) 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 that DN and the DN is primary on the analog station set.

/1/ Available only to BRI stations.

PLEXAR-II (cont'd)**B. General (cont'd)**

2. Feature Array (cont'd)

b. Optional Features (cont'd)

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

- (g) Multiple Call Appearances (MCA): Allows a telephone to have more than one call appearance button assigned to a single directory number (DN). Multiple incoming calls to this DN are terminated to the telephone if idle call appearances are available to accept the calls. Outgoing calls are made using this DN as long as there is an idle call available.
- (h) Multiple Directory Numbers (DNs): Provides access to more than one DN on the station set. To have multiple DN's, an EKTS terminal must support the ability to originate and terminate calls for more than one DN.
- (i) Outgoing Called Line Identification (OCLID): Provides the calling party information on the called party and the facility or designation. The facility and destination information are provided by the ISDN call identification call types. The OCLID information provides call appearance identification, called directory number, and ISDN call identification.
- (j) Shared Call Appearances (CA) for a Directory Number (DN): Allows several station sets to share one or more call appearances of a particular DN. The originating and terminating events on one station set affects all stations that share call appearance for a particular DN. The shared DN can have multiple call appearances. Multiple calls can exist on one DN and more than one station sharing the DN can have a call active on that shared DN.
- (k) 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.

16. Message Waiting Indication: Provides the Plexar-II station user with an audible alerting tone (intermittent dial tone) from the customer's serving central office and/or a signal which activates a visual indication on the station set indicating waiting messages.^{/2/,/3/}

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

/1/ Available only to BRI stations.

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

/3/ Not available to BRI stations. For the message waiting indication feature available to BRI stations see 'Visual Message Waiting Indication' in Section B.2.b.33 of this offering.

PLEXAR-II (cont'd)

B. General (cont'd)

2. Feature Array (cont'd)

b. Optional Features (cont'd)

18. Night Service: Routes calls normally directed to the attendant to preselected station lines within the customer group when the attendant is absent.
19. Number Retention Service^{/1/}
20. Outgoing Trunk Queuing^{/2/}: Allows efficient usage of business customer's private facilities by queuing individual station line calls. If all facilities are busy, the station user is provided a distinctive ring when a facility is available.
21. Plexar Mate (formerly Customer Rearrangement Service (CRS) – Basic): Allows customers to add, change or 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.
22. 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.
23. 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.
24. Remote Access to Call Forwarding: Permits a customer that also subscribes to the Call Forwarding feature to activate, deactivate or change Call Forwarding from a remote location. Remote Access to Call Forwarding can only be accessed from a touch-tone telephone. All charges incurred to access the remote number will be billed appropriately.

/1/ Number Retention Service has been eliminated. See paragraph under Rules and Regulations of this section associated with transfer of telephone numbers.

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

PLEXAR-II (cont'd)**B. General (cont'd)**

2. Feature Array (cont'd)

b. Optional Features (cont'd)

25. 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 another line assigned type service, such as Plexar stations or business access line service, within 18 months of when they were first established as Routed Numbers. Customers must convert 100% of their Routed Numbers to another line assigned type service, such as Plexar stations or business access line service, within 36 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. Customers, who fail to meet the percentages listed previously, may request a waiver, up to 90 days, of the disconnection of their Routed Numbers via a letter to the Company indicating the nature of their request, the length of the extension, and the reason(s) why the waiver should be granted.
26. 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.
27. Speed Calling - 30 Codes: Allows a user to place calls to a list of frequently dialed numbers by dialing fewer digits than normally required. The list consists of a maximum of 30 stored numbers.
28. Speed Calling - 50 Codes: Allows a user to place calls to a list of frequently dialed numbers by dialing fewer digits than normally required. The list consists of a maximum of 50 stored numbers.
29. 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.

PLEXAR-II (cont'd)**B. General (cont'd)**

2. Feature Array (cont'd)

b. Optional Features (cont'd)

- 30. 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.
- 31. 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.
- 32. 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:
 - (a) Additional Queue Slots: Provides one additional holding position for incoming calls when all stations are busy.
 - (b) Make Busy Key: Allows designated lines to be made to look busy by means of a key operation.
 - (c) Music On Queue: With this feature, callers waiting in an incoming-call queue will hear customer provided music.
 - (d) Recorded Delay Announcement: A pre-recorded announcement provided to the caller in queue advising of the delay in answering.
 - (e) Stop Hunt Key: Allows the size of a multiline hunt group to be decreased by means of a key operation.
 - (f) UCD Queue Status Lamp: Indicates that calls have been waiting in queue longer than a customer specified time limit.
 - (g) UCD On Business Set: Allows an Electronic Business Set to be configured as part of a UCD group.
- 33. 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 (cont'd)**B. General (cont'd)**

2. Feature Array (cont'd)

c. Digital Multiplex System (DMS) 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:

1. 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 downstream 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 nonelectronic telephone set requires a customer's agent to dial a code to activate features.

(a) Electronic Business Sets - Basic Feature Package

- (1) 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.
- (2) 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.
- (3) 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.
- (4) 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.
- (5) 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.
- (6) Call Delay Announcement: One pre-recorded announcement provided to the caller in queue advising of the delay in answering.

/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 (cont'd)**B. General (cont'd)**

2. Feature Array (cont'd)

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

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

(a) Electronic Business Sets - Basic Feature Package (cont'd)

- (7) In-Calls Key: This key is used by ACD agents to answer incoming ACD calls only. It cannot be used to originate calls.
- (8) Incoming Call Queue (30%): Reserves queue slots equal to 30% of all agent positions for incoming calls when all agents are busy.
- (9) Login/Logout: Requires an agent or supervisor to login and logout of a position using a security code.
- (10) Make Set Busy: Prevents an agent position from receiving ACD calls; agents may make outgoing calls on secondary directory numbers.
- (11) Night Treatment: Provides a night service mode when all agents in an ACD group activate Make Set Busy keys on their sets.
- (12) 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.
- (13) 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.
- (14) Secondary Directory Number: (one per position) Standard (nonACD) numbers used by agents to place or receive nonACD calls or to receive transferred calls directed specifically to them.
- (15) 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.
- (16) 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 (cont'd)

B. General (cont'd)

2. Feature Array (cont'd)

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

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

(b) Electronic Business Sets - Advanced Feature Package

- (1) Agent Login Enhancement: Provides an agent identification and password option to ensure that only assigned agents are able to login to an ACD group.
- (2) 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.
- (3) Call Supervisor/Answer Agent Key: Allows the agent quick access to the supervisor for help or consultation. Agents' calls to the supervisor are terminated on the supervisors' Answer Agent Key.
- (4) Display Queue Status Key: Allows an ACD supervisor to display the load status information associated with an ACD group.
- (5) 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 re-routed to the customer-specified overflow destination.
- (6) Queue Status Lamp: Provides a visual indication whenever the incoming call queue to an ACD group overflows.

/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 (cont'd)

B. General (cont'd)

2. Feature Array (cont'd)

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

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

(c) Electronic Business Set - Display Feature Package

- (1) Call Source Identification Display: Provides for the display of the incoming call facilities to help the agent distinguish the type of incoming call.
- (2) 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.
- (3) 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.
- (4) 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 (cont'd)**B. General (cont'd)**

2. Feature Array (cont'd)

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

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

(d) Electronic Business Sets - Optional Features

- (1) Additional ACD Directory Number: Unique seven digit number used to receive incoming ACD calls that is not associated with a line.
- (2) 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.
- (3) Additional Incoming Call Queue (10%): Reserves additional queue slots equal to 10% of all agent positions for incoming calls when all agents are busy.
- (4) 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.
- (5) Agent Key: Allows the supervisor to use any of the agent keys in conjunction with the Call Agent feature.
- (6) Attendant Console to ACD: Allows an attendant console to originate or extend calls to ACD directory numbers.
- (7) Call Agent Key: Permits a supervisor to communicate directly with an agent.
- (8) 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.
- (9) 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.

/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 (cont'd)**B. General (cont'd)**

2. Feature Array (cont'd)

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

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

(d) Electronic Business Sets - Optional Features (cont'd)

- (10) 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.
- (11) 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.
- (12) 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.
- (13) Forced Agent Availability: Allows the supervisor to change the status of an agent's line from "Not Ready" to Idle and Available".
- (14) 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.
- (15) 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 allow the MIS administrator to track peg count and holding time for calls attributed to various activities.
- (16) Load Management: Enables senior supervisor to promptly reconfigure the structure and operational parameters of an ACD group to maximize the number of calls served or to alleviate work loads. Required down-stream processor on the customer premises.

/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 (cont'd)**B. General (cont'd)**

2. Feature Array (cont'd)

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

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

(d) Electronic Business Sets - Optional Features (cont'd)

- (17) 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.
- (18) Multistage Queue Status Refresh: This enhancement feature updates the Multistage Queue Status display approximately every 30 seconds.
- (19) 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.
- (20) 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.
- (21) 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 In-calls Key in any ACD group within the same customer group.
- (22) 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.
- (23) 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.
- (24) 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.

/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 (cont'd)**B. General (cont'd)**

2. Feature Array (cont'd)

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

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

(d) Electronic Business Sets - Optional Features (cont'd)

- (25) 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, it 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.
- (26) Transfer to Incalls Key: Allows an agent to transfer an ACD call to another agent's Incalls Key within the same customer group.
- (27) 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.
- (28) Variable Wrap-Up Time: Allows the ACD end user the flexibility to vary the time interval between call completion and the presentation of a new incoming call on an individual agent basis.
- (29) 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.
- (30) Walkaway/Closed Key: After activating the Not Ready Key, ACD agents must enter a code that specifies the reason for being unavailable. Tracking of these codes in the MIS downstream processor allows comprehensive management of agent activities by project.

/1/ Not available to BRI stations.

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

PLEXAR-II (cont'd)**B. General (cont'd)**

2. Feature Array (cont'd)

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

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

(e) Non-Electronic Sets - Basic Features

- (1) 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.
- (2) ACD on 2500 sets: Provides both ACD and nonACD feature interactions for calls terminating on 2500 set ACD positions.
- (3) 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.
- (4) 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.
- (5) Agent Login Enhancement: Provides an agent identification and password option to ensure that only assigned agents are able to login to an ACD group.
- (6) 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.
- (7) Call Delay Announcement: One pre-recorded announcement provided to the caller in queue advising of the delay in answering.
- (8) Feature Assignment: Allows 2500-type sets to be assigned and deleted from ACD groups and moved from one ACD group to another.

/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 (cont'd)**B. General (cont'd)**

2. Feature Array (cont'd)

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

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

(e) Non-Electronic Sets - Basic Features (cont'd)

- (9) Incoming Call Queue (30%): Reserves queue slots equal to 30% of all agent positions for incoming calls when all agents are busy.
- (10) 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.
- (11) Make Set Busy: Prevents an agent position from receiving only non-ACD calls to the set. ACD calls continue to be presented.
- (12) Night Treatment: Provides a night service mode when all agents in an ACD group activate make set busy keys on their sets.
- (13) 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
- (14) 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 nonACD calls.
- (15) 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.
- (16) 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.
- (17) Three-Way Calling/Call Transfer/Call Chaining to ACD: Allows the agent to transfer to other ACD directory numbers in the same customer group and be included as a member of a three-way call chain.

/1/ Not available to BRI stations.

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

PLEXAR-II (cont'd)**B. General (cont'd)**

2. Feature Array (cont'd)

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

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

(f) Non-Electronic Sets - Optional Features

- (1) Additional ACD Directory Number: Unique seven digit number used to receive incoming ACD calls that are not associated with a line.
- (2) 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.
- (3) Additional Incoming Call Queue (10%): Reserves additional queue slots equal to 10% of all agent positions for incoming calls when all agents are busy.
- (4) 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.
- (5) 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.
- (6) 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.
- (7) 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.
- (8) 2500 Set MIS/Load Management: Allows ACD Load Management and ACD Show commands to be used for ACD groups consisting of 2500 set ACD agents. Load Management commands allow sets to be reassigned from one ACD group to another, and ACD Show commands display information about the group's agent position.

/1/ Not available to BRI stations.

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

PLEXAR-II (cont'd)**B. General (cont'd)**

2. Feature Array (cont'd)

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

2. 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:

(a) Basic Business Set Interface Package

- (1) Add-On Module Software: Allows the business set to be expanded when the customer provides adjunct CPE.
- (2) Auto Answer Back: Allows any incoming call to the primary directory number of the set to be automatically answered after four seconds of ringing.
- (3) Automatic Dial: Allows a business set station user to call a frequently dialed number by depressing the assigned feature key.
- (4) Automatic Line: Automatic Line is a directory number feature that may be assigned to individual directory number appearances on a business set station.
- (5) 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.
- (6) Busy Override: Allows a business set station to gain access to a busy station by depressing an appropriate key.
- (7) 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.
- (8) 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.

/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 (cont'd)**B. General (cont'd)**

2. Feature Array (cont'd)

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

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

(a) Basic Business Set Interface Package (cont'd)

- (9) 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.
- (10) Call Waiting: With this feature, an incoming call encountering a busy business set station receives 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.
- (11) 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.
- (12) Dial Call Waiting: Allows Dial Call Waiting to be assigned to a business set on a per directory number basis.
- (13) Feature Code Access: Provides an alternate method of accessing business set features, other than through the use of feature keys.
- (14) Group Intercom: Allows a customer to call a member of a predesignated group by using abbreviated dialing.
- (15) 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.
- (16) Intercom: Allows a customer to directly terminate on a predesignated set by depressing the intercom 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 (cont'd)**B. General (cont'd)**

2. Feature Array (cont'd)

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

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

(a) Basic Business Set Interface Package (cont'd)

- (17) 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).
- (18) Listen on Hold: Allows a business set user to place a called party on hold and listen through the speaker.
- (19) Make Set Busy: Allows directory number appearances on a business set to be made busy to incoming calls.
- (20) 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.
- (21) 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.
- (22) 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.
- (23) 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.
- (24) Speed Calling (Personal): Allows a business set user to have their own one-digit and/or two-digit speed call list. The user assigns and changes numbers against these lists and they cannot be allowed access by other stations. The list consists of a maximum of ten numbers.

/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 (cont'd)**B. General (cont'd)**

2. Feature Array (cont'd)

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

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

(b) Business Set Display Feature Package

- (1) Call Forward/Automatic Dial Display: Displays the previously stored number when programming Call Forwarding or Automatic Dialing on a business set with a display.
- (2) Display Called Number: Provides the user of a business set, equipped with visual feedback, information concerning the called number during the origination, termination and programming, and feature activation operations.
- (3) Display Calling Number-Closed User Group Only: Provides the business set user receiving an incoming call with visual feedback concerning the calling number.
- (4) 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.
- (5) Query Time Key: Provides the current time and date on a business set LCD display when the Query Time and Date Key is depressed.

(c) Business Set Interface Optional Features

- (1) Individual Business Line: Allows the business set subscriber the appearance of a POTS line as one of the directory numbers on the set.
- (2) 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 (cont'd)**B. General (cont'd)**

2. Feature Array (cont'd)

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

3. Call Park^{/2/,/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.
4. Last Number Redial: Enables a subscriber to redial the last called number by pressing a single key rather than dialing the entire number.
5. 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.
6. Simultaneous Ring One Number^{/1/}: Causes one additional telephone number of the customer to ring simultaneously whenever the PLEXAR-II station number is dialed. The customer's PLEXAR-II station and the SR-ON 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.

7. Visual Message Waiting Indication^{/1/,/4/}: Provides a visual indication on a station set to alert the subscriber that a message is waiting. This feature is for use with customer equipment that requires a voltage signal to activate the message waiting light.

/1/ Not available to BRI stations.

/2/ Not available to BRI stations. For the message waiting indication feature available to BRI Stations see 'Visual Message Waiting Indication' in Section B.2.b.33 of this offering.

/3/ Available only to existing customers who have feature.

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

PLEXAR-II (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 office.
2. The following terms used in this section shall mean:

Plexar-II Basic Station

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

Off-Premises Station

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

Plexar-II BRI Station^{/2/}

Consists of the appropriate station rate and station line facility rate. This can be provided as a combination of B and D channels with a maximum of two channels and one D-channel per BRI station. B-channels can be used for either circuit switched voice (CSV) or circuit switched data (CSD).

ISDN Serving Area

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

Link Extension

Provides the additional facility and central office hardware required to provide Plexar BRI Service from the customer's BRI nonequipped serving central office to the Company's designated BRI equipped serving central office.

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 tariff are not applicable to stations associated with Access Advantage Plus Service found in Part 6, Section 7.

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

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

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

Tie Trunk Terminations

The following connections are available as outlined below:

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

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

Digital Direct Termination

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

Optional Features:

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

3. There is no minimum or maximum number of station lines that can be installed with the initial installation of the customers' within each serving central office.
4. Plexar-II station line facilities are charged in mileage bands as measured in air miles from the station location to the serving central office. Station line facility rates^{/1/} apply as follows: (a) to stations in excess of the number of access lines when access lines are rated at the equivalent Business Access Line rate or (b) to all stations when access lines are rated at the Business Trunk Equivalent rate. In no case shall the credit applied for station line facility rates in item (a) exceed the number of station line facility rates billed. Station line facility rates are not applicable to Plexar-II Off-Premises stations.

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

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

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

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

The customer must obtain and maintain compatible 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 features will be applied.

The Company reserves all rights to take the Plexar Mate computer down for maintenance or 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 charges, as specified in Part 15, Section 2, apply to Off-Premises stations.
7. The customer may move Plexar-II service where facilities permit, subject to the appropriate service connection charges and any other appropriate charges resulting from the customer's requirements (i.e., overtime hours, special construction). The old contract will not be affected. However, the station line facility rates may change due to distance charges. Refer to paragraph 18. for moves associated with Plexar BRI stations.

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

8. A Plexar customer may be served by the same serving central office (referred to as normal serving office) or a different serving central office than the one in which they are located. If service is provided from a serving office other than their normal serving office, the rates and charges specified in this offering are applicable in addition to the rates, charges, terms and conditions of Foreign Serving Office (FSO) / Foreign Exchange (FX) Services specified in Part 4, Section 3 and in Part 15, Section 2. Refer to paragraph 18. when the customer subscribes to Plexar BRI Service.
9. When a customer requests a special offering or modification of standard service offering, it will be furnished whenever possible if not detrimental to any of the services or equipment of the Company. Such special service offerings or modifications of standard service offerings will be furnished at additional charges.
10. Directory listings will be furnished in accordance with the regulations set forth in the 'Directory Listings' section of this Guidebook.
11. The assignment of telephone numbers for Plexar-II shall be in accordance with the 'Rules and Regulations Applying to All Customers' Contracts' paragraph found in Part 2, Section 2. Where facilities allow, transfer of telephone numbers between Plexar-II and other services will be permitted as follows:
 - a. Customers converting between Plexar/Centrex services will be permitted to retain their existing telephone numbers at no charge.
 - b. Business customers changing to Plexar-II service may retain up to ten of their existing telephone numbers, per serving central office, at no charge. For charges applicable to telephone numbers exceeding ten, see Nonrecurring Charges in the Rates section.
 - 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 Nonrecurring Charges in the Rates section. Charges do not apply when the customer disconnects the entire system.
12. Temporary suspension of service will be permitted in accordance with 'Suspension and Restoration of Service' found in Part 2, Section 4.
13. Plexar-II stations shall have available the calling scope associated with the Plexar serving central office as defined in Part 4, Section 1.

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

14. CCO features will be functional under the following conditions.

- a. When both the originating customer and the call terminating customer are served from the same central office.
- b. When both the call originating customer and the call terminating customer are served from different central offices equipped for CCO and are linked by appropriate facilities.
- c. The Company shall not be liable for any loss or damages arising out of error, interruptions, defects, failures or malfunctions of CCO 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.

15. Caller ID Interaction: With Caller ID, a customer may prevent the display of their Calling Party Name and/or Number by activating Calling Party Name and/or Number blocking immediately prior to a call. Calling Party Name and/or Number blocking is available on a per-call basis, at no charge. It is activated by dialing a specific access code. If a calling party has activated Calling Party Name and/or Number blocking, the Calling Party Name and/or Number will not be transmitted to the display equipment of a Caller ID subscriber. Instead, the Caller ID subscriber will receive a privacy indicator. This privacy indicator notifies the Caller ID subscriber that the calling party chose to block Calling Party Name and/or Number delivery.

Calling Party Name and/or Number blocking will not be provided on calls originating from public, semi-public or other services used by the general public.

An originating caller's Calling Party Name and/or Number may not be displayed at the called party under the following conditions:

- a. The calling name and/or number will not be displayed if the called party is off-hook. The called party must be on-hook to receive the caller's data. If a customer subscribes to both Call Waiting and Caller ID, and is on an existing call, a second incoming call will not be displayed. The called party of the second incoming call will receive a call waiting tone.
- b. The Calling Party Name and/or Number will not be displayed if the called party answers the incoming call during the first ring interval.
- c. Caller ID cannot be provided with any distinctive ringing lines having a maximum silent interval duration that is not long enough to allow transmission of the data message.
- d. Identification of specific stations or extensions served by a PBX is not possible in most cases. The main directory number of the PBX will be displayed.

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

15. (cont'd)

- e. Caller ID cannot be provided if the calling party is from a multi-party line. The called party will receive an "unavailable" display.
- f. The calling name and/or number will be unavailable if it is from another serving central office that is not linked by appropriate facilities with the called party's serving central office.
- g. The calling party has activated Calling Party Name and/or Number blocking.

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

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

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

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

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

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

17. (cont'd)

- c. In case b. preceding, when a new central office becomes Plexar BRI equipped, the existing Plexar BRI service will continue to be provided from their original Plexar BRI serving office. Should the customer subsequently request that their Plexar BRI Service be provisioned from his normal serving office, the provisions and charges for moves specified in paragraph C.7. will apply. The Company may request that the customer, at the customer's option, have the customer's Plexar BRI Service provided from the customer's normal serving office and, in conjunction therewith, may offer to waive move charges. Such a move may require the customer to change telephone number(s).
- d. If the customer's normal serving office is not located within an ISDN Service Area, the customer may be provided with Plexar BRI Service from a Plexar BRI equipped central office in an ISDN Service Area within the LATA, if agreed to by the Company. In such cases, the charges for the Link Extension specified in Paragraph E.4, will apply in addition to the other charges for Plexar BRI service.
- e. In case d. preceding, when the customer's normal serving central office becomes Plexar BRI equipped, the customer's Plexar BRI Service may be required to be moved from their original Plexar BRI serving central office to the customer's normal serving office. Such a move may require the customer to change telephone number(s), and in conjunction therewith, the Company will waive the provisions and charges for moves specified in Paragraph C.7 of this Guidebook section. The Link Extension charges will no longer apply once the customer's Plexar BRI Service has been moved back to their normal serving central office. However, if agreed to by the Company, the customer may request that their Plexar BRI Service not be moved from their original Plexar BRI serving central office. In such case, the Link Extension charges will continue to apply.
- f. If a customer requests Plexar BRI Service to be provisioned from an office in their exchange other than the Plexar BRI serving central office designated by the Company, and if agreed to by the Company, the Link Extension charge found in paragraph E.4 of this offering will apply in addition to the charges as specified in the 'Foreign Serving Office' found in Part 4, Section 3. 'Foreign Serving Office Service' charges shall apply on a per channel basis.
- g. If a customer requests Plexar BRI Service to be provisioned from an office outside of their exchange other than the Plexar BRI serving office designated by the Company, and if agreed to by the Company, the Link Extension charge found in paragraph E.4 of this offering will apply in addition to the charges as specified in the 'Foreign Exchange Service' found in Part 4, Section 3. 'Foreign Exchange Service' charges shall apply on a per channel basis.

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

(C)

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 rate increases initiated by the Company.

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 rate changes initiated by the Company.

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 found in 'Rules and Regulations Applying to All Customers' Contracts' in Part 2, Section 2.

The customer's contract specifies the discount rate that will be used if a customer terminates service under the conditions specified in the paragraph on termination charges that follows.

3. Additions to service under the two payment plans specified above can be added to the existing agreement.

Additions to the Fixed Monthly Rate Plan 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.

/2/

/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.

(N)

/2/ Material now appears on Sheet 38.

(N)

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

(C)

5. Existing Plexar-I and Centrex Service customers may convert to Plexar-II subject to the payment of the conversion charges specified in Paragraph E.1.b. following. /2/
6. With prior agreement of the Company, service under these plans may be transferred from one customer to another at the same location for a Supersedure Fee as identified in Paragraph E.1.c. following. The new customer assumes all obligations under the existing contract. Changes and additions to the assumed service can be made after the first day of service has been assumed. /2/
7. Customers may request a Plexar-Custom serving arrangement prior to the expiration of the existing contract term provided that the requested contract term be at least 12 months longer than the time remaining on the existing contract. Termination liability charges will not apply when the customer continues with an equivalent PLEXAR-II service arrangement (i.e., current system size).
8. At the conclusion of the fixed term for any contract, renewal procedures will be determined based on the number of stations currently in service within any serving central office.

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

'Thank You For Renewing' Credit Option

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.

/3/

- /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. (N)
- /2/ Material formerly appeared on Sheet 37.
- /3/ Material now appears on Sheet 39. (N)

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

8. (cont'd)

Contract Extension Option

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/} (C) 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 offering under Payment Plans.

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

Customers desiring Plexar-Custom service can convert to the service terms, conditions and rates set forth in 'Plexar-Custom' described 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.

(N)
(N)

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

(C)

9. 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 (a) and (b) 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.

Termination charges are not applicable to Plexar-II station line facilities under the following two conditions:

- When the customer adds Plexar-II access lines with an equivalent reduction in the number of station line facility rate elements;
 - The customer subscribes to Access Advantage Plus Service as found in Part 6, Section 7 and continues with an equivalent Plexar service arrangement subject to the allowable station fluctuations specified above.
10. The customer may, at their option, prior to the expiration of the existing contract term, terminate the contract without incurring termination charges provided (a) customer signs a new contract at prevailing rates for a term at least as long as the period remaining in the original contract (b) continues with an equivalent Plexar service arrangement (i.e., current system size), and (c) agrees to pay the deferred installation and nonrecurring charges incurred on the original contract, by calculating the present worth of the remaining amount and applying current annuity factors as specified in 'Rules and Regulations Applying to All Customers' Contracts' described in Part 2, Section 2.

/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.

(N)

(N)

PLEXAR-II (cont'd)

D. Payment Plans (cont'd)

11. Service Migration and Early Termination Charges

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

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

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

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

1. Nonrecurring Charges

	<u>USOC</u>	<u>Nonrecurring Charge</u>
a. Service Establishment Charge to Establish a New System:		
Per serving central office (Analog Only)		
Month-to-Month	NRCEX	\$500.00
12 Months	NRCEX	500.00
24+ Months	NRCEX	500.00
Per serving central office (Analog/BRI mix)		
Month-to-Month	C3CCB	500.00
12 Months	C3CCB	500.00
24+ Months	C3CCB	500.00
Per serving central office (BRI only) ^{/1/,/2/}		
Month-to-Month	C3CBR	280.00
12 Months	C3CBR	140.00
24+ Months	C3CBR	---

/1/ The installation charge (also referred to as nonrecurring charge) will be waived if the customer agrees to maintain the service for at least 24 months from the date of installation. In the event a customer agrees to maintain the service for either 12, 24 or more months in order to receive a reduction or waiver of the installation charge and fails to maintain the service for the entire 12 or 24 month period, then the customer shall be billed for the waived installation charge upon the disconnection of the service. Customers who agreed to a 12-month term will be billed the additional \$140.00 to equal the entire \$280.00 installation charge and customers who agreed to a 24-month will be billed the entire \$280.00 installation charge.

/2/ The Company will agree to allow new ISDN customers a 60-day trial of the service for one PLEXAR-II ISDN system at a single location from the date of installation for contract periods except the month-to-month option. Payment of the installation charge of \$140.00 for agreeing to maintain the service for a 12-month period, or no installation charge for agreeing to maintain the service for at least a 24-month period, is required at the time service is installed. In the event a customer decides to terminate the service prior to the expiration of the 60-day trial period, then the customer will be refunded the installation charge paid. The trial provision is not intended for transient locations or use, such as trade shows, convention centers, exhibit halls, etc. A 60-day trial period counts as part of any contract period a customer may elect at the conclusion of the trial.

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

1. Nonrecurring Charges (cont'd)

	<u>USOC</u>	<u>Nonrecurring Charge</u>
b. Conversion Charges, applicable to converting existing systems, per central office		
Centrex II or Centrex III to Plexar-II	FSC24	\$325.00
Plexar-I, Package 1 or Package 2 to Plexar-II	C3VIX	500.00
Addition of Analog to Existing BRI		
Month-to-Month	FSCBA	220.00
12 Months	FSCBA	360.00
24+ Months	FSCBA	500.00
c. Supersedure Fee, per system	NRV08	25.00
d. System Subsequent Change Charge, per change, per serving central office	1CRAL	33.20 ^{/1/}
e. Service Connection Charge		2.85 ^{/1/}
f. Transfer of Telephone Numbers		
To Plexar-II		
Installation Charge, per number	NR9TH	25.00 ^{/2/}
Service Connection Charge		2.85 ^{/3/}
To Other Business Services		
Installation Charge, per number	NR9TJ	25.00 ^{/4/}
Service Connection Charge		2.85 ^{/4/}

/1/ Applies when changes are made that affect the entire system.

/2/ Standard capability of a Plexar-II arrangement includes the customer retaining a maximum of ten existing telephone numbers, at the time of initial installation, per serving central office. This charge applies to those numbers exceeding ten. When the customer requests the addition of telephone numbers subsequent to initial installation, this charge applies to each number.

/3/ Applicable when transferring telephone numbers subsequent to initial system installation.

/4/ Not applicable when the customer disconnects the entire Plexar-II system.

PLEXAR-II (cont'd)**E. Rates^{/2/} (cont'd)**

(C)

2. Plexar-II Access Line Rates^{/1/}

- a. Rates and charges for Simulated Access Lines shall be the equivalent monthly Business Access Line rate as set forth in Part 4, Section 2 or Business Trunk equivalent (BTE) rate as set forth in Part 17, Section 2. (C)
- b. A Plexar system must have one or more BRI stations as part of their Plexar system in order to qualify for BTE. The combination of BTE and Business Access Line equivalents in the same common block is prohibited.
- c. These facilities may be used for either interoffice station-to-station and/or network access requirements. If dedicated interoffice facilities are utilized in lieu of Plexar-II access lines for station-to-station calling, apply appropriate rates and charges as specified in Part 15, Section 2.
- d. Apply the equivalent Business Access Line monthly rate or BTE and applicable expanded calling scope charges and fees as specified in Part 4, Section 2 or BTE per Plexar-II access line.
- e. Interstate multiline business end user common line (EUCL) charges will be billed per Plexar-II local exchange access line as prescribed by the Federal Communications Commission and set forth in the Interstate Access Tariff.
- f. For Plexar-II service, an amount equivalent to the business EUCL charge will be determined based upon the number of Plexar-II access lines. The difference between the calculation from paragraph E.2.e. 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.

/1/ See Part 4, Section 5 (CompleteLink 2.0) or Part 20, Section 4 (CompleteLink) for additional discount information.

/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.

(N)

(N)

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

3. Plexar-II Station Rates

		Monthly Rates						(C)
	<u>USOC</u>	<u>Month to Month</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>	<u>48 Month^{/4/}</u>	<u>60 Month^{/4/}</u>	
1-29 Stations								
Basic Station	FZA FZAX3 HRAX3 HRQX3	\$12.75	\$10.00	\$9.00	\$7.00	\$6.50	\$6.25	
Off-Premises Station....	FZN FZNX3 HRNX3	12.75	10.00	9.00	7.00	6.50	6.25	
BRI Station ^{/1,2/}	XRB	18.00	17.00	16.00	15.00	14.00	13.00	
CSV/CSD, per B-Channel ^{/3/}	LTG1X	7.50	7.25	7.00	6.75	6.50	6.25	

/1/ Maximum of two B-channels of CSV/CSD per BRI station.

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

/3/ Applies in addition to the BRI station rate based on the customer's configuration of B and D channels.

/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.

(N)

(N)

PLEXAR-II (cont'd)

E. Rates (cont'd)

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

		Monthly Rates						(C)
	<u>USOC</u>	<u>Month to Month</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>	<u>48 Month</u> ^{/6/}	<u>60 Month</u> ^{/6/}	
30 Stations and Above Basic Station	FZA FZAX3 HRAX3 HRQXE	\$11.75	\$9.00	\$8.00	\$6.00	\$5.50	\$5.25	
Off-Premises Station	FZN FZNX3 HRNX3	11.75	9.00	8.00	6.00	5.50	5.25	
BRI Station ^{/1,2/}	XRB	17.00	16.00	15.00	14.00	13.00	12.00	
CSV/CSD, per B-Channel ^{/3/}	LTG1X	7.50	7.25	7.00	6.75	6.50	6.25	

Nonrecurring Charges

	<u>USOC</u>	<u>Installation Charge</u>	<u>Service Connection Charge</u>
Initial Installation per Station, or per Basic BRI or Off Premises Station		---	\$28.50
Subsequent Change Charge	SG9PA	\$.30 ^{/4/}	2.85 ^{/5/}

/1/ Maximum of two B-channels of CSV/CSD per BRI station.

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

/3/ Applies in addition to the BRI station rate based on the customer's configuration of B and D channels.

/4/ 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.

/5/ Applies per station regardless of the number of standard features added, changed or rearranged. Not applicable to changes made by Plexar Mate.

/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.

(N)

(N)

PLEXAR-II (cont'd)**E. Rates (cont'd)**4. Station Line Facility Rates^{/1/}

		Monthly Rates						
	<u>USOC</u>	<u>Month To Month</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>	<u>48 Month^{/7/}</u>	<u>60 Month^{/7/}</u>	<u>Installation Charge</u>
Mileage Bands ^{/2/}								
Per Plexar-II station ^{/3/}								
0 - 2.0 Miles	1LSEA	\$51.00 (I)	\$9.85	\$8.65	\$7.80	\$6.50	\$5.50	--
Over 2.0 Miles	1LSEB	70.00 (I)	16.10	14.20	12.70	10.40	9.50	--
BRI ^{/4,5/}								
Mileage Bands								
Per Plexar-II BRI station ^{/6/}								
0 - 2.0 Miles	1LSDA	88.00 (I)	26.00	25.50	25.00	24.50	24.00	--
Over 2.0 Miles	1LSDB	50.50	50.00	49.50	49.00	48.50	48.00	--
Link Extension ^{/5/} , per Plexar-II BRI station ^{/6/}	LKX	54.50	54.00	53.50	53.00	52.50	52.00	\$94.50

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

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

/3/ Apply private line rates and charges as specified in Part 15, Section 2 to Off-Premises stations in lieu of station line facility rates.

/4/ Apply BRI station line facility in addition to the BTE rate when BTE is used for exchange access lines.

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

/6/ Apply Link Extension in addition to appropriate BRI station line facility rate when used for Off-Premises stations.

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

5. Facility Termination

a. Tie Trunk Termination

Monthly Rates

	<u>USOC</u>	<u>Month to Month</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>	<u>48 Month^{/6/}</u>	<u>60 Month^{/6/}</u>	(C)
Analog Facility ^{/1/}	KT6	\$35.00	\$31.50	\$31.50	\$31.50	\$31.50	\$31.50	
Digital Facility								
Per DSO Connection ^{/2/} ...	KES	185.00	180.00	180.00	180.00	180.00	180.00	
Per DSO Channel ^{/3/}	K6S	12.00	11.50	11.50	11.50	11.50	11.50	
PRI Facility								
Per Digital Direct Termination ^{/2/}	UTAPX	800.00	750.00	600.00	500.00	400.00	300.00	
Optional Feature Backup D-Channel, each ^{/4/}								

Nonrecurring Charges

	<u>Installation Charge</u>	<u>Service Connection Charge</u>
Analog Facility ^{/1/}	\$43.45	\$5.05 ^{/5/}
Digital Facility		
Per DS1 Connection ^{/2/}	50.35	5.05 ^{/5/}
Per DSO Channel ^{/3/}	8.65	5.05 ^{/5/}
PRI Facility		
Per Digital Direct Termination ^{/2/}	2,000.00	5.05 ^{/5/}
Optional Feature Backup D-Channel, each ^{/4/}		

/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 Connections required per 24 DSOs.

/4/ For Optional Backup D-Channel USOC, Rates and Nonrecurring Charges, see Primary Rate ISDN SmartTrunk (Paragraph H.4) in Part 17, Section 2.

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

/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.

(N)

(N)

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

5. Facility Termination (cont'd)

b. Out-WATS Termination^{/1/}

		Monthly Rates						(C)
	<u>USOC</u>	<u>Month to Month</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>	<u>48 Month</u> ^{/3/}	<u>60 Month</u> ^{/3/}	
Per Termination.....	EET	\$15.00	\$14.50	\$14.50	\$14.50	\$14.50	\$14.50	
Nonrecurring Charges								
					<u>Installation Charge</u>	<u>Service Connection Charge</u>		
Per Termination.....					\$69.05	\$5.05 ^{/2/}		

/1/ Appropriate rates and charges for the facility being terminated also apply.

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

/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.

(N)

(N)

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

6. Optional Features

a. Assume Dial Nine

		Monthly Rates						(C)
	<u>USOC</u>	<u>Month to Month</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>	<u>48 Month^{/4/}</u>	<u>60 Month^{/4/}</u>	
Per Serving Central Office	A9DPO	\$25.00	\$25.00	\$25.00	\$25.00	\$25.00	\$25.00	

		<u>USOC</u>		Nonrecurring Charges	
				<u>Installation Charge</u>	<u>Service Connection Charge</u>
Per Serving Central Office	A9DPO			\$15.95	\$5.05 ^{/1/}

b. Automatic Route Selection (ARS)-Basic

		Monthly Rates						(C)
	<u>USOC</u>	<u>Month to Month</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>	<u>48 Month^{/4/}</u>	<u>60 Month^{/4/}</u>	
Per Plexar-II Station in an ARS Arrangement	ABBPA	\$.75	\$.70	\$.60	\$.50	\$.40	\$.30	

		<u>USOC</u>		Nonrecurring Charges	
				<u>Installation Charge</u>	<u>Service Connection Charge</u>
Initial Installation Per System	1CRPB			\$162.50	\$5.05 ^{/1/}
Subsequent Change Charge:					
Per System ^{/2/}	SG9PB			162.50	5.05
Per Plexar-II Station ^{/3/}	SG9PV			.30	2.85

c. Reserved for future use

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

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

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

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

(N)

(N)

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

6. Optional Features (cont'd)

d. Busy Verification^{/1/}

		Monthly Rates					
	<u>USOC</u>	<u>Month to Month</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>	<u>48 Month^{/3/}</u>	<u>60 Month^{/3/} (C)</u>
Per System	EDSPS	\$2.00	\$1.90	\$1.80	\$1.70	\$1.60	\$1.50
		<div>Nonrecurring Charges</div> <div> <div>Installation Charge</div> <div>Service Connection Charge</div> </div>					
Per System					\$20.05	\$5.05 ^{/2/}	

e. Call Control Options (CCO)

		Monthly Rates					
	<u>USOC</u>	<u>Month to Month</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>	<u>48 Month^{/3/}</u>	<u>60 Month^{/3/} (C)</u>
For Plexar-II Station							
Auto Redial	NX9	\$.90	\$.75	\$.75	\$.75	\$.75	\$.75
Call Blocker.....	NX5	.90	.75	.75	.75	.75	.75
Call Return	NX8	.90	.75	.75	.75	.75	.75
Priority Call.....	NX2	.90	.75	.75	.75	.75	.75
Selective Call Forwarding	NX6	.90	.75	.75	.75	.75	.75
CCO Package (All five features listed above)	NLH5U	2.70	2.25	2.25	2.25	2.25	2.25

/1/ Not available to BRI stations.

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

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

6. Optional Features (cont'd)

e. Call Control Options (CCO) (cont'd)

		Nonrecurring Charges	
	<u>USOC</u>	Installation Charge	Service Connection Charge
Per System:			
Auto Redial	NX9PS	\$56.20	\$5.05 ^{/1/}
Call Blocker	NX5PS	29.60	5.05 ^{/1/}
Call Return	NX8PS	56.20	5.05 ^{/1/}
Priority Call	NX2PS	29.60	5.05 ^{/1/}
Selective Call Forwarding	NX6PS	29.60	5.05 ^{/1/}
CCO Package	NLH5V	201.20 ^{/2/}	5.05 ^{/1/,/3/}
Per Plexar-II Station			
Auto Redial	NX9	1.00	5.05 ^{/1/}
Call Blocker	NX5	1.00	5.05 ^{/1/}
Call Return	NX8	1.00	5.05 ^{/1/}
Priority Call	NX2	1.00	5.05 ^{/1/}
Selective Call Forwarding	NX6	1.00	5.05 ^{/1/}
CCO Package	NLH5U	5.00 ^{/2/}	5.05 ^{/1/,/3/}
Call Trace:			
Per Plexar-II Station	N6T	1.00	5.05 ^{/1/}
Per System	N6TPS	54.80	5.05 ^{/1/}
Per Successful Trace		^{/4/}	---

/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 CCO package is purchased. If individual features have previously been installed, apply the individual installation charge for each feature being added in lieu of the CCO package installation charge.

/3/ This charge applies only when the complete CCO package is purchased or a subsequent purchase completed the package.

/4/ Apply the Business Call Trace, Per Successful Trace, rate as specified in the 'Advanced Custom Calling Services' section in Part 7, Section 2.

(C)

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

6. Optional Features (cont'd)

f. Call Forwarding Busy Line/Don't Answer Outside System

Monthly Rates

	<u>USOC</u>	<u>Month to Month</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>	<u>48 Month</u> ^{/3/}	<u>60 Month</u> ^{/3/}	(C)
For Plexar-II Station Equipped with:								
Busy	FBJ	\$2.00	\$1.50	\$1.25	\$1.00	\$.75	\$.50	
Don't Answer.....	FDJ	2.00	1.50	1.25	1.00	.75	.50	
Busy & Don't Answer	FVJ	3.00	2.50	2.00	1.50	1.00	.75	

Nonrecurring Charges
Installation Charge Service Connection Charge

For Plexar-II System Equipped with:

Busy.....	1CRCF	\$5.75	\$5.05 ^{/1/}
Don't Answer	1CRCG	5.75	5.05 ^{/1/}
Busy & Don't Answer	1CRCH	11.45	5.05 ^{/1/}

Per Plexar-II Station Equipped with:

Busy.....	---	5.05 ^{/1/}
Don't Answer	---	5.05 ^{/1/}
Busy & Don't Answer	---	5.05 ^{/1/}

Subsequent Change Charge:

Per Plexar-II Station ^{/2/}	SG9PV	.30	2.85
--------------------------------------------	-------	-----	------

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

/2/ Applies when making changes subsequent to initial optional feature installation to 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.

(N)

(N)

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

6. Optional Features (cont'd)

g. Call Park

Monthly Rates							
	<u>USOC</u>	<u>Month to Month</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>	<u>48 Month^{/3/}</u>	<u>60 Month^{/3/}</u> (C)
Per Station	C4Z	\$.20	\$.20	\$.20	\$.20	\$.20	\$.20
Nonrecurring Charges							
			<u>USOC</u>	<u>Installation Charge</u>		<u>Service Connection Charge</u>	
Per System			C4ZPS	\$22.15		\$5.05 ^{/1/}	
Per Station			C4Z	1.15		5.05 ^{/1/}	

h. Caller ID

Monthly Rates							
	<u>USOC</u>	<u>Month to Month</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>	<u>48 Month^{/3/}</u>	<u>60 Month^{/3/}</u> (C)
Per Plexar-II Station ^{/2/}							
Calling Number							
Delivery	NXD	\$2.45	\$2.25	\$2.25	\$2.25	\$2.25	\$2.25
Calling Name Delivery ..	NN2	2.45	2.25	2.25	2.25	2.25	2.25
Calling Name &							
Number Delivery	NXM	2.75	2.55	2.55	2.55	2.55	2.55

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

/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/ 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.

(N)

(N)

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

6. Optional Features (cont'd)

h. Caller ID (cont'd)

		Nonrecurring Charges	
	<u>USOC</u>	<u>Installation Charge</u>	<u>Service Connection Charge</u>
Initial Installation			
Calling Number Delivery:			
Per System:	NXDPS	\$26.40	\$5.05 ^{/2/}
Per Plexar-II Station ^{/1/}	NXD	1.00	5.05 ^{/2/}
Calling Name Delivery:			
Per Station	NN2	1.15	5.05 ^{/2/}
Calling Number & Name Delivery:			
Per System	NXMPS	26.40	5.05 ^{/2/}
Per Station	NXM	2.10	5.05 ^{/2/}
Conversion Charges			
Calling Number Delivery to Calling Name & Number Delivery			
Per Station	NR9C2	1.15	5.05 ^{/2/}
Calling Name Delivery to Calling Number & Name Delivery			
Per System	NR9C4	26.40	5.05 ^{/2/}
Per Station	NR9C3	2.10	5.05 ^{/2/}

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

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

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

6. Optional Features (cont'd)

i. Cancel Call Waiting^{/1/}

Monthly Rates							
	<u>USOC</u>	<u>Month to Month</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>	<u>48 Month^{/4/}</u>	<u>60 Month^{/4/}</u> (C)
Per Plexar-II Station PQQ		\$.65	\$.60	\$.55	\$.50	\$.45	\$.40
Nonrecurring Charges							
			<u>USOC</u>	<u>Installation Charge</u>	<u>Service Connection Charge</u>		
Per System			1CRCW	\$9.85	\$5.05 ^{/2/}		
Per Plexar-II Station				---	5.05 ^{/2/}		

j. Conference Calling – 6 Port Conference Arrangement

Monthly Rates							
	<u>USOC</u>	<u>Month to Month</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>	<u>48 Month^{/4/}</u>	<u>60 Month^{/4/}</u> (C)
Per 6-Port Conference Arrangement ^{/3/}	EAA	\$33.00	\$30.00	\$27.50	\$25.00	\$22.50	\$20.00
Nonrecurring Charges							
				<u>Installation Charge</u>	<u>Service Connection Charge</u>		
Per 6-Port Conference Arrangement.....				\$16.80	\$5.05 ^{/2/}		

k. Reserved for future use

l. Reserved for future use

^{/1/} Not available to BRI stations.^{/2/} Not applicable if the feature is installed at the same time as the Plexar-II system or station.^{/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.

(N)

(N)

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

6. Optional Features (cont'd)

m. Dial Plan for Advanced Solutions (DPAS)

		Monthly Rates						(C)
	<u>USOC</u>	<u>Month to Month</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>	<u>48^{/4/} Month</u>	<u>60^{/4/} Month</u>	
Basic Dial Plan, per Plexar station	D6PAB	\$.50						
Deluxe Dial Plan, per Plexar station	D6PAD	1.75						
		Nonrecurring Charges						
				<u>USOC</u>	<u>Installation Charge</u>	<u>Service Connection Charge</u>		
DPAS Dial Plan established or Plexar Dial Plan or System added			SEPA3		\$200.00			
Basic Dial Plan, per Plexar station added			D6PAB		1.00			
Deluxe Dial Plan, per Plexar station added			D6PAD		1.00			
Subsequent Change Charge, per request			REATH				50.00	

n. Electronic Key Telephone Services (ETKS) Package^{/1/}

		Monthly Rates						(C)
	<u>USOC</u>	<u>Month to Month</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>	<u>48^{/4/} Month</u>	<u>60^{/4/} Month</u>	
Per B-channel	EFV	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00	
		Nonrecurring Charges						
				<u>USOC</u>	<u>Installation Charge</u>	<u>Service Connection Charge</u>		
Initial Installation, per system			1CREP		\$78.25		\$5.05 ^{/2/}	
Subsequent Change Charge ^{/3/}								
per channel			REA18		20.70		2.85	
per system			REA13		17.75		2.85	

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

(N)

(N)

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

6. Optional Features (cont'd)

o. Message Waiting Indication^{/1/}

		Monthly Rates						(C)
	<u>USOC</u>	<u>Month to Month</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>	<u>48 Month</u> ^{/6/}	<u>60 Month</u> ^{/6/}	
Per Plexar-II Station:								
With SMDI ^{/2,3/}	MWZ, M9Z, M5Z, MW4PK	\$.15	\$.10	\$.10	\$.10	\$.10	\$.10	
Without SMDI ^{/4/}	MWC3, MW72X, MWS, MW9PK	---	---	---	---	---	---	
		<u>USOC</u>		<u>Installation Charge</u>		<u>Service Connection Charge</u>		
Per Plexar-II Station								
With SMDI ^{/2,3/}	MWZ, M9Z, M5Z, MW4PK			\$1.55		\$5.05 ^{/5/}		
Without SMDI ^{/4/}	MWC3X, MW72X, MWS, MW9PK			1.55		5.05 ^{/5/}		

/1/ Not available with BRI stations. For the message waiting indication feature available to BRI stations see 'Visual Message Waiting Indication' in Section B.2.b.33 of this offering.

/2/ Requires Simplified Message Desk Interface. These rates are in addition to the rates and charges for SMDI.

/3/ 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.

/4/ 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) per Plexar-II station. Additionally, rate and charges for 'Call Forwarding/Busy Line Don't Answer Outside System' apply per Plexar-II Station.

/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.

(N)

(N)

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

6. Optional Features (cont'd)

p. Music on Hold^{/1/}

		Monthly Rates						(C)
	<u>USOC</u>	<u>Month to Month</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>	<u>48 Month^{/4/}</u>	<u>60 Month^{/4/}</u>	
Per System.....	MHDPS	\$27.50	\$27.50	\$27.50	\$27.50	\$27.50	\$27.50	

		Nonrecurring Charges	
	<u>USOC</u>	<u>Installation Charge</u>	<u>Service Connection Charge</u>
Per System.....	MHDPS	\$26.45	\$5.05 ^{/2/}
Per Station	MHD	1.15	5.05 ^{/2/}

q. Night Service

		Monthly Rates						(C)
	<u>USOC</u>	<u>Month to Month</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>	<u>48 Month^{/4/}</u>	<u>60 Month^{/4/}</u>	
Per Night Service Arrangement	NS6PA	\$7.50	\$7.00	\$6.50	\$6.00	\$5.50	\$5.00	

		Nonrecurring Charges	
		<u>Installation Charge</u>	<u>Service Connection Charge</u>
Per Night Service Arrangement.....		\$41.79	\$5.05 ^{/2/}

r. Number Retention Service^{/3/}

/1/ Not applicable for Business Sets.

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

/3/ Number Retention Service has been eliminated. See paragraph under Rules and Regulations of this offering associated with transfer of telephone numbers.

/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.

(N)

(N)

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

6. Optional Features (cont'd)

s. Outgoing Trunk Queuing^{/1/}

		<u>Monthly Rates</u>						(C)
	<u>USOC</u>	<u>Month to Month</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>	<u>48 Month^{/3/}</u>	<u>60 Month^{/3/}</u>	
Per System.....	OTYPS	\$2.00	\$1.75	\$1.50	\$1.25	\$1.00	\$0.75	
		<div>Nonrecurring Charges</div> <div> <u>Installation Charge</u> <u>Service Connection Charge</u> </div>						
Per System.....					\$8.95		\$5.05 ^{/2/}	

/1/ Not available on stations associated with Access Advantage Plus Service found in Part 6, Section 7.

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

/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.

(N)

(N)

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

6. Optional Features (cont'd)

t. Plexar Mate (formerly Customer Rearrangement Service (CRS) Basic)^{/1/}

		<u>Monthly Rates</u>						(C)
	<u>USOC</u>	<u>Month to Month</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>	<u>48 Month</u> ^{/6/}	<u>60 Month</u> ^{/6/}	
Per Plexar II Station ^{/2/}	DWD	\$1.95 ^{/3/}	\$1.00	\$.90	\$.75	\$.60	\$.50	
				<u>Nonrecurring Charges</u>				
				<u>USOC</u>	<u>Installation Charge</u>	<u>Service Connection Charge</u>		
Per Plexar Mate Database ^{/4/}			1CRCR		\$479.80	\$5.05 ^{/5/}		
Per Plexar-II Station					---	5.05 ^{/5/}		
					<u>USOC</u>	<u>Nonrecurring Charge</u>		
Additional Plexar Mate Training per hour.....					NR9TR	\$61.95		

/1/ Refer to paragraph C.5 preceding for parameters associated with this feature.

/2/ Applicable only to Plexar-II stations loaded into the Plexar Mate database.

/3/ Available only to existing Plexar Mate contracted customers at the conclusion of their fixed term contract.

/4/ 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.

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

/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.

(N)

(N)

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

6. Optional Features (cont'd)

u. Preferential Hunting

		<u>Monthly Rates</u>						(C)
	<u>USOC</u>	<u>Month to Month</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>	<u>48 Month^{/3/}</u>	<u>60 Month^{/3/}</u>	
Per Plexar II Station	PHG	\$.35	\$.30	\$.25	\$.20	\$.15	\$.10	
		<div> <div>Nonrecurring Charges</div> <div> <u>USOC</u> <div> <div>Installation Charge</div> <div>Service Connection Charge</div> </div> </div> </div>						
Initial Installation								
Per Plexar-II Station.....					---		\$5.05 ^{/1/}	
Subsequent Change Charge								
Per Plexar-II Station ^{/2/}	SG9PV				.30		2.85	

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

/2/ Applies when making changes subsequent to the initial optional feature installation to add, change or rearrange a hunt list.

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

(N)

(N)

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

6. Optional Features (cont'd)

v. Remote Access to Call Forwarding

		<u>Monthly Rates</u>						(C)
	<u>USOC</u>	<u>Month to Month</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>	<u>48 Month^{/4/}</u>	<u>60 Month^{/4/}</u>	
Per Station	FRC	\$1.00	\$1.00	\$1.00	\$1.00	\$1.00	\$1.00	

					<u>Nonrecurring Charges</u>	
	<u>USOC</u>		<u>Installation Charge</u>		<u>Service Connection Charge</u>	
Per System.....	FRCPS		\$52.05		\$5.05 ^{/1/}	
Per Station	FRC		1.15		5.05 ^{/1/}	

w. Remote Access Capability^{/2/}

		<u>Monthly Rates</u>						(C)
	<u>USOC</u>	<u>Month to Month</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>	<u>48 Month^{/4/}</u>	<u>60 Month^{/4/}</u>	
Per Remote Access Facility	RAUPS	\$20.00	\$19.50	\$19.00	\$18.50	\$18.00	\$17.50	

					<u>Nonrecurring Charges</u>	
	<u>USOC</u>		<u>Installation Charge</u>		<u>Service Connection Charge</u>	
Initial Installation.....			---		\$5.05 ^{/1/}	
Subsequent Change Charge ^{/3/}	SG9PR		\$2.30		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.

(N)

(N)

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

6. Optional Features (cont'd)

x. Routed Numbers

		<u>Monthly Rates</u>			
	<u>USOC</u>	<u>Month to Month</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>
Per Telephone Number Routed	R1SCX	\$0.30	\$0.30	\$0.30	\$0.30
		<u>Nonrecurring Charges</u>			
	<u>USOC</u>	<u>Installation Charge</u>	<u>Service Connection Charge</u>		
Route Index Established 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.

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

6. Optional Features (cont'd)

y. Simplified Message Desk Interface (SMDI)^{/1/}

		<u>Monthly Rates</u>						(C)
	<u>USOC</u>	<u>Month to Month</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>	<u>48 Month</u> ^{/6/}	<u>60 Month</u> ^{/6/}	
Per System ^{/2,3,4/}	SMQPS	\$250.00	\$240.00	\$230.00	\$220.00	\$210.00	\$200.00	
		<div> <div>Nonrecurring Charges</div> <div> <div>Installation Charge</div> <div>Service Connection Charge</div> </div> </div>						
Per System ^{/2,3,4/}					\$74.40	\$5.05 ^{/5/}		

/1/ Plexar-II stations in the SMDI voice mail hunt group must be in the same Plexar-II system as the stations accessing the voice mail. Station Line Facility rates apply to stations in the SMDI voice mail hunt group when voice mail equipment is customer owned.

/2/ Voice mail arrangements utilizing SMDI and an external voice mail provider require access links and a voice grade channel, subscribed to by the external voice mail provider from Part 15, Section 2. The external voice mail 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 voice mail mailbox. The data channel carries called party number information and the message waiting indicator. The Plexar-II voice mail hunt group is connected to the access links in the central office.

/3/ Voice mail arrangements utilizing SMDI and customer-owned 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 Voice Mail controller conforming to the technical specifications of the Company are also required. The Voice Mail 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.

/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.

(N)

(N)

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

6. Optional Features (cont'd)

z. Speed Calling – 30 Codes

		<u>Monthly Rates</u>						(C)
	<u>USOC</u>	<u>Month to Month</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>	<u>48 Month^{/2/}</u>	<u>60 Month^{/2/}</u>	
Per Plexar-II Station	E3Z	\$0.40	\$0.30	\$0.30	\$0.30	\$0.30	\$0.30	
		<div> <div>Nonrecurring Charges</div> <div> <u>USOC</u> <u>Installation Charge</u> <u>Service Connection Charge</u> </div> </div>						
Initial Installation:								
Per System			1CRSC		\$9.40		\$5.05 ^{/1/}	
Per Plexar-II Station.....					---		5.05 ^{/1/}	

aa. Speed Calling – 50 Codes

		<u>Monthly Rates</u>						(C)
	<u>USOC</u>	<u>Month to Month</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>	<u>48 Month^{/2/}</u>	<u>60 Month^{/2/}</u>	
Per Plexar-II Station	E5V	\$0.60	\$0.50	\$0.50	\$0.50	\$0.50	\$0.50	
		<div> <div>Nonrecurring Charges</div> <div> <u>USOC</u> <u>Installation Charge</u> <u>Service Connection Charge</u> </div> </div>						
Initial Installation:								
Per System			1CRSD		\$9.40		\$5.05 ^{/1/}	
Per Plexar-II Station.....					---		5.05 ^{/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.

(N)

(N)

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

6. Optional Features (cont'd)

ab. Split Service Offerings

		<u>Monthly Rates</u>						(C)
	<u>USOC</u>	<u>Month to Month</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>	<u>48 Month^{/2/}</u>	<u>60 Month^{/2/}</u>	
Per Additional Common Block.....	SOJ	\$10.00	\$9.00	\$8.00	\$7.00	\$6.00	\$5.00	
		<div>Nonrecurring Charges</div> <div> <u>Installation Charge</u> <u>Service Connection Charge</u> </div>						
Per Additional Common Block					\$64.50	\$5.05 ^{/1/}		

ac. Station Message Detail Recording (SMDR)

		<u>Monthly Rates</u>						(C)
	<u>USOC</u>	<u>Month to Month</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>	<u>48 Month^{/2/}</u>	<u>60 Month^{/2/}</u>	
Per Plexar-II Station	SMR	\$1.70	\$1.60	\$1.50	\$1.40	\$1.30	\$1.20	
		<div>Nonrecurring Charges</div> <div> <u>USOC</u> <u>Installation Charge</u> <u>Service Connection Charge</u> </div>						
Per System.....	SMRPS				\$109.85	\$5.05 ^{/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.

(N)

(N)

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

6. Optional Features (cont'd)

ad. Trunk Answer Any Station

		<u>Monthly Rates</u>						
<u>USOC</u>	<u>Month to Month</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>	<u>48 Month^{/2/}</u>	<u>60 Month^{/2/}</u>	(C)	
Per Arrangement... NTUPA	\$0.75	\$0.50	\$0.50	\$0.50	\$0.50	\$0.50		
				<u>Nonrecurring Charges</u>				
				<u>Installation Charge</u>	<u>Service Connection Charge</u>			
Per Arrangement.....				\$5.55	\$5.05 ^{/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.

(N)

(N)

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

6. Optional Features (cont'd)

ae. Uniform Call Distribution (UCD)

		Monthly Rates						(C)
	USOC	Month to Month	12 Month	24 Month	36 Month	48 Month ^{/5/}	60 Month ^{/5/}	
UCD, per UCD Group: ^{/1/}								
With Queuing ^{/2/}	UQAPG	\$45.00	\$40.00	\$40.00	\$40.00	\$40.00	\$40.00	
Without Queuing ...	A6VPG	27.50	25.00	25.00	25.00	25.00	25.00	
Additional Queue Slots, per Queue Slot								
	QSSA1	1.50	1.00	1.00	1.00	1.00	1.00	
Make Busy Key, per Key ^{/3/}								
	DXVPB	3.00	2.50	2.50	2.50	2.50	2.50	
Music on Queue, per UCD Group ^{/3/} ..								
	MQQPG	32.50	31.00	31.00	31.00	31.00	31.00	
Recorded Delay Announcement, per Announcement ^{/3/} ...								
	RKDEX	36.25	35.00	35.00	35.00	35.00	35.00	
Stop Hunt Key, per Key ^{/3/}								
	BHKPB	3.00	2.50	2.50	2.50	2.50	2.50	
UCD Queue Status Lamp, per UCD Group ^{/3/} ..								
	AQQPG	16.25	15.00	15.00	15.00	15.00	15.00	
UCD on Business Sets: ^{/4/}								
per UCD Group	UGPPG	9.25	8.00	8.00	8.00	8.00	8.00	
per Business Set...	UGPPK	.15	.10	.10	.10	.10	.10	

/1/ Maximum of 25 agents per UCD group.

/2/ Equal to 30% of all UCD stations in the group.

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

/4/ Available only in DMS offices where applicable software exists.

/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.

(N)

(N)

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

6. Optional Features (cont'd)

ae. Uniform Call Distribution (UCD) (cont'd)

	Nonrecurring Charges	
	<u>Installation Charge</u>	<u>Service Connection Charge</u>
UCD, per UCD Group: ^{/1/}		
With Queuing ^{/2/}	\$45.80	\$5.05 ^{/5/}
Without Queuing	27.00	5.05 ^{/5/}
Additional Queue Slots, per Queue Slot	2.10	5.05 ^{/5/}
Make Busy Key, per Key ^{/3/}	---	5.05 ^{/5/}
Music on Queue, per UCD Group ^{/3/}	27.20	5.05 ^{/5/}
Recorded Delay Announcement, per Announcement ^{/3/}	115.95	5.05 ^{/5/}
Stop Hunt Key, per Key ^{/3/}	---	5.05 ^{/5/}
UCD Queue Status Lamp, per UCD Group ^{/3/}	18.70	5.05 ^{/5/}
UCD on Business Sets: ^{/4/}		
per UCD Group	15.05	5.05 ^{/5/}
per Business Set	1.50	5.05 ^{/5/}

af. Visual Message Waiting Indication^{/6/}

		<u>Monthly Rates</u>						
	<u>USOC</u>	<u>Month to Month</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>	<u>48 Month^{/7/}</u>	<u>60 Month^{/7/}</u>	(C)
Per B-Channel	OFABN	\$0.50	\$0.50	\$0.50	\$0.50	\$0.50	\$0.50	

	<u>USOC</u>	Nonrecurring Charges	
		<u>Installation Charge</u>	<u>Service Connection Charge</u>
Per B-channel	OFABN	\$2.65	\$5.05 ^{/5/}

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

(N)

(N)

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

7. Digital Multiplex System (DMS) Optional Features

a. Automatic Call Distribution (ACD) for Electronic Business Sets^{/1,2/}

		<u>Monthly Rates</u>						(C)
	<u>USOC</u>	<u>Month to Month</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>	<u>48 Month^{/7/}</u>	<u>60 Month^{/7/}</u>	
Basic Feature Package, Per Agent ^{/3,4/}	BQEPA	\$14.25	\$14.00	\$13.75	\$13.50	\$13.25	\$13.00	
Advanced Feature Package, Per Agent ^{/3,5,6/}	BQAPA	4.00	3.00	3.00	3.00	3.00	3.00	
Display Feature Package, Per Agent ^{/3,5/}	BQVBA	3.00	2.60	2.60	2.60	2.60	2.60	

/1/ Not available to BRI stations.

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

/3/ Features in this package are not available on an individual basis.

/4/ A voice grade channel may be required for Call Delay Announcement. Apply the appropriate rates and charges as specified in Part 15, Section 2.

/5/ Requires the Basic Feature Package. These rates are in addition to the rates for the Basic Feature Package.

/6/ A voice grade channel may be required for Queue Status Lamp. Apply the appropriate rates and charges as specified in Part 15, Section 2.

/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.

(N)

(N)

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

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

a. Automatic Call Distribution (ACD) for Electronic Business Sets^{/1/,2/} (cont'd)

	<u>USOC</u>	<u>Nonrecurring Charges</u> <u>Installation Charge</u>	<u>Service Connection Charge</u>
Service Establishment Charge, per Agent	SEPE2	\$400.00 ^{/3/}	---
Basic Feature Package ^{/4/,5/} Initial Installation, per System	BQEPS	217.95 ^{/6/}	\$5.05 ^{/7/}
per Agent		7.35	5.05 ^{/7/}
Subsequent Change Charge ^{/8/} per System	BQESS	199.50	2.85
per Agent	BQESA	2.45	2.85
Advanced Feature Package ^{/4/,9/,10/} Initial Installation per Agent		34.50	5.05 ^{/7/}
Subsequent Change Charge ^{/8/} per Agent	BQASA	35.40	2.85
Display Feature Package ^{/4/,9/} Initial Installation, per System	BQVPS	18.90	5.05 ^{/7/}
per Agent		32.95	5.05 ^{/7/}
Subsequent Change Charge ^{/8/} per System	BQVSS	18.90	2.85
per Agent	BQVSA	32.95	

/1/ Not available to BRI stations.

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

/3/ Also applies to supervisor sets that are agent sets as well.

/4/ Features in this package are not available on an individual basis.

/5/ A voice grade channel may be required for Call Delay Announcement. Apply the appropriate rates and charges as specified in Part 15, Section 2.

/6/ When combining Electronic Business Sets and Non-Electronic Sets, apply only the Non-Electronic Set installation charge /USOC BQBPS/.

/7/ Not applicable if the feature is installed at the same time as the Plexar-II system or station.

/8/ Applies when making changes subsequent to initial optional feature installation to add, change or rearrange features contained in this package.

/9/ Requires the Basic Feature Package. These rates are in addition to the rates for the Basic Feature Package.

/10/ A voice grade channel may be required for Queue Status Lamp. Apply the appropriate rates and charges as specified in Part 15, Section 2.

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

7. Digital Multiplex System (DMS) Optional Features

a. Automatic Call Distribution (ACD) for Electronic Business Sets^{1,2/}

		<u>Monthly Rates</u>						(C)
	<u>USOC</u>	<u>Month to Month</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>	<u>48 Month^{3/}</u>	<u>60 Month^{3/}</u>	
Additional ACD Directory Number, per Number	BQGOB	\$.15	\$.10	\$.10	\$.10	\$.10	\$.10	
Additional ACD Directory Number Priority, per Number	BQGOD	.15	.10	.10	.10	.10	.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	.15	.10	.10	.10	.10	.10	
Agent Key, Per Agent	BQGMC	.10	.05	.05	.05	.05	.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	.10	.05	.05	.05	.05	.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	

/1/ Not available to BRI stations.

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

/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.

(N)

(N)

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

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

a. Automatic Call Distribution (ACD) for Electronic Business Sets^{/1/,/2/} (cont'd)

	<u>USOC</u>	Nonrecurring Charges	
		<u>Installation Charge</u>	<u>Service Connection Charge</u>
Additional ACD Directory Number, per Number		---	\$5.05 ^{/3/}
Additional ACD Directory Number Priority, per Number		---	5.05 ^{/3/}
Additional Incoming Call Queue (10%), per System	BQGOE	\$36.25	5.05 ^{/3/}
Additional Secondary Directory Number, per Number		---	5.05 ^{/3/}
Agent Key, Per Agent		---	5.05 ^{/3/}
Attendant Console to ACD, per Console		---	5.05 ^{/3/}
Call Agent Key, Per Agent		---	5.05 ^{/3/}
Call Transfer with Time, per ACD Group	BQGOT	8.55	5.05 ^{/3/}
Controlled Interflow, per ACD Group	BQGMG	8.55	5.05 ^{/3/}

/1/ Not available to BRI stations.

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

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

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

7. Digital Multiplex System (DMS) Optional Features

a. Automatic Call Distribution (ACD) for Electronic Business Sets^{1,2/}

	<u>USOC</u>	<u>Month to Month</u>	<u>12 Month</u>	<u>Monthly Rates</u>				<u>60 Month^{5/}</u>	(C)
				<u>24 Month</u>	<u>36 Month</u>	<u>48 Month^{5/}</u>			
Display Agent Summary Key, per ACD Supervisor.....	BQGMK	\$.15	\$.10	\$.10	\$.10	\$.10	\$.10	\$.10	
Emergency Key, per Agent ^{3/}	BQGMM	.60	.55	.55	.55	.55	.55	.55	
Emergency Group Status Display, per System.....	BQGMN	6.00	5.00	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	5.00	
Increased MIS Links, per MIS Link.....	BQGMQ	21.00	20.00	20.00	20.00	20.00	20.00	20.00	
Line of Business Code Key, per Agent	BQGMR	.25	.20	.20	.20	.20	.20	.20	
Load Management, per System.....	BQGMS	2.50	2.00	2.00	2.00	2.00	2.00	2.00	
MIS Interface, per Interface ^{3,4/}	BQGMU	1.50	1.25	1.25	1.25	1.25	1.25	1.25	
Multi Queue Status Refresh, per ACD Group ..	BQGMW	2.50	2.00	2.00	2.00	2.00	2.00	2.00	
Music on Delay (Queue), per System ^{3/}	BQGOG	2.50	2.00	2.00	2.00	2.00	2.00	2.00	

/1/ Not available to BRI stations.

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

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

/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.

(N)

(N)

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

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

a. Automatic Call Distribution (ACD) for Electronic Business Sets^{/1/,/2/} (cont'd)

	<u>USOC</u>	<u>Nonrecurring Charges</u>	
		<u>Installation Charge</u>	<u>Service Connection Charge</u>
Display Agent Summary, Key, per ACD Supervisor		---	\$5.05 ^{/4/}
Emergency Key, per System ^{/3/}	BQGML	\$49.40	5.05 ^{/4/}
Emergency Group Status Display, per System		---	5.05 ^{/4/}
Forced Agent Availability, per System		---	5.05 ^{/4/}
Increased MIS Links, per MIS Link	BQGMP	8.25	5.05 ^{/4/}
Line of Business Code Key, per Agent		24.70	5.05 ^{/4/}
Load Management, per System		---	5.05 ^{/4/}
MIS Interface, per System ^{/3/,/5/}	BQGMT	67.40	5.05 ^{/4/}
Multi Queue Status Refresh, per System	BQGMV	8.55	5.05 ^{/4/}
Music on Delay (Queue), per System ^{/3/}		---	5.05 ^{/4/}

/1/ Not available to BRI stations.

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

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

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

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

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

a. Automatic Call Distribution (ACD) for Electronic Business Sets^{1,2/}

		<u>Monthly Rates</u>						(C)
	<u>USOC</u>	<u>Month to Month</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>	<u>48 Month^{5/}</u>	<u>60 Month^{5/}</u>	
Night Service Recorded Announcement and Forward, per System.....	BQGOH	\$2.50	\$2.00	\$2.00	\$2.00	\$2.00	\$2.00	
Observe Agent, per Observe Key.....	BQGMX	3.00	2.00	2.00	2.00	2.00	2.00	
Overflow of Enqueued Calls, per ACD Group ..	BQGOK	1.25	1.00	1.00	1.00	1.00	1.00	
Remote Load Management, per System.....	BQGMY	1.50	1.25	1.25	1.25	1.25	1.25	
Second & Third Recorded Announcements, per Announcement...	BQGOL	1.25	1.00	1.00	1.00	1.00	1.00	
Status Lamp Enhanced, per Agent ^{3/}	BQGM2	1.00	.75	.75	.75	.75	.75	
Transfer to Incalls Key, per Agent	BQGM3	.15	.10	.10	.10	.10	.10	
User Interface to MIS, per MIS Interface ^{4/}	BQGM4	1.50	1.25	1.25	1.25	1.25	1.25	

/1/ Not available to BRI stations.

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

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

/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.

(N)

(N)

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

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

a. Automatic Call Distribution (ACD) for Electronic Business Sets^{/1/,/2/} (cont'd)

	<u>USOC</u>	Nonrecurring Charges	
		<u>Installation Charge</u>	<u>Service Connection Charge</u>
Night Service Recorded Announcement and Forward, per System		\$16.50	\$5.05 ^{/3/}
Observe Agent, per Observe Key.....		---	5.05 ^{/3/}
Overflow of Enqueued Calls, per System.....	BQGOJ	11.10	5.05 ^{/3/}
Remote Load Management, per System.....		127.45	5.05 ^{/3/}
Second & Third Recorded Announcements, per System.....	BQGMZ	51.10	5.05 ^{/3/}
Status Lamp Enhanced, per Agent ^{/4/}		---	5.05 ^{/3/}
Transfer to Incalls Key, per Agent			5.05 ^{/3/}
User Interface to MIS, per MIS Interface ^{/5/} ...		---	5.05 ^{/3/}

/1/ Not available to BRI stations.

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

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

/4/ A voice grade channel may be required for this service. Apply the appropriate rates and charges as specified in Part 15, Section 2.

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

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

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

a. Automatic Call Distribution (ACD) for Electronic Business Sets^{1,2/}

		<u>Monthly Rates</u>						(C)
	<u>USOC</u>	<u>Month to Month</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>	<u>48 Month^{4/}</u>	<u>60 Month^{4/}</u>	
Variable Wrap-Up Time, per System.....	BQGM5	\$1.25	\$1.00	\$1.00	\$1.00	\$1.00	\$1.00	
Virtual Facility Group (VFG) Data in ACD/MIS, per System.....	BQGM7	.15	.10	.10	.10	.10	.10	
Walkaway/Closed Key, per Agent	BQGM8	.15	.10	.10	.10	.10	.10	
		<u>Nonrecurring Charges</u>						
		<u>USOC</u>	<u>Installation Charge</u>		<u>Service Connection Charge</u>			
Variable Wrap-Up Time, per System.....			\$17.05		\$5.05 ^{3/}			
Virtual Facility Group (VFG) Data in ACD/MIS, per System.....	BQGM6		18.90		5.05 ^{3/}			
Walkaway/Closed Key, per Agent			---		5.05 ^{3/}			

/1/ Not available to BRI stations.

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

/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.

(N)

(N)

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

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

b. Automatic Call Distribution (ACD) for Non-Electronic Business Sets^{/1,2/}

		<u>Monthly Rates</u>						(C)
	<u>USOC</u>	<u>Month to Month</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>	<u>48 Month^{/8/}</u>	<u>60 Month^{/8/}</u>	
Basic Feature Package, per Agent ^{/3,4/} BQBPA		\$12.75	\$12.50	\$12.25	\$12.00	\$11.75	\$11.50	
		<u>Nonrecurring Charges</u>						
		<u>USOC</u>	<u>Installation Charge</u>		<u>Service Connection Charge</u>			
Service Establishment Charge per Agent	SEPE4		\$488.00 ^{/5/}		---			
Initial Installation per System	BQBPS		292.90		\$5.05 ^{/6/}			
per Agent			21.35		5.05 ^{/6/}			
Subsequent Change Charge ^{/7/} per System	BQBSS		266.85		2.85			
per Agent	BQBPA		16.50		2.85			

/1/ Not available to BRI stations.

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

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

/5/ Also applies to supervisor sets that are agent sets as well.

/6/ Not applicable if the feature is installed at the same time as the Plexar-II system or station.

/7/ Applies when making changes subsequent to initial operation features installation to add, change or rearrange features contained in this package.

/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.

(N)

(N)

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

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

b. Automatic Call Distribution (ACD) for Non-Electronic Business Sets^{/1,2/} (cont'd)

		<u>Monthly Rates</u>						(C)
	<u>USOC</u>	<u>Month to Month</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>	<u>48 Month^{/4/}</u>	<u>60 Month^{/4/}</u>	
Additional ACD Directory Number, per Number.....	BQHOB	\$.15	\$.10	\$.10	\$.10	\$.10	\$.10	
Additional ACD Directory Number Priority, per Number	BQHOD	.15	.10	.10	.10	.10	.10	
Additional Incoming Call Queue (10%), per ACD Group....	BQHOF	6.00	5.00	5.00	5.00	5.00	5.00	
Music on Delay (Queue), per System ^{/3/}	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 Announcement, per Announcement	BQHOL	1.25	1.00	1.00	1.00	1.00	1.00	
2500 Set MIS/Load Management, per System	BQHNB	1.25	1.00	1.00	1.00	1.00	1.00	

/1/ Not available to BRI stations.

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

/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/ 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.

(N)

(N)

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

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

b. Automatic Call Distribution (ACD) for Non-Electronic Business Sets^{/1/,/2/} (cont'd)

		Nonrecurring Charges	
	<u>USOC</u>	<u>Installation Charge</u>	<u>Service Connection Charge</u>
Additional ACD Directory Number, per Number		---	\$5.05 ^{/3/}
Additional ACD Directory Number Priority, per Number		---	5.05 ^{/3/}
Additional Incoming Call Queue (10%), per System	BQHOE	\$36.25	5.05 ^{/3/}
Music on Delay (Queue), per System ^{/4/}		---	5.05 ^{/3/}
Night Service Recorded Announcement and Forward, per System		16.50	5.05 ^{/3/}
Overflow of Enqueued Calls, per ACD Group	BQHOJ	11.10	5.05 ^{/3/}
Second & Third Recorded Announcement, per Announcement	BQHNA	51.10	5.05 ^{/3/}
2500 Set MIS/Load Management, per System		---	5.05 ^{/3/}

/1/ Not available to BRI stations.

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

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

/4/ A voice grade channel may be required for Call Delay Announcement. Apply the appropriate rates and charges as specified in Part 15, Section 2.

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

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

c. Business Set Interface^{/1,2/}

		<u>Monthly Rates</u>						(C)
	<u>USOC</u>	<u>Month to Month</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>	<u>48 Month^{/7/}</u>	<u>60 Month^{/7/}</u>	
Basic Business Set, Interface Package								
per Business Set ^{/3/}	BPZ	\$1.75	\$1.70	\$1.65	\$1.60	\$1.55	\$1.50	
Business Set Display Feature Package ^{/3,4/}								
per Business Set	BPJ	.50	.45	.40	.35	.30	.25	

		<u>Nonrecurring Charges</u>	
	<u>USOC</u>	<u>Installation Charge</u>	<u>Service Connection Charge</u>
Basic Business Set Interface Package ^{/3/}			
Initial Installation:			
per System	1CRS1	\$22.75	\$5.05 ^{/5/}
per Business Set		8.55	5.05 ^{/5/}
Subsequent Change Charge ^{/6/}			
per System	SG9PX	5.65	2.85
per Business Set	SG9PV	.30	2.85
Business Set Display Feature Package ^{/3,4/}			
Initial Installation:			
per System	1CRS2	39.15	5.05 ^{/5/}
per Business Set		---	5.05 ^{/5/}
Subsequent Change Charge ^{/6/}			
per System	SG9S2	8.35	2.85
per Business Set	SG9PV	.30	2.85

/1/ Not available to BRI stations.

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

/3/ Features in this package are not available on an individual basis.

/4/ This feature/feature package requires the Basic Business Set Interface Package. These rates are in addition to the rates for the Business Set Interface Package.

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

/6/ Applies when making changes subsequent to initial optional feature installation to add, change or rearrange features contained in this 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.

(N)

(N)

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

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

c. Business Set Interface^{/1,2/} (cont'd)

		<u>Monthly Rates</u>						(C)
	<u>USOC</u>	<u>Month to Month</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>	<u>48 Month^{/6/}</u>	<u>60 Month^{/6/}</u>	
Individual Business Line, per Business Set ^{/3/}	BPZ1R	\$.15	\$.10	\$.10	\$.10	\$.10	\$.10	
Direct Station Selection/Busy Lamp Field, per Business Set ^{/3/}	BUDPK	5.00	5.00	5.00	5.00	5.00	5.00	
		<u>Nonrecurring Charges</u>						
		<u>USOC</u>		<u>Installation Charge</u>	<u>Service Connection Charge</u>			
Individual Business Line ^{/3/} Initial Installation								
per System	1CRS3			\$57.15			\$5.05 ^{/4/}	
per Business Set				---			5.05 ^{/4/}	
Direct Station Selection/Busy Lamp Field								
Per Business Set ^{/3/}	BUDPK			4.90			5.05 ^{/4/}	

d. Call Park^{/1,5/}

		<u>Monthly Rates</u>						(C)
	<u>USOC</u>	<u>Month to Month</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>	<u>48 Month^{/6/}</u>	<u>60 Month^{/6/}</u>	
Per Plexar-II Station	C5Z	\$.15	\$.10	\$.10	\$.10	\$.10	\$.10	
		<u>Nonrecurring Charges</u>						
		<u>USOC</u>		<u>Installation Charge</u>	<u>Service Connection Charge</u>			
Per System	1CRCP			\$10.80			\$5.05 ^{/4/}	
Per Plexar-II Station				---			5.05 ^{/4/}	

/1/ Not available to BRI stations.

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

/3/ This feature requires the Basic Business Set Interface Package. These rates are in addition to the rates for the Business Set Interface Package.

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

/5/ Available only to existing customers who have feature.

/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.

(N)

(N)

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

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

e. Last Number Redial

		<u>Monthly Rates</u>						(C)
	<u>USOC</u>	<u>Month to Month</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>	<u>48 Month^{/4/}</u>	<u>60 Month^{/4/}</u>	
Per Station	LNJ	\$.25	\$.25	\$.25	\$.25	\$.25	\$.25	
		<u>Nonrecurring Charges</u>						
		<u>USOC</u>		<u>Installation Charge</u>	<u>Service Connection Charge</u>			
Per System.....	LNJPS			\$2.05	\$5.05 ^{/1/}			
Per Station	LNJ			1.15	5.05 ^{/1/}			

f. Meet-Me-Conference^{/2/}

		<u>Monthly Rates</u>						(C)
	<u>USOC</u>	<u>Month to Month</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>	<u>48 Month^{/4/}</u>	<u>60 Month^{/4/}</u>	
Per 6-Port Conference Arrangement ^{/3/}	MMJPA	\$33.00	\$30.00	\$27.50	\$25.00	\$22.50	\$20.00	
		<u>Nonrecurring Charges</u>						
		<u>USOC</u>		<u>Installation Charge</u>	<u>Service Connection Charge</u>			
Per 6-Port Conference Arrangement.....				\$8.35	\$5.05 ^{/1/}			

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

/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.

(N)

(N)

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

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

g. Simultaneous Ring One Number^{/1/}

		<u>Monthly Rates</u>						(C)
	<u>USOC</u>	<u>Month to Month</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>	<u>48 Month^{/5/}</u>	<u>60 Month^{/5/}</u>	
Per Plexar-II Station Equipped...	S3S1X	\$2.50	\$2.50	\$2.50	\$2.50	\$2.50	\$2.50	
		<div> <div>Nonrecurring Charges</div> <div> <u>USOC</u> <u>Installation Charge</u> <u>Service Connection Charge</u> </div> </div>						
Initial Installation, Per Plexar-II Station Equipped	S3S1X				\$6.50		\$5.05 ^{/4/}	

h. Visual Message Waiting Indication^{/1,2,3/}

		<u>Monthly Rates</u>						(C)
	<u>USOC</u>	<u>Month to Month</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>	<u>48 Month^{/5/}</u>	<u>60 Month^{/5/}</u>	
Per Station	MLN	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	
		<div> <div>Nonrecurring Charges</div> <div> <u>USOC</u> <u>Installation Charge</u> <u>Service Connection Charge</u> </div> </div>						
Per System	MLNPS				\$14.75		\$5.05 ^{/4/}	
Per Station	MLN				2.65		5.05 ^{/4/}	

/1/ Not available to BRI stations. For the message waiting indication feature available to BRI Stations see 'Visual Message Waiting Indication' in Section B.2.b.33 of this offering.

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

/3/ This feature is for use with customer equipment that requires a voltage signal to activate the message waiting light.

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

/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.

(N)

(N)

PLEXAR-II (cont'd)**F. Contract Pricing Plan^{/1/}**

(C)

The Company will offer discounted pricing for PLEXAR-II customers who sign a contract for a minimum term of 36 months and subscribe to a minimum of 25 PLEXAR-II stations. The minimum of 25 PLEXAR-II stations must all be within the state of Oklahoma and all be covered by a single contract. The Contract Pricing Plan rates established for the PLEXAR-II rate elements will apply for the duration of the contract. Each customer's contract may contain conditions and rates specific to that customer's needs; however, the discounted rates shall be set above the Long Run Incremental Cost. The Commission shall retain jurisdiction over terms, conditions, rates and charges of PLEXAR-II service.

PLEXAR-II customers who have existing agreements and who qualify for this discounted pricing may at any time convert to a Contract Pricing Plan contract without incurring any termination charges. The Contract Pricing Plan contract must be for a term of at least 36 months and the new term must be greater or equal to the number of months remaining on the original agreement.

During the term of the Contract Pricing Plan contract, additional PLEXAR-II stations and features may be added to the contract. The contract will specify the terms and conditions of such additions.

/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.

(N)

(N)

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

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

ESS Arrangement

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 the 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 any serving central office.

B. General Regulations

1. Each PLEXAR-Custom specialized arrangement is intended for use by a specific customer at designated locations only. Any major changes requested by the customer to the service arrangement 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:

At the conclusion of the contract, the customer must elect one of the following options:

- a. Renew the contract of the terms, conditions and rates that are offered at that time.
 - b. Discontinue the service.
3. One primary directory listing will be furnished with this service in accordance with the regulations set forth in 'Directory Listings' found in Part 12, Section 1.
4. The assignment of telephone numbers for this service shall be in accordance with 'Rules and Regulations Applying to All Customers' Contracts' found in Part 2, Section 2.
5. Each station line will terminate in a network interface at the customer's premises. The network interface is included in the station line installation charge.

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

6. Sufficient floor space and the necessary wiring, outlets and commercial power for the operation of the service are furnished by the customer who assumes all responsibility for the safe condition of such floor space, wiring, outlets and power.
7. Other facilities, miscellaneous and supplemental service offerings requested by the customer and not detrimental to this service will be furnished in accordance with regulations and at the rates specified in the applicable Guidebook sections.
8. Service connection charges as set forth in 'Service Charges - Connections, Moves and Changes' in Part 3, Section 1 shall apply.
9. Interstate multiline business end user common line (EUCL) charges will be billed per PLEXAR-Custom local exchange access line as prescribed by the Federal Communications Commission and set forth in the Interstate Access Tariff.

C. Features

1. Standard and optional features available with this arrangement are offered at rates and charges specified in the specific PLEXAR-Custom proposal, unless otherwise noted.
2. Features not otherwise provided in the specific PLEXAR-Custom arrangement, if not detrimental to this service or other services of the Company, will be provided as requested by the customer, when available. Appropriate rates and charges for the available features will be developed, if applicable.
3. Requests for special or modified service offerings will be furnished whenever possible, if not detrimental to this service or other services of the Company. Appropriate rates and charges will be developed, if applicable.

D. Rates

PLEXAR-Custom is a pricing option based on customer specific cost analysis. Rates for PLEXAR-Custom arrangements will be based on the incremental costs, contribution level and the payment plan and contract option selected. These factors will vary with each PLEXAR-Custom arrangement and will, therefore, reflect varying rates for individual arrangements. In addition, apply the appropriate monthly fees, as found in Part 4, Section 1 and Section 2.

E. Economic Cost Studies

An economic cost study will be performed for each PLEXAR-Custom arrangement. These studies will conform to accepted economic principles. An economic cost study may include the estimated cost of equipment and materials provided or used, plus installation, engineering, labor, and other items required to provide service.

F. 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.