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.

1. PLEXAR-II Service is a central office based business communications system which serves customers with 1 or more stations within each serving central office. 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 the Company premises. A PLEXAR-II customer can control the number of simultaneous incoming and outgoing telephone calls through the quantity of PLEXAR-II exchange access lines to which they subscribe.

2. 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 accord 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), and can be configured for either circuit switching or packet switching[2]. Each "D" channel transmits signaling and other non-voice data at 16 Kbps, and can be configured for packet switching[2].

B. General

PLEXAR-II rates and charges provide for PLEXAR II stations including standard features, station line facilities (which include the outside plant facilities) and optional features. Exchange access line rates and charges apply as found in Part 4, Section 2 or Part 17, Section 2.

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[1] Not available on stations associated with Access Advantage Plus as found in Part 20, Section 6.   (C)
[2] ISDN BRI packet switching is obsolete and only available to existing installations at existing locations for existing customers.

PLEXAR-II (cont'd)

C. Feature Array

1. Standard Features

   The following Standard Features are available with each PLEXAR-II station, where applicable, subject to the serving central office capability.

   Additional Call Offering[1]
   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.

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

   Automatic Identified Outward Dialing
   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.

   B-Channel Packet Switched Data[1,2]
   Supports transmission bandwidths of 56 kbps or 64 kbps. The 64 kbps access provides packet-switched services (that is, access to a host computer, other B-channel users, or a packet D-channel) and includes:

   X.25 Fast Select: Allows a user to send a maximum of 128 bytes of data in call setup and clearing packets. There are two modes (fast select and fast selection with restriction). The user must request the fast select facility in the call request packet when more than 16 bytes of the user data is desired in call setup and clearing packet.

   X.25 Fast Select Acceptance: Allows a user to receive a call request packet with up to 128 bytes of user data. The user may also respond with a call connect or clear request packet with up to 128 bytes of user data, depending on the type of fast select requested in the call request packet.

   X.25 Flow Control Parameter Negotiation: Allows the user to negotiate window and packet size on a per-call basis.

   X.25 Intercom Addressing: Allows users to access other users on the same switch without using 4- or 7-digit dialing instead of 11-digit address.

   X.25 Interexchange Carrier Preselect: Allows the user to preselect (by service order) an interexchange carrier for packet-switched data calls.

   X.25 Recognized Private Operating Agency: Allows a user to specify an interexchange carrier for packet-switching on a per-call basis.

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[1] Available only to BRI Stations
[2] ISDN BRI packet switching is obsolete and only available to existing installations at existing locations for existing customers.

PLEXAR-II (cont'd)

C. Feature Array (cont'd)

1. Standard Features (cont'd)

B-Channel Packet Switched Data[1,2] (cont'd)

X.25 Reverse Charge: Allows a user to assign billing (on a per call basis) charges to the called party, rather than the calling party.

X.25 Reverse Charge Acceptance: Allows the data communications equipment to accept incoming calls which have requested the reverse charging facility. The charges for this call will be billed to the terminating party. The X.25 Reverse Charge Acceptance feature is established by service provisioning.

X.25 Throughput Class Negotiation: Allows throughput class negotiation on a per-call basis, of the throughput class for each direction of transmission of a packet-switched call.

X.25 Transit Delay Selection & Indication: Allows the data terminal to specify an acceptance transit delay on a per-call basis for virtual calls.

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

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

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

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

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

Call Transfer - All Calls
Allows a PLEXAR-II station user to transfer any established call to another telephone number within or outside the PLEXAR-II system. While the access line(s) may still be in use, the PLEXAR-II station user is then free to accept another call.

/1/ Available only to BRI Stations
/2/ ISDN BRI packet switching is obsolete and only available to existing installations at existing locations for existing customers.

PLEXAR-II (cont'd)

C. Feature Array (cont'd)

   1. Standard Features (cont'd)

      Call Waiting[1]
      Intragroup: Allows those PLEXAR-II stations with the Call Waiting-Terminating feature to have Call Waiting on intragroup calls.

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

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

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

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

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

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

      Consultation Hold[1]
      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.

      Customer Access Treatment (CAT) Code Restriction[2]
      Allows the creation of subgroups within the ISDN business customer group to provide additional restriction or access functions. Codes that are part of the group dialing plan may be denied or made accessible to subgroups of stations by assigning to each station within the group, a CAT code. Each CAT code defines the codes in the Business Group numbering plan that will be accepted from a user. Thus, stations assigned a CAT code that disallows access to a particular private facility are restricted from using it. A business group is allowed up to 16 CAT codes.

[1] Not available to BRI Stations.
[2] Available only to BRI Stations.

PLEXAR-II (cont'd)

C. Feature Array (cont'd)

1. Standard Features (cont'd)

   <u>D-Channel Packet Switched Data</u>[1,2]
   Allows ISDN users the ability to originate and receive X.25 data calls over the 16-kbps D-channel and includes:

   X.25 Fast Select: Allows a user to send a maximum of 128 bytes of data in call setup and clearing packets. There are two modes (fast select and fast selection with restriction). The user must request the fast select facility in the call request packet when more than 16 bytes of the user data is desired in call setup and clearing packet.

   X.25 Fast Select Acceptance: Allows a user to receive a call request packet with up to 128 bytes of user data. The user may also respond with a call connect or clear request packet with up to 128 bytes of user data, depending on the type of fast select requested in the call request packet.

   X.25 Flow Control Parameter Negotiation: Allows the user to negotiate window and packet size on a per-call basis.

   X.25 Intercom Addressing: Allows users to access other users on the same switch without using 4- or 7-digit dialing instead of 11-digit address.

   X.25 Interexchange Carrier Preselect: Allows the user to preselect (by service order) an interexchange carrier for packet-switched data calls.

   X.25 Recognized Private Operating Agency: Allows a user to specify an interexchange carrier for packet-switching on a per-call basis.

   X.25 Reverse Charge: Allows a user to assign billing (on a per call basis) charges to the called party, rather than the calling party.

   X.25 Reverse Charge Acceptance: Allows the data communications equipment to accept incoming calls which have requested the reverse charging facility. The charges for this call will be billed to the terminating party. The X.25 Reverse Charge Acceptance feature is established by service provisioning.

   X.25 Throughput Class Negotiation: Allows throughput class negotiation on a per-call basis, of the throughput class for each direction of transmission of a packet-switched call.

   X.25 Transit Delay Selection & Indication: Allows the data terminal to specify an acceptance transit delay on a per-call basis for virtual calls.

/1/ Available only to BRI Stations
/2/ ISDN BRI packet switching is obsolete and only available to existing installations at existing locations for existing customers.

PLEXAR-II (cont'd)

C. Feature Array (cont'd)

1. Standard Features (cont'd)

Denied Originating Service[1]
Provides the capability to deny call originations from selected subscribers on an individual, two-party line, or multiline hunt group. Call attempts result in a silent call or a recorded announcement. Two different Denied Origination Treatments can be set on a per line basis. The first gives silent treatment, (e.g., no dial tone is received). Line lockout is applied if the subscriber remains off-hook. The second gives an announcement tone at subscriber off-hook.

Denied Terminating Service[1]
Restricts different types of incoming traffic to a line. Examples are denied termination for all incoming traffic or denied termination for incoming traffic on one-way switch lines. The normal call treatment consists of either a congestion tone or a recorded announcement.

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

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

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

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

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

Distinctive Ringing[1]
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.

Distinctive Ringing & Call Waiting Tone[2]
Allows a Plexar II station user to determine the source of a call incoming to the station by unique, audible signals. The station user is also able to determine the source of the call on call waiting calls.

/1/ Available only to BRI Stations.
/2/ Not available to BRI Stations.

PLEXAR-II (cont'd)

C. Feature Array (cont'd)

1. Standard Features (cont'd)

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

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

Intercom Dialing[1]
Allows the station set to emulate a dedicated wire to another station for priority conversations without tying up the station set from active or incoming calls. The feature consists of Automatic (Dedicated) Intercom and serves only two members in a group. One-Digit Intercom serves up to ten members in a group. The user presses the intercom button, if the customer has appropriate CPE, and one digit, if using one-digit intercom to originate the intercom call.

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

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

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

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

Voice/Data Protection[2]
Prevents data calls from being interrupted by call waiting tones, testing or busy verification attempts.

/1/ Available only to BRI Stations.
/2/ Not available to BRI Stations.

PLEXAR-II (cont'd)

C. Feature Array (cont'd)

2. Optional Features

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

Additional Class of Service Restrictions
Provides Numbering Plan Area (NPA) restriction levels on a station basis, i.e., 900 service, international, etc.

Anonymous Call Rejection (ACR)
Allows customers to automatically reject all calls that have been marked anonymous by the calling party. When ACR is active, the called party receives no alerting (ringing) for a call that has been rejected. The call is routed to a denial announcement and subsequently terminated.

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

Automatic Route Selection (ARS) - Basic[1]
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, Common Control Switching Arrangement, and Wide Area Telephone Service. A warning tone is provided to indicate the selection of the least preferred route.

B-Channel Packet Switching[2,3]
X.25 Closed User Group: Allows users to establish subnetworks from which members can communicate with each other. Communication with users who are external to the closed user group may or may not be permitted. A user can belong to multiple closed user groups.

X.25 Incoming Calls Barred: Prevents incoming calls from being presented to the end-user. Allows a user to originate calls only and prevents other calls from terminating to this user.

X.25 Outgoing Calls Barred: Prevents a user from originating a call into the network. With this feature, a user can only answer calls, never originate them.

X.25 Permanent Virtual Circuits (PVCs): Allows the transfer of data without the need for call setup and clearing procedures to occur. A PVC is a data call that is always available to the user.

/1/ Applies per B-Channel when used for ISDN.
/2/ Available only to BRI Stations.
/3/ ISDN BRI packet switching is obsolete and only available to existing installations at existing locations for existing customers.

PLEXAR-II (cont'd)

C. Feature Array (cont'd)

2. Optional Features (cont'd)

Busy Verification[2]
Allows an attendant to establish connections to query busy station lines or trunks to determine if they are in working order.

Call Forwarding Interface Busy-Incoming Only[1]
Forwards calls that originated from outside the customer group of which the base Directory Number (DN) is a member when the base DN is busy. Intragroup calls will receive normal busy tone. The subscriber can activate and deactivate this feature with a feature button, if they have the appropriate CPE, and can change the forwarded-to-DN.

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).

Call Forwarding-Don't Answer-Incoming Only[1]
Forwards only calls incoming to the Directory Number (DN) from outside the customer group and to the remote DN. The subscriber can activate, deactivate and change the forwarded-to-DN.

Call Forwarding-Intragroup Only[1]
This variation of the standard feature Call Forwarding Variable, forwards calls to the remote Directory Number (DN) only if the base station and the forwarded-to-DN are within the same customer group.

Custom Calling Services: (C)
Optional telephone service arrangements which provide one or more of the following features:

Auto Redial: Enables the customer to automatically redial the last outgoing telephone number 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.[3]

/1/ Available only to BRI Stations.
/2/ Not available to BRI Stations
/3/ Some customer-provided equipment may not recognize the distinctive ringing patterns associated with this service.

PLEXAR-II (cont'd)

C. Feature Array (cont'd)

    2. Optional Features (cont'd)

       <u>Custom Calling Services:</u> (cont'd)   (C)

       Call Blocker: Enables a customer to block the last incoming call or calls from a designated list of telephone numbers. To block specified telephone numbers, the customer can construct or modify a telephone number screening list by dialing a unique code. Company equipment will screen incoming calls against the customer's list and block those on the list. If facilities are unavailable to provide incoming call screening via the customer's list, standard call completion will occur. To block unknown telephone numbers, a customer can activate a code after receiving an unwanted call and block the number. Callers whose numbers are blocked are directed to a Company recorded announcement. The blocking feature will not function if CLASS is not also available in the central office of the calling party's telephone number.

       Call Return: Enables the customer to automatically redial the telephone number of the most recent incoming call or attempted incoming call. Company 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 return a call to a line that is not associated with a telephone number (e.g. multi-line hunt group). This feature will not function if the calling party's telephone number has been Call Forwarded.[1]

       Call Trace: Enables the customer to initiate a trace of the last incoming call completed by dialing an activation code immediately after terminating the call. If the trace is successful, Company equipment will record the incoming call detail (not the conversation). A successful trace cannot be made if the incoming call originates in a central office not equipped for Call Trace service. The result of the trace will not be provided to the customer directly. Such call detail may be provided only to law enforcement authorities upon proper request. For further action to be taken, the customer is required to contact the Company during normal work hours and work days.

       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. Company 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.[1,2]

/1/ Some customer-provided equipment may not recognize the distinctive ringing patterns associated with this service.
/2/ A customer may subscribe to both Priority Call and Call Waiting features. A distinctive Call Waiting tone is provided with the Priority Call feature.

PLEXAR-II (cont'd)

C. Feature Array (cont'd)

2. Optional Features (cont'd)

Custom Calling Services: (cont'd)   (C)

Selective Call Forwarding: Enables the customer to forward incoming calls from preselected telephone numbers to another telephone number within the exchange or on the Long Distance Telecommunications Network where facilities permit. The customer can construct or modify a telephone number screening list by dialing an activation code. Company equipment will screen incoming calls against the customer's list and forward only those telephone numbers on the list. The customer is responsible for the payment of toll charges for each call between his Selective Call Forwarding - equipped telephone and the telephone to which the call is being forwarded. The transmission may vary depending on the distance and routing necessary; therefore, transmission may not meet normal standards.[1,2]

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.

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

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

Cancel Call Waiting[3]
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.

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.

/1/ A customer may subscribe to both Call Forwarding and Selective Call Forwarding features. However, both features may not be activated at the same time.
/2/ The maximum amount of telephone numbers available for each customer's list may vary depending on switch type.
/3/ Not available to BRI Stations.

PLEXAR-II (cont'd)

C. Feature Array (cont'd)

2. Optional Features (cont'd)

    <u>D-Channel Packet Switching</u>[2,3]
    X.25 Closed User Group: Allows users to establish subnetworks from which members can communicate with each other. Communication with users who are external to the closed user group may or may not be permitted. A user can belong to multiple closed user groups.

    X.25 Incoming Calls Barred: Prevents incoming calls from being presented to the end-user. Allows a user to originate calls only and prevents other calls from terminating to this user.

    X.25 Outgoing Calls Barred: Prevents a user from originating a call into the network. With this feature, a user can only answer calls, never originate them.

    X.25 Permanent Virtual Circuits (PVCs): Allows the transfer of data without the need for call setup and clearing procedures to occur. A PVC is a data call that is always available to the user.

    <u>Dial Access to Private Facilities</u>[2]
    Allows the customer to dial an access code, obtain a second dial tone and dial the call as if directly connected to the selected facility.

    <u>Dial Plan for Advanced Solutions (DPAS)</u>
    DPAS converts an abbreviated number to the 10-digit telephone number used for direct calls. DPAS allows a PLEXAR customer to use an abbreviated dialing plan for intraLATA calls:

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

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

/1/ Not available to BRI Stations.
/2/ Available only to BRI Stations
/3/ ISDN BRI packet switching is obsolete and only available to existing installations at existing locations for existing customers.

PLEXAR-II (cont'd)

C. Feature Array (cont'd)

    2. Optional Features (cont'd)

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

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

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

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

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

       The Company will charge a DPAS Change Charge and a Service Order Charge for modifications to the customer's DPAS feature. Neither a DPAS Change Charge nor a Service Order Charge will 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.

       Electronic Key Telephone Service (EKTS) Package[1]
       Additional Call Offering for Circuit Switched Voice (CSV): Notifies the ISDN user of a waiting CSV call that would normally be cleared because the user's B-channel is busy. The method of notification to the end-user is customer premises equipment dependent.

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

/1/ Available only to BRI Stations

PLEXAR-II (cont'd)

C. Feature Array (cont'd)

2. Optional Features (cont'd)

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

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

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

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

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

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

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

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

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

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

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[1] Available only to BRI Stations.

PLEXAR-II (cont'd)

C. Feature Array (cont'd)

2. Optional Features (cont'd)

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 signal which activates a visual indication on the station set indicating waiting messages.[1,2]

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

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

Number Retention Service[3]

Outgoing Trunk Queuing[4]
Allows efficient usage of the 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.

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

Preferential Hunting[5]
Provides a type of line hunting which permits a prehunt over a preset preferential group of terminals before hunting through the entire multiline hunt group (MLHG). The hunt through the MLHG can be a basic or circular hunt.

Remote Access Capability[5]
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.

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[1] Visual message waiting indication cannot be provided on stations associated with Access Advantage Plus Service as found in Part 20, Section 6. These stations may be equipped with the audible alerting tone only (MW72X or M9Z).   (C)

[2] Not available to BRI Stations. For the message waiting indication feature available to BRI Stations see *Visual Message Waiting Indication* in paragraph C.2.

[3] Number Retention Service has been eliminated. See paragraph D.16 for Rules and Regulations associated with transfer of telephone numbers.

[4] Not available on stations associated with Access Advantage Plus Service as found in Part 20, Section   (C)
6.   (C)

[5] Not available to BRI Stations.

PLEXAR-II (cont'd)

C. Feature Array (cont'd)

2. Optional Features (cont'd)

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

Routed Numbers
This feature routes calls to a Plexar System telephone number to an answering point at the customer location. Plexar Routed Numbers include the Plexar telephone number and the routing facility. Calls must be routed within the customer's common block. Customers may request Routed Numbers in quantities that do not exceed either 1) the customer's current in service Plexar station capacity or 2) the customer's Plexar station capacity that is in service 6 months following installation of a new Plexar system. Customers must convert 50% of their Routed Numbers to Plexar stations within 36 months of when they were first established as Routed Numbers. Customers must convert 100% of their Routed Numbers to Plexar stations within 60 months of when they were first established as Routed Numbers. Customers who fail to meet the percentages listed previously, must return the Routed Numbers not converted to the Company to be disconnected and made available for other customer's use.

Simplified Message Desk Interface (SMDI)[1]
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.

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

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

Split Service Offering[1]
Provides for segregation of a customer's Plexar-II station lines into separate groups thereby enabling each group to have a different set of common features and/or access lines

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

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[1] Not available to BRI Stations.

PLEXAR-II (cont'd)

C. Feature Array (cont'd)

2. Optional Features (cont'd)

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.

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

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

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

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

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

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

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

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

Visual Message Waiting Indication[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)

C. Feature Array (cont'd)

3. Digital Multiplex System (DMS) Optional Features

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

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

Electronic Business Sets

Basic Feature Package

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

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

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

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

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

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

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

/1/ Not available to BRI Stations.
/2/ Not available on stations associated with Access Advantage Plus as found in Part 20, Section 6.   (C)

PLEXAR-II (cont'd)

C. Feature Array (cont'd)

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

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

   Electronic Business Sets (cont'd)

   Basic Feature Package (cont'd)

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

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

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

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

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

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

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

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

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

/1/ Not available to BRI Stations.
/2/ Not available on stations associated with Access Advantage Plus as found in Part 20, Section 6.   (C)

PLEXAR-II (cont'd)

C. Feature Array (cont'd)

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

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

   Electronic Business Sets (cont'd)

   Advanced Feature Package

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

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

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

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

   Overflow Enhancement: Increases the number of avenues for answering ACD calls during periods of heavy traffic, by adding the capability to program up to four ACD groups with the customer group as potential overflow routes before a call is re-routed to the customer-specified overflow destination.

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

   Display Feature Package

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

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

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

   Multistage Queue Status Display: Allows ACD agents and 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.

/1/ Not available to BRI Stations.
/2/ Not available on stations associated with Access Advantage Plus as found in Part 20, Section 6.   (C)

PLEXAR-II (cont'd)

C. Feature Array (cont'd)

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

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

Electronic Business Sets (cont'd)

Optional Features

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

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

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

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

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

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

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

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

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

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

/1/ Not available to BRI Stations.
/2/ Not available on stations associated with Access Advantage Plus as found in Part 20, Section 6.   (C)

PLEXAR-II (cont'd)

C. Feature Array (cont'd)

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

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

Electronic Business Sets (cont'd)

Optional Features (cont'd)

Emergency Key: Allows an 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.

Enhanced Group Status Display: Displays data for multiple ACD groups served from a single switch. Data can be reported for defined sets of ACD groups instead of one or a summary for all groups.

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

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

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

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

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

Multistage Queue Status Refresh: Updates the Multistage Queue Status Display approximately every 30 seconds.

Music on Delay (Queue): Callers placed in an incoming-call queue hear customer-provided music instead of silence after the call delay announcement.

/1/ Not available to BRI Stations.
/2/ Not available on stations associated with Access Advantage Plus as found in Part 20, Section 6.

(C)

PLEXAR-II (cont'd)

C. Feature Array (cont'd)

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

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

Electronic Business Sets (cont'd)

Optional Features (cont'd)

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

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.

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

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

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

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

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

/1/ Not available to BRI Stations.
/2/ Not available on stations associated with Access Advantage Plus as found in Part 20, Section 6.   (C)

PLEXAR-II (cont'd)

C. Feature Array (cont'd)

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

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

Electronic Business Sets (cont'd)

Optional Features (cont'd)

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

Variable Wrap-Up Time: Defines the time interval between call completion and the presentation of a new incoming call on an individual agent basis which may be different from the standard wrap-up time for an ACD group.

Virtual Facility Group (VFG) Data in ACD/MIS: Includes the existing VFG operational measurements related to facility blockage in the ACD Management Reports, providing the end user with a complete view of the ACD group's call handling capability.

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

Non-Electronic Sets

Basic Feature Package

Abandoned Call Clearing: Removes calls and stops recorded announcements or music if a caller abandons while in an incoming-call queue.

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

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

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

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

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

/1/ Not available to BRI Stations.
/2/ Not available on stations associated with Access Advantage Plus as found in Part 20, Section 6.   (C)

PLEXAR-II (cont'd)

C. Feature Array (cont'd)

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

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

Non-Electronic Sets (cont'd)

Basic Feature Package (cont'd)

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

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

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

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

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

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

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

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

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

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

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

/1/ Not available to BRI Stations.
/2/ Not available on stations associated with Access Advantage Plus as found in Part 20, Section 6.   (C)

PLEXAR-II (cont'd)

C. Feature Array (cont'd)

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

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

            Non-Electronic Sets (cont'd)

            Optional Features

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

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

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

            Music on Delay (Queue): Callers placed in an incoming-call queue hear customer provided music instead of silence after the call delay announcement.

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

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

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

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

/1/ Not available to BRI Stations.
/2/ Not available on stations associated with Access Advantage Plus as found in Part 20, Section 6.   (C)

PLEXAR-II (cont'd)

C. Feature Array (cont'd)

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

Business Set Interface[1,2]

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

Basic Business Set Interface Package

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

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

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

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

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

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

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

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

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

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.

/1/ Not available to BRI Stations.
/2/ Not available on stations associated with Access Advantage Plus as found in Part 20, Section 6.

(C)

PLEXAR-II (cont'd)

C. Feature Array (cont'd)

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

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

Basic Business Set Interface Package (cont'd)

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

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

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

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

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

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

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

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

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

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

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

/1/ Not available to BRI Stations.
/2/ Not available on stations associated with Access Advantage Plus as found in Part 20, Section 6. (C)

PLEXAR-II (cont'd)

C. Feature Array (cont'd)

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

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

   Basic Business Set Interface Package (cont'd)

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

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

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

   Business Set Display Feature Package

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

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

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

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

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

/1/ Not available to BRI Stations.
/2/ Not available on stations associated with Access Advantage Plus as found in Part 20, Section 6.

PLEXAR-II (cont'd)

C. Feature Array (cont'd)

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

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

   Optional Features

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

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

   Call Park[1,3]
   Allows a station user to park (hold) a call against its own directory number. The parked call can be retrieved from any station by dialing the feature access code and directory number.

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

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

/1/ Not available to BRI Stations.
/2/ Not available on stations associated with Access Advantage Plus as found in Part 20, Section 6.   (C)
/3/ Obsolete – available to existing customers only.

PLEXAR-II (cont'd)

C. Feature Array (cont'd)

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

Simultaneous Ring One Number[1]
Causes one additional telephone number of the customer to ring simultaneously whenever the PLEXAR station number is dialed. The customer's PLEXAR station and the Simultaneous Ring One Number telephone number must be served from the same central office switch.

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

Visual Message Waiting Indication[2,3]
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.

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[1] Not available to BRI Stations or Internet Protocol (IP) Stations.
[2] Not available to BRI Stations. For the message waiting indication feature available to BRI stations see *Visual Message Waiting Indication* in paragraph C.2.
[3] Not available on stations associated with Access Advantage Plus as found in Part 20, Section 6.   (C)

PLEXAR-II (cont'd)

D. Rules and Regulations

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

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

   PLEXAR-II Basic Station
   Consists of two rate elements, the appropriate 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 Company premises.

   PLEXAR-II BRI Station[2]
   Consists of the appropriate station rate and station line facility rate. This can be provided as a combination of B and D channels with a maximum of 2 B-channels and 1 D-Channel per BRI station. B-channels can be used for either circuit switched voice (CSV), circuit switched data (CSD), or packet switched data[3]. D-channels can be used for packet switched data only[3].

   Off-Premises Station
   Consists of two rate elements, the appropriate station rate and applicable private line charges. An Off-Premises station is used to provide service to customers in a central office other than their normal serving central office.

   Multi-Switch Station Additive
   An additional rate element applicable to all PLEXAR-II Basic and/or BRI stations when service is provided in more than one serving central office. Two interoffice intercom paths will be provided in each serving central office to handle station-to-station dialing (intercom calling). This arrangement is not available on stations served by non-digital central offices.

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

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

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[1] Station line facility rates specified in this guidebook are not applicable to stations associated with Access Advantage Plus as found in Part 20, Section 6.   (C)
[2] Not available when associated with Access Advantage Plus as found in Part 20, Section 6.   (C)
[3] ISDN BRI packet switching is obsolete and only available to existing installations at existing locations for existing customers.

PLEXAR-II (cont'd)

D. Rules and Regulations (cont'd)

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

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

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

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

   Digital Facility: A digital 1.544 MBPS termination used to connect dedicated tie trunks to another telecomm nations switching system. The termination can accommodate twenty-four (24) DSO 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 incases 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 customer's PLEXAR-II arrangement within each serving central office; except in the case of PLEXAR-II IP stations, where a minimum of 15 stations is required for the initial installation.

4. PLEXAR-II station line facilities are charged in mileage bands as measured in air miles from the station location to the serving central office. The station line facility rates are applicable to all PLEXAR-II stations[/1/] except Off-Premises stations. The station line facility rate applies to PLEXAR-II stations in excess of the number of PLEXAR-II access lines. In no case shall the credit applied for station line facility rates exceed the number of station line facility rates billed.

/1/ Station line facility rates are not applicable to stations associated with Access Advantage Plus as found in Part 20, Section 6.

(C)

PLEXAR-II (cont'd)

D. 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.

6. 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.

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

8. 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 features through Plexar Mate does not affect billing. When the customer activates optional station features through Plexar Mate, the station feature non-recurring charges are waived. If the customer requests the Company to activate optional station features instead of utilizing Plexar Mate capability, applicable charges for the activated feature will be applied.

9. 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.

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

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

12. The customer may move PLEXAR-II service where facilities permit subject to the appropriate nonrecurring charges and any other appropriate charges resulting from the customer's request (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 paragraphs D.37 and D.38 for moves associated with Plexar BRI service.

PLEXAR-II (cont'd)

D. Rules and Regulations (cont'd)

13. 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 central office other than their normal serving office, the rates and charges specified in this guidebook section are applicable in addition to the rates, charges and conditions of Foreign Serving Office (FSO)/Foreign Exchange (FX) Services specified in Part 4, Section 3 and Part 15, Section 2. Refer to paragraphs D.37 and D.38 when the customer subscribes to Plexar BRI service.

14. 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.

15. Listings will be furnished in accordance with the regulations set forth in Part 12, Section 1. (C)

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

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

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

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

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

18. PLEXAR-II stations shall have available the calling scope associated with the Plexar serving central office as defined in Part 4, Section 1.

19. All Plexar-II stations included in a multi-location serving arrangement will be furnished the same calling scope.

20. Features with Call Forwarding/Transfer capabilities cannot be used on a continual basis to expand the local calling scope of any incoming calls originated from any party outside the Plexar-II service arrangement.

PLEXAR-II (cont'd)

D. Rules and Regulations (cont'd)

21. Custom Calling Services are comprised of a group of features which permit customers to efficiently manage the call flow generated over their Local Exchange Access Lines. This management is possible only where the calling party's telephone number is sent from the central office originating the call to the terminating central office serving the called party.

22. Any Company calling party, whether they subscribe to Caller ID services or not, may prevent the delivery of Calling Party Name and/or Number (CPN) to the called party by dialing an access code (*67 on their touch-tone pad or 1167 from a rotary telephone) immediately prior to placing a call. The access code activates per call blocking. Per call blocking is available at no charge.

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

24. Reserved   (C)
                                                                                                (D)
                                                                                                (D)

25. The blocking of CPN will not be provided on calls originating from Pay Telephone Exchange Access Service.

26. CND service is offered on a subscription basis which requires the customer to order the service. Where CND service is available, any calling party, whether they subscribe to CND or not, has per call blocking capability, unless that customer is calling from a *Pay Telephone Exchange Access Service*.

27. The Company shall not be liable for any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the transmission to a CND customer of a telephone number which the calling party has requested to be omitted from the Listing Information System or the disclosing of such telephone number to any person.

28. The Company shall not be liable for any and all claims for damages caused by a telecommunications utility failure to transmit the privacy indicator to the called party when such indicator has been passed to the telecommunication utility by the Company.

PLEXAR-II (cont'd)

D. Rules and Regulations (cont'd)

29. A person may not use CND service to compile and sell specific local call information without the affirmative consent of approval of the originating telephone customer. This restriction does not prohibit the CND subscriber from:

    - Verifying network performance or testing the provision of Calling Number Delivery service;
    - Compiling, using, and disclosing aggregate CND information; or
    - Complying with applicable law or legal process.

30. CND information will not be displayed under the following conditions:

    - If the called party is off-hook.
    - If the called party answers during the first ring interval.

31. CND is not available with distinctive ringing services having silent interval length insufficient for CPN transmission.

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

33. CPN will not be displayed for calls made on a multi-party line. The called party will receive an "unavailable" indicator.

34. CND will be transmitted and displayed for calls made from another central office only if it is linked by appropriate facilities.

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

36. 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).

PLEXAR-II (cont'd)

D. Rules and Regulations (cont'd)

37. If prior to the expiration of the service term, a customer elects to move the same quantity of Basic Rate Interfaces to another location in Texas served by the Company, the customer may:

    a. Complete the remainder of the original service term at the new location and an additional 12 or 24-month service term (with the associated installation charge waiver) for the service moved to the new location. The additional service term begins on the day following expiration of the remainder of the original service term. Only one additional service term is permitted per BRI (and any associated Link Extension Arrangement, if required). If a customer with an additional service term disconnects prior to the expiration of the original service term, termination charges (in accordance with the above regulations concerning "Disconnects Prior to the Expiration of the Service Term") apply for both the original and additional service terms. If the original service term, but not the additional term has expired prior to the disconnect, termination charges only apply to the additional service term.

    b. Pay termination charges associated with the original service term and choose a new service term for the new location.

38. 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 F.3 and F.4, following. (Note that in this situation Link Extension charges do not apply if the customer's normal serving office is within an ISDN Service Area.)

    c. In sub-paragraph b. preceding, when the customer's normal serving office becomes Plexar BRI equipped, their existing Plexar BRI service will continue to be provided from their original Plexar BRI serving office. Should the customer subsequently request that their Plexar BRI Service be provisioned from his normal serving office, the provisions and charges for moves specified in paragraph D.12 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.

    d. If the customer's normal serving office is not located within an ISDN Service Area, the customer may be provided 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 F.4, will apply in addition to the other charges for Plexar BRI service.

PLEXAR-II (cont'd)

D. Rules and Regulations (cont'd)

38. (cont'd)

e. In sub-paragraph d. preceding, when the customer's normal serving central office becomes Plexar BRI equipped, the customer's Plexar BRI Service will 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 D.12 of this 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 in addition to the rates, charges, terms and conditions of Foreign Exchange (FX) Service, pursuant to Part 4, Section 3 and Part 15, Section 2. Foreign Exchange Service charges shall apply on a per channel basis.

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 F.4 will apply in addition to the charges for Foreign Serving Office Service, under Part 4, Section 3. Foreign Serving Office Service charges shall apply on a per channel basis.

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

PLEXAR-II (cont'd)

E. Payment Plans[1]

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

    Fixed Monthly Rate Plan

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

    Month-to-Month Plan

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

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

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

2. All one time (nonrecurring) charges specified within this guidebook can be deferred over the length of any fixed term on initial and subsequent installations of service. Annuity factors utilized in deferring these charges are as follows:

    12 Months -- .0874
    24 Months -- .0457
    36 Months -- .0318
    48 Months -- .0249
    60 Months -- .0208

3. The customer's contract specifies the discount rate that will be used if a customer terminates service under the conditions specified in paragraph E.16 following. The discount rate used in initiating a contract is 9.37% and remains fixed over the life of the contract term.

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

PLEXAR-II (cont'd)

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

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

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

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

7. 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.

8. 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 subject to terms and conditions specified in Part 4, Section 2 and Part 17, Section 2.

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

10. With prior Company agreement, service under these plans may be transferred from one customer to another at the same location for a *Supersedure Fee* as identified in paragraph F.1 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.

11. Reserved for Future Use

12. 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.

13. The termination charge is calculated as follows:
    a. Under the conditions listed above, subtract the allowable 35% station fluctuation from the maximum contracted station quantity installed during the duration of the contract. This 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%).

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

PLEXAR-II (cont'd)

E. Payment Plans/1/ (cont'd)

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

15. Termination charges are not applicable to PLEXAR-II station line facilities under the following conditions: (a) when the customer adds PLEXAR-II access lines with an equivalent reduction in the number of station line facility rate elements; (b) the customer subscribes to Access Advantage Plus as found in Part 20, Section 6 and continues with an equivalent service arrangement subject   (C) to the allowable station fluctuation specified in paragraph E.12 above.

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

17. At the conclusion of the fixed term for any contract, renewal procedures will be determined as follows.

    Customers can renew the service at terms, conditions and rates that exist at the time of renewal, change to Month-to-Month rates for all rate elements (standard and optional), or subscribe to the Contract Extension Option.

    'Thank You For Renewing' Credit Option: With this option, customers who sign a new Plexar-II term Payment Plan contract for their existing service with a 36-, 48- or 60-month contract term will receive a one-time bill credit of $50 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.

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

PLEXAR-II (cont'd)

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

17. (cont'd)

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

18. 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.

/1/ Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer available for new installations or renewals of Plexar-II Service. Plexar-II customers currently on a 48 or 60 month term period may continue service at their existing Payment Plan rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply.
/2/ Effective October 1, 2013, the 24-Month option will no longer be available for customers seeking to extend their contract under this option.

PLEXAR-II (cont'd)

E. Payment Plans/1/ (cont'd)

19. Nonrecurring Charge Waiver Options

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

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

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

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

20. Service Migration and Early Termination Charges

If Customer migrates an AT&T Plexar-II Service or Service Component (referred to as the "Terminated ILEC Service") to a qualifying AT&T Business Voice over IP (BVoIP) Service (referred to as the "Replacement Service"), then the Early Termination Charge associated with the Terminated ILEC Service will be waived provided:
- The Terminated ILEC Service has been installed at the Customer site for no fewer than 12 months;
- The Term of the Replacement Service agreement is equal to or greater than the remaining term for the Terminated ILEC Service; and   (C)
- The Replacement Service is installed at the same Customer sites as the Terminated ILEC Service.   (C)
                                                                                                                                        (D)
                                                                                                                                        (D)
It is at the Company's sole discretion whether a product change satisfies these requirements.

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

PLEXAR-II (cont'd)

F. Rates

1. Nonrecurring Charges

	Nonrecurring Charge	USOC
Service Establishment Charge to Establish a New System:		
- per serving central office (Analog only)		
Month-To-Month	$450.00	NRCEX
12 Months	450.00	NRCEX
24+ Months	450.00	NRCEX
- per serving central office (Analog/BRI mix)		
Month-To-Month	450.00	C3CCB
12 Months	450.00	C3CCB
24+ Months	450.00	C3CCB
- per serving central office (BRI only)[1,2]		
Month-To-Month	250.00	C3CBR
12 Months	125.00	C3CBR
24+ Months	0.00	C3CBR
Conversion Charges, applicable to converting existing systems, per central office		
- Centrex II or Centrex III to PLEXAR-II	275.00	FSC24
- Plexar-I, Package 1 or Package 2 to PLEXAR-II	450.00	C3VIX
- Addition of Analog to Existing BRI		
Month-to-Month	200.00	FSCBA
12 Months	325.00	FSCBA
24+ Months	450.00	FSCBA
Supersedure Fee, per system	25.00	NRV08
System Subsequent Change Charge, per serving central office, per change	27.00[3]	1CRAL
Transfer of Telephone Numbers		
- To PLEXAR-II, per number	25.00[4]	NR9TH
- To Other Business Services, per number	25.00[5]	NR9TJ

See Sheet 46 for footnotes

PLEXAR-II (cont'd)

F. Rates (cont'd)

   1. Nonrecurring Charges (cont'd)

       Footnotes:

       /1/ The installation charge (also referred to as nonrecurring charge) will be waived if the
            customer agrees to maintain the service for at least 24 months from the date of installation.
            In the event a customer agrees to maintain the service for either 12 or 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 had agreed to a
            12-month term will be billed the additional $125.00 to equal the entire $250.00 installation
            charge and customers who had agreed to a 24-month term will be billed the entire $250.00
            installation charge.

       /2/ The Company will agree to allow new ISDN customers a 60-day trial of the service for one
            PLEXAR-II ISDN system at a single location from the date of installation prior to obligating
            themselves to pay the installation charge of $250.00 for month-to-month service, $125.00 for
            agreeing to maintain the service for a 12-month period, or no installation charge for agreeing
            to maintain the service for at least a 24-month period. In the event a customer decides to
            terminate the service prior to the expiration of the 60-day trial period, then the customer will
            not be obligated to pay the PLEXAR-II system installation charge and will be obligated only
            for the monthly recurring charges from the date of the installation to the date of the requested
            termination. This trial provision does not include PLEXAR-II service configured only with D-
            Channel packet switching (obsolete) and is not intended for transient locations or use, such
            as trade shows, convention centers, exhibit halls, etc. A 60-day trial period counts as part of
            any contract period a customer may elect at the conclusion of the trial.

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

       /4/ 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.

       /5/ Not applicable when the customer disconnects the entire Plexar-II system.

PLEXAR-II (cont'd)

F. Rates (cont'd)

2. Plexar-II Access Line Rates

a. Apply the equivalent Multi-Line monthly rate from Part 4, Section 2 or the PLEXAR-II Service Compatible Trunk Equivalent monthly rate per PLEXAR-II access line ($39.10; Part 17, Section 1, paragraph B.3, USOC: T1M-X). In addition, apply the monthly Touch-tone line rate, specified in Part 4, Section 2, to access lines arranged for outgoing or two-way traffic.

b. End User Common Line (EUCL) charges will be billed to PLEXAR-II Service as set forth in the Access Services Tariff.

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

d. A PLEXAR system must have one or more Basic Rate Interface (BRI) stations, as part of their PLEXAR system in order to qualify for PLEXAR-II Service Compatible Trunk Equivalents. The combination of PLEXAR-II Service Compatible and Flat Rate Trunk equivalents in the same common block is prohibited.

e. 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 rate and charges as specified in Part 15, Section 2.

PLEXAR-II (cont'd)

F. Rates (cont'd)

   3. Plexar-II Station Rates[1]

	Month to Month	12 Months	24 Months	36 Months	48[9] Months	60[9] Months	USOC
				Monthly Rates			
1-29 Stations:							
Basic Station	$12.75	$10.00	$9.00	$7.00	$6.50	$6.25	
USOCs: FZA, FZAX3, HRAX3, HRQ3X							
Off-Premises Station	12.75	10.00	9.00	7.00	6.50	6.25	
USOCs: FZN, FZNX3, HRNX3							
BRI Station[4,7]	16.00	15.00	14.00	13.00	12.00	11.00	XRB
- CVS/CSD, per B-Channel[5]	7.50	7.25	7.00	6.75	6.50	6.25	LTG1X
- B-Channel Packet, per B-Channel[5,6,8]	55.00	53.00	51.00	49.00	47.00	45.00	LTG3X
– D-Channel Packet, per D-Channel[5,6,8]	3.75	3.50	3.00	2.25	2.00	1.75	LTG4X
30+ Stations:							
Basic Station	11.75	9.00	8.00	6.00	5.50	5.25	
USOCs: FZA, FZAX3, HRAX3, HRQ3X							
Off-Premises Station	11.75	9.00	8.00	6.00	5.50	5.25	
USOCs: FZN, FZNX3, HRNX3							
BRI Station[4,7]	15.00	14.00	13.00	12.00	11.00	10.00	XRB
- CVS/CSD, per B-Channel[5]	7.50	7.25	7.00	6.75	6.50	6.25	LTG1X
- B-Channel Packet, per B-Channel[5,6,8]	55.00	53.00	51.00	49.00	47.00	45.00	LTG3X
– D-Channel Packet, per D-Channel[5,6,8]	3.75	3.50	3.00	2.25	2.00	1.75	LTG4X
Multi-Switch Station Additive[3]	2.05	2.05	2.05	2.05	2.05	2.05	1LVTS

**   Additional Charges Apply – See Sheet 49 for per station Nonrecurring Charges and footnotes

PLEXAR-II (cont'd)

F.   Rates (cont'd)

3.   Plexar-II Station Rates[1] (cont'd)

	Installation Charge
Initial Installation, per station	
USOCs: FZA, FZAX3, HRAX3, HRQX3	$21.35
FZN, FZNX3, HRNX3, XRB	
E1TAX, E2RX3	60.35
Subsequent Change Charge	
USOC: SG9PA	0.30[2]

Footnotes:

/1/   A charge for a PLEXAR-II arrangement shall be the rate for PLEXAR-II stations (Basic, BRI, or Off-Premises) and its associated station line facility rate.
/2/   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.
/3/   Not applicable to PLEXAR-II Off-Premises stations.
/4/   Maximum of two B-Channels of either CSV/CSD or Packet (obsolete) and one D-Channel per BRI station.
/5/   Applies in addition to the BRI station rate based on the customer's configuration of B & D channels.
/6/   Apply MicroLink rates and charges for Packet calling (obsolete) outside the PLEXAR group.
/7/   Not available when associated with Access Advantage Plus as found in Part 20, Section 6.   (C)
/8/   ISDN BRI packet switching is obsolete and only available to existing installations at existing locations for existing customers.
/9/   Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer available for new installations or renewals of Plexar-II Service. Plexar-II customers currently on a 48 or 60 month term period may continue service at their existing Payment Plan rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply.

PLEXAR-II (cont'd)

F. Rates (cont'd)

4. Station Line Facility Rates

				Monthly Rates			
	Month to Month	12 Months	24 Months	36 Months	48[4] Months	60[4] Months	USOC
Basic[2]							
Per Plexar-II Station[1]							
0-2.0 Miles	$60.00 (I)	$9.95	$8.65	$7.80	$7.00	$6.10	1LSEA
Over 2.0 Miles	83.00 (I)	16.10	14.20	12.70	11.25	10.50	1LSEB
BRI[3]							
Per Plexar-II BRI Station[1]							
0-2.0 Miles	66.00 (I)	18.00	17.50	17.00	16.50	16.00	1LSDA
Over 2.0 Miles	62.50	59.00	58.50	58.00	57.50	57.00	1LSDB
Link Extension[3]							
Per Plexar BRI station	0.00	0.00	0.00	0.00	0.00	0.00	LKX

Nonrecurring Charges Installation		USOC
N/A		1LSEA
N/A		1LSEB
$177.00		1LSDA
185.00		1LSDB
0.00	M-T-M	LKX
0.00	12 Months	LKX
0.00	24+ Months	LKX

/1/ Apply private line rates and charges as specified in Part 15, Section 2 to Off-Premises stations in lieu of station line facility rates.
/2/ Not applicable on stations associated with Access Advantage Plus, found in Part 20, Section 6.
/3/ Not available when associated with Access Advantage Plus as found in Part 6, Section 7.
/4/ Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer available for new installations or renewals of Plexar-II Service. Plexar-II customers currently on a 48 or 60 month term period may continue service at their existing Payment Plan rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply.

PLEXAR-II (cont'd)

F.   Rates (cont'd)

5.   Facility Terminating Rates

	Month to Month	12 Months	24 Months	Monthly Rates 36 Months	48[6] Months	60[6] Months	USOC
Tie Trunk Terminations							
Analog Facility[1]	$30.00	$26.25	$26.25	$26.25	$26.25	$26.25	KT6
Digital Facility							
Per DS1 Connection[2]	160.00	150.00	150.00	150.00	150.00	150.00	KES
Per DS0 Channel[3]	12.00	10.25	10.25	10.25	10.25	10.25	K6S
PRI Facility							
Per Digital Direct Termination[2]	800.00	750.00	600.00	500.00	400.00	300.00	UTAPX
Optional Features Backup D-Channel, each[4]							
Out-WATS Termination Per Termination[5]	13.00	10.50	10.50	10.50	10.50	10.50	EET

	Installation Charge	USOC
Tie Trunk Terminations	$41.60	KT6
	50.65	KES
	8.60	K6S
	2,000.00	UTAPX
Out-WATS Termination	81.40	EET

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

PLEXAR-II (cont'd)

F. Rates (cont'd)

6. Optional Features

		Monthly Rates					
	Month to Month	12 Months	24 Months	36 Months	48[1] Months	60[1] Months	USOC
Additional Class of Service Restriction							
Per Station[2]	$0.50	$0.50	$0.50	$0.50	$0.50	$0.50	SRL
Anonymous Call Rejection							
Per Station	0.50	0.50	0.50	0.50	0.50	0.50	HAG
Assume Dial Nine Per Serving Central Office	25.00	25.00	25.00	25.00	25.00	25.00	A9DPO

	Nonrecurring Charges	USOC
Additional Class of Service Restriction		
Per System	$18.50	SRLPS
Per Station[2]	1.15	SRL
Anonymous Call Rejection		
Per System	6.20	HAGPS
Per Station	1.15	HAG
Assume Dial Nine		
Per Serving Central Office	17.40	A9DPO

[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] Applicable to each restriction added to the station.

PLEXAR-II (cont'd)

F. Rates (cont'd)

6. Optional Features (cont'd)

	Month to Month	12 Months	24 Months	36 Months	48[1] Months	60[1] Months	USOC
			Monthly Rates				
Automatic Route Selection (ARS) - Basic Per Plexar-II Station in an ARS Arrangement	$0.75	$0.70	$0.60	$0.50	$0.40	$0.30	ABBPA
B-Channel Packet Switched Data[4,5] X.25 Closed User Group, Per B-Channel	0.50	0.50	0.50	0.50	0.50	0.50	OFABA
X.25 Incoming Calls Barred, Per B-Channel	0.50	0.50	0.50	0.50	0.50	0.50	OFABB
X.25 Outgoing Calls Barred, Per B-Channel	0.50	0.50	0.50	0.50	0.50	0.50	OFABC
X.25 Permanent Virtual Circuits, Per B-Channel	0.50	0.50	0.50	0.50	0.50	0.50	OFABD
Busy Verification Per System	2.00	1.90	1.80	1.70	1.60	1.50	EDSPS

	Installation Charge	USOC
Automatic Route Selection (ARS) - Basic		
Initial Installation		
Per System	$185.90	1CRPB
Subsequent Change Charge		
Per System[2]	185.90	SG9PB
Per Plexar-II Station[3]	0.30	SG9PV
B-Channel Packet Switched Data		
X.25 Closed User Group, Per B-Channel	3.00	OFABA
X.25 Incoming Calls Barred, Per B-Channel	3.00	OFABB
X.25 Outgoing Calls Barred, Per B-Channel	3.00	OFABC
X.25 Permanent Virtual Circuits, Per B-Channel	3.00	OFABD
Busy Verification	20.05	EDSPS

/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/ Applicable when making changes subsequent to initial optional feature installation to add or make changes to the ARS arrangement.
/3/ Applicable when making changes subsequent to initial optional feature installation to equip additional stations or change the station accessibility to the ARS arrangement.
/4/ Available only to BRI Stations.
/5/ ISDN BRI packet switching is obsolete and only available to existing installations at existing locations for existing customers.

PLEXAR-II (cont'd)

F.   Rates (cont'd)

6.   Optional Features (cont'd)

	Month to Month	12 Months	24 Months	36 Months	48[3] Months	60[3] Months	USOC
Call Forwarding Busy Line/Don't Answer Outside System							
Per Plexar-II Station equipped with:							
Busy	$2.00	$1.50	$1.25	$1.00	$0.75	$0.50	FBJ
Don't Answer	2.00	1.50	1.25	1.00	0.75	0.50	FDJ
Busy and Don't Answer	3.00	2.50	2.00	1.50	1.00	0.75	FVJ
Call Forwarding Don't Answer – Incoming Only[4]							
Per Station	1.50	1.25	1.00	0.75	0.50	0.25	NQH
Call Forwarding Interface Busy – Incoming Only[4]							
Per Station	1.50	1.25	1.00	0.75	0.50	0.25	NQY
Call Forwarding Intragroup Only[1]							
Per Station	1.50	1.25	1.00	0.75	0.50	0.25	NQ7

	Installation Charge	USOC
Call Forwarding Busy Line/Don't Answer Outside System		
Equipped with:		
Busy	$5.00	1CRCF
Don't Answer	5.00	1CRCG
Busy and Don't Answer	9.95	1CRCH
Subsequent Change Charge		
Per Plexar-II Station[1,2]	0.30	SG9PV
Call Forwarding Don't Answer – Incoming Only		
Per System	3.80	NQHPS
Per Station	2.65	NQH
Call Forwarding Interface Busy – Incoming Only		
Per System	3.80	NQYPS
Per Station	2.65	NQY
Call Forwarding Intragroup Only		
Per System	3.80	NQ7PS
Per Station	2.65	NQ7

/1/ Applies when making changes subsequent to initial optional feature installation to change the
     destination telephone number or the number of ringing cycles.
/2/ Not applicable when, at the request of an Enhanced Service Provider (ESP), the forwarded-to
     number(s) for Call Forwarding Busy, Call Forwarding Don't Answer, or Call Forwarding Busy and
     Don't Answer are changed by the Company on a mechanized basis in bulk rather than on a line by
     line basis. Applicable charges for this change will be billed as specified in Section 10 of this tariff.
/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.
/4/ Available only to BRI Stations.

PLEXAR-II (cont'd)

F.   Rates (cont'd)

   6.   Optional Features (cont'd)

	Month to Month	12 Months	24 Months	36 Months	48[2] Months	60[2] Months	USOC	
			Monthly Rates					
Custom Calling Services								(C)
Per Plexar-II Station								
Auto Redial	$1.15	$0.95	$0.95	$0.95	$0.95	$0.95	NX9	
Call Blocker	0.90	0.75	0.75	0.75	0.75	0.75	NX5	
Call Return	1.15	0.95	0.95	0.95	0.95	0.95	NX8	
Priority Call	0.90	0.75	0.75	0.75	0.75	0.75	NX2	
Selective Call Forwarding	0.90	0.75	0.75	0.75	0.75	0.75	NX6	
Call Management Services Package	2.95	2.65	2.65	2.65	2.65	2.65	NLH5U	
(all 5 Custom Calling Services listed above)								(C)

	Installation Charge	USOC	
Custom Calling Services			(C)
Per System			
Auto Redial	$34.20	NX9PS	
Call Blocker	20.75	NX5PS	
Call Return	34.20	NX8PS	
Priority Call	20.75	NX2PS	
Selective Call Forwarding	20.75	NX6PS	
Call Management Services Package	130.65[3]	NLH5V	(C)
(all 5 Custom Calling Services listed above)			(C)
Per Plexar-II Station:			
Auto Redial	0.95	NX9	
Call Blocker	0.95	NX5	
Call Return	0.95	NX8	
Priority Call	0.95	NX2	
Selective Call Forwarding	0.95	NX6	
Call Management Services Package	4.75[3]	NLH5U	
(all 5 Custom Calling Services listed above)			(N)

/1/ Available only to BRI Stations.

/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.

/3/ This charge applies only when the complete Call Management Services Package is subscribed to. If (C)
     individual services have previously been installed, apply the individual installation charge for each
     service being installed in lieu of the Call Management Services Package installation charge.   (C)

PLEXAR-II (cont'd)

F. Rates (cont'd)

6. Optional Features (cont'd)

	Month to Month	12 Months	24 Months	36 Months	Monthly Rates 48[1] Months	60[1] Months	USOC
Call Park Per Station	$0.20	$0.20	$0.20	$0.20	$0.20	$0.20	C4Z

	Installation Charge	USOC
Call Trace[2]		
Per Plexar-II Station	$0.95	N6T
Per System	30.45	N6TPS
Per Successful Trace	[3]	---
Call Park		
Per System	30.90	C4ZPS
Per Station	1.15	C4Z

/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/ At its option or upon receipt of a proper request from a law enforcement agency. The Company will set up a temporary tracing arrangement using Call Trace or manual trap and trace where Call Trace is not available at no charge to the customer when in the judgment of the Company or law enforcement agency the unwanted call(s) present a serious threat of bodily harm or destruction of property and the customer has not subscribed to Call Trace or subscription to Call Trace is not a suitable solution.
/3/ Apply the Business Call Trace, Per Successful Trace, rate as specified in Part 7, Section 2.

PLEXAR-II (cont'd)

F.   Rates (cont'd)

6.   Optional Features (cont'd)

| | Monthly Rates | | | | | | |
	Month to Month	12 Months	24 Months	36 Months	48[3] Months	60[3] Months	USOC
Calling Number & Name Delivery Per Plexar-II Station[1]							
Calling Number Delivery	$2.15	$2.00	$2.00	$2.00	$2.00	$2.00	NXD
Calling Name Delivery	2.15	2.00	2.00	2.00	2.00	2.00	NN2
Calling Number & Name Delivery	2.60	2.40	2.40	2.40	2.40	2.40	NXM

	Installation Charge	USOC
Initial Installation		
Calling Number Delivery:		
Per System	$13.40	NXDPS
Per Plexar-II Station[2]	2.00	NXD
Calling Name Delivery:		
Per Station	1.15	NN2
Calling Number & Name Delivery:		
Per System	13.40	NXMPS
Per Station	3.15	NXM
Conversion Charges		
Calling Number Delivery to Calling Number & Name Delivery		
Per Station	1.15	NR9C2
Calling Name Delivery to Calling Number & Name Delivery		
Per System	13.40	NR9C4
Per Station	3.15	NR9C3

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

/2/ For DMS-100 central offices not equipped with the software package NTXR83AA, these rates apply only to those Non-Business Set stations assigned Calling Number and/or Name Delivery.

/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)

F. Rates (cont'd)

6. Optional Features (cont'd)

	Month to Month	12 Months	24 Months	36 Months	48[/3/] Months	60[/3/] Months	USOC
				Monthly Rates			
Cancel Call Waiting[/2/]							
Per Plexar-II Station	$0.60	$0.55	$0.50	$0.45	$0.40	$0.35	PQK
Conference Calling – 6-Port Conference Arrangement							
Per Arrangement[/1/]	33.00	30.00	27.50	25.00	22.50	20.00	EAA
D-Channel Packet Switched Data[/4,5/]							
X.25 Closed User Group,							
Per D-Channel	0.50	0.50	0.50	0.50	0.50	0.50	OFADA
X.25 Incoming Calls Barred,							
Per D-Channel	0.50	0.50	0.50	0.50	0.50	0.50	OFADB
X.25 Outgoing Calls Barred,							
Per D-Channel	0.50	0.50	0.50	0.50	0.50	0.50	OFADC
X.25 Permanent Virtual Circuits,							
Per D-Channel	0.50	0.50	0.50	0.50	0.50	0.50	OFADD

	Installation Charge	USOC
Cancel Call Waiting		
Per System	$8.55	1CRCW
Conference Calling – 6-Port Conference Arrangement	19.35	EAA
D-Channel Packet Switched Data		
X.25 Closed User Group, Per D-Channel	3.00	OFADA
X.25 Incoming Calls Barred, Per D-Channel	3.00	OFADB
X.25 Outgoing Calls Barred, Per D-Channel	3.00	OFADC
X.25 Permanent Virtual Circuits, Per D-Channel	3.00	OFADD

/1/ When combining two or more conference arrangements, a reduction of available ports will occur.
/2/ Not available to BRI stations.
/3/ Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer available for new installations or renewals of Plexar-II Service. Plexar-II customers currently on a 48 or 60 month term period may continue service at their existing Payment Plan rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply.
/4/ Available only to BRI Stations.
/5/ ISDN BRI packet switching is obsolete and only available to existing installations at existing locations for existing customers.

PLEXAR-II (cont'd)

F. Rates (cont'd)

6. Optional Features (cont'd)

	Month to Month	12 Months	24 Months	36 Months	48[3] Months	60[3] Months	USOC
Dial Access to Private Facilities[1]							
Per Station	$0.40	$0.40	$0.40	$0.40	$0.40	$0.40	NJP
Dial Plan for Advanced Solutions (DPAS)							
Per Station							
Basic Dial Plan	0.50						D6PAB
Deluxe Dial Plan	1.75						D6PAD
Electronic Key Telephone Service (EKTS) Package[1]							
Per B-Channel	3.00	3.00	3.00	3.00	3.00	3.00	EFV

Monthly Rates (header spanning 12–60 Months columns)

	Installation Charge	USOC
Dial Access to Private Facilities		
Per System	$64.00	NJPPS
Dial Plan for Advanced Solutions (DPAS)		
DPAS Dial Plan established or Plexar Dial Plan or System added	200.00	SEPA3
Per Plexar Station added,		
Basic Dial Plan	1.00	D7PAB
Deluxe Dial Plan	1.00	D6PAD
Subsequent Change Charge,		
Per request	50.00	REATH
Electronic Key Telephone Service (EKTS) Package		
Initial Installation		
Per System	31.00	1CREP
Subsequent Change Charge[2]		
Per B-Channel	11.21	REA18

/1/ Available only to BRI Stations.
/2/ Applies when making changes subsequent to initial optional feature installation to add, change or rearrange features in the EKTS Package.
/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)

F. Rates (cont'd)

6. Optional Features (cont'd)

	Month to Month	12 Months	24 Months	36 Months	48[7] Months	60[7] Months	USOC
Monthly Rates							
Message Waiting Indication[4] Per Plexar-II Station:							
With SMDI[1,2]	$0.15	$0.10	$0.10	$0.10	$0.10	$0.10	MWZ[5]
Without SMDI[3]	0.00	0.00	0.00	0.00	0.00	0.00	MWC3X[6]

	Installation Charge	USOC
Message Waiting Indication	$1.80	MWZ[5]
	1.80	MWC3X[6]

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

/2/ This charge is applicable to SMDI arrangements when calls are forwarded to the message desk hunt group within the PLEXAR-II system, whether utilizing an external message desk provider or customer-provided message desk equipment. This provides for activation of message waiting indication (audible and/or visual).

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

/4/ Not available with BRI Stations. For the message waiting indication feature available to BRI Stations see *Visual Message Waiting Indication* in paragraph C.2.

/5/ The MWZ USOC applies when both audible and visual alerting are provided. For audible signal only, the M9Z USOC applies; for visual signal only, the M5Z USOC applies. For Business Sets (DMS100) only, the MW4PK USOC applies.

/6/ The MWC3X USOC applies when both audible and visual alerting are provided. For audible signal only, the MW72X USOC applies; for visual signal only, the MWS USOC applies. For Business Sets (DMS100) only, the MW9PK USOC applies.

/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)

F.   Rates (cont'd)

6.   Optional Features (cont'd)

	Monthly Rates						
	Month to Month	12 Months	24 Months	36 Months	48/1/ Months	60/1/ Months	USOC
Music on Hold Per System	$42.50	$42.50	$42.50	$42.50	$42.50	$42.50	MHDPS
Night Service Per Arrangement	7.50	7.00	6.50	6.00	5.50	5.00	NS6PA
Number Retention Service/2/							
Outgoing Trunk Queuing/3/ Per System	2.00	1.75	1.50	1.25	1.00	0.75	OTYPS

	Installation Charge	USOC
Music on Hold Per System	$32.25	MHDPS
Per Station	1.15	MHD
Night Service	35.45	NS6PA
Outgoing Trunk Queuing	28.45	OTYPS

/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/ Number Retention Service has been eliminated. See paragraph D.16 for Rules and Regulations associated with transfer of telephone numbers.

/3/ Not available on stations associated with Access Advantage Plus Service as found in Part 20, Section 6.

(C)
(C)

PLEXAR-II (cont'd)

F. Rates (cont'd)

6. Optional Features (cont'd)

	Monthly Rates					
Month to Month	12 Months	24 Months	36 Months	48[5] Months	60[5] Months	USOC

Plexar Mate (previously Customer Rearrangement Service (CRS) – Basic)[1]

	Month to Month	12 Months	24 Months	36 Months	48 Months	60 Months	USOC
Per Plexar-II Station[2]	$1.95[3]	$1.00	$0.90	$0.75	$0.60	$0.50	DWD
Preferential Hunting							
Per Plexar-II Station	0.35	0.30	0.25	0.20	0.15	0.10	PHG
Remote Access Capability[7]							
Per Remote Access Facility	19.50	19.00	18.50	18.00	17.50	17.00	RAUPS

	Installation Charge	USOC
Plexar Mate		
Per Plexar Mate Database[4]	$473.35	1CRCR
Additional Plexar Mate Training, per hour	54.60	NR9TR
Preferential Hunting		
Initial Installation		
Per Plexar-II Station	0.00	PHG
Subsequent Change Charge		
Per Plexar-II Station[6]	0.30	SG9PV
Remote Access Capability		
Initial Installation	13.60	RAUPS
Subsequent Change Charge[8]	13.60	SG9PR

/1/ Refer to paragraphs D.5 through D.9 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/ 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.
/6/ Applies when making changes subsequent to initial optional feature installation to add, change or rearrange a hunt line.
/7/ Appropriate rates and charges for incoming and outgoing facilities also apply.
/8/ Applies when making changes subsequent to initial optional feature installation when making changes associated with accessing the Remote Access Facility.

PLEXAR-II (cont'd)

F.   Rates (cont'd)

6.   Optional Features (cont'd)

	Month to Month	12 Months	24 Months	36 Months	48[5] Months	60[5] Months	USOC
				Monthly Rates			
Remote Access to Call Forwarding Per Station	$1.00	$1.00	$1.00	$1.00	$1.00	$1.00	FRC
Routed Numbers Per Telephone Number Routed	0.25	0.25	0.25	0.25	0.25	0.25	R1SCX
Simplified Message Desk Interface (SMDI)[1] Per System[2,3,4]	195.00	185.00	175.00	165.00	155.00	145.00	SMQPS

	Installation Charge	USOC
Remote Access to Call Forwarding		
Per System	$31.15	FRCPS
Per Station	1.15	FRC
Routed Numbers		
Route Index Establishment Charge, per Route Established	150.00	SEPR1
Simplified Message Desk Interface (SMDI)	77.25	SMQPS

/1/   Plexar-II stations in the SMDI message desk hunt group must be in the same Plexar-II system as the stations accessing the message desk.
/2/   SMDI arrangements utilizing an external message desk/voice mail provider require access links and a voice grade channel, subscribed to by the external message desk/voice mail provider from Part 15, Section 2. The external message desk provider must also provide a modem conforming to the technical standards of the Company. Access links carry the voice traffic between the Plexar-II system and the message desk/mail box. The data channel carries called party number information and the message waiting indicator. The Plexar-II message desk hunt group is connected to the access links in the Central Office.
/3/   SMDI arrangements utilizing customer-owned message desk/voice mail equipment require the Plexar-II customer to additionally subscribe to a voice grade data channel from Part 15, Section 2. Customer-provided modem, answering equipment, and Message Desk controller conforming to the technical specifications of the Company are also required. The message desk Plexar-II hunt group provides the access links to the customer premises.
/4/   This rate provides for called party number delivery.
/5/   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)

F. Rates (cont'd)

6. Optional Features (cont'd)

	Month to Month	12 Months	24 Months	36 Months	48[1] Months	60[1] Months	USOC
			Monthly Rates				
Speed Calling – 30 Codes Per Plexar-II Station	$0.40	$0.30	$0.30	$0.30	$0.30	$0.30	E3Z
Speed Calling – 50 Codes Per Plexar-II Station	0.60	0.50	0.50	0.50	0.50	0.50	E5V
Split Service Offering Per Additional Common Block	10.00	9.00	8.00	7.00	6.00	5.00	SOJ
Station Message Detail Recording (SMDR) Per Plexar-II Station	1.70	1.60	1.50	1.40	1.30	1.20	SMR
Trunk Answer Any Station Per Arrangement	0.75	0.50	0.50	0.50	0.50	0.50	NTUPA

	Installation Charge	USOC
Speed Calling – 30 Codes Per System	$10.50	1CRSC
Speed Calling – 50 Codes Per System	10.50	1CRSD
Split Service Offering	56.10	SOJ
Station Message Detail Recording Per System	104.00	SMRPS
Trunk Answer Any Station	7.20	NTUPA

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

PLEXAR-II (cont'd)

F.   Rates (cont'd)

    6.   Optional Features (cont'd)

	Month to Month	12 Months	24 Months	36 Months	48[6] Months	60[6] Months	USOC
			Monthly Rates[1]				
Uniform Call Distribution (UCD)							
UCD, Per UCD Group[2]							
With Queuing[3]	$45.00	$40.00	$40.00	$40.00	$40.00	$40.00	UQAPG
Without Queuing	27.50	25.00	25.00	25.00	25.00	25.00	A6VPG
Additional Queue Slots,							
Per Queue Slot	1.50	1.00	1.00	1.00	1.00	1.00	QSSA1
Make Busy Key							
Per Key[4]	4.00	3.75	3.75	3.75	3.75	3.75	DXVPB
Music on Queue							
Per UCD Group[4]	32.00	30.00	30.00	30.00	30.00	30.00	MQQPG
Recorded Delay Announcement							
Per Announcement[2]	36.25	35.00	35.00	35.00	35.00	35.00	RKDEX
Stop Hunt Key							
Per Key[1]	4.00	3.75	3.75	3.75	3.75	3.75	BHKPB
UCD Queue Status Lamp							
Per UCD Group[2]	16.50	15.50	15.50	15.50	15.50	15.50	AQQPG
UCD on Business Sets[3]							
Per UCD Group	9.00	8.50	8.50	8.50	8.50	8.50	UGPPG
Per Business Set	0.15	0.10	0.10	0.10	0.10	0.10	UGPPK
Visual Message Waiting Indication[5]							
Per B-Channel	0.50	0.50	0.50	0.50	0.50	0.50	OFABN

	Installation Charge	USOC
Uniform Call Distribution (UCD)		
UCD, Per UCD Group[2]		
With Queuing[3]	$46.50	UQAPG
Without Queuing	26.35	A6VPG
Additional Queue Slots, per Queue Slot	2.10	QSSA1
Make Busy Key, per Key[4]	0.00	DXVPB
Music on Queue, per UCD Group[4]	30.25	MQQPG
Recorded Delay Announcement, per Announcement[2]	118.70	RKDEX
Stop Hunt Key, per Key[2]	0.00	BHKPB
UCD Queue Status Lamp, per UCD Group[2]	19.00	AQQPG
UCD on Business Set[3]		
Per UCD Group	22.20	UGPPG
Per Business Set	1.55	UGPPK
Visual Message Waiting Indication, per B-Channel	2.65	OFABN

See Sheet 66 for footnotes

PLEXAR-II (cont'd)

F.   Rates (cont'd)

6.   Optional Features (cont'd)

Uniform Call Distribution (UCD) (cont'd)

Footnotes:

/1/ Customers subscribing to UCD prior to the effective date of this guidebook (January 19,
     1995) pursuant to the Special Service Arrangement Request (SSAR) process will either be
     (1) grandfathered (if their SSAR rate is less than the applicable guidebook monthly rate)
     under the same regulations specified in their SSAR contract until the expiration of their
     respective contract or (2) converted to the applicable guidebook monthly rate (if their SSAR
     rate is greater than the applicable guidebook monthly rate).
/2/ Maximum of 25 agents per UCD group.
/3/ Equal to 30% of all UCD stations in the group.
/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/ Available only to BRI stations. For Basic stations, this functionality is provided through the
     Message Waiting Indication optional 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.

PLEXAR-II (cont'd)

F. Rates (cont'd)

7. Digital Multiplex System (DMS) Optional Features

			Monthly Rates			
Month to Month	12 Months	24 Months	36 Months	48[9] Months	60[9] Months	USOC

Automatic Call Distribution (ACD)[6,7]

Electronic Business Sets

	Month to Month	12 Months	24 Months	36 Months	48[9] Months	60[9] Months	USOC
Basic Feature Package Per Agent[1,2]	$14.25	$14.00	$13.75	$13.50	$13.25	$13.00	BQEPA
Advanced Feature Package Per Agent[1,2,8]	4.00	3.00	3.00	3.00	3.00	3.00	BQAPA
Display Feature Package Per Agent[1,8]	3.00	2.60	2.60	2.60	2.60	2.60	BQVBA

	Installation Charge	USOC
Automatic Call Distribution (ACD) Electronic Business Sets		
Service Establishment Charge		
Basic Feature Package, Per Agent	$400.00[3]	SEPE2
Initial Installation		
Basic Feature Package, Per System	262.85[4]	BQEPS
Basic Feature Package, Per Agent	8.75	BQEPA
Advanced Feature Package, Per Agent[2]	46.00	BQAPA
Display Feature Package, Per System	24.85	BQVPS
Display Feature Package, Per Agent	43.20	BQVBA
Subsequent Change Charge[5]		
Basic Feature Package, Per System	253.30	BQESS
Basic Feature Package, Per Agent	2.80	BQESA
Advanced Feature Package, Per Agent	46.00	BQASA
Display Feature Package, Per System	24.85	BQVSS
Display Feature Package, Per Agent	43.20	BQVSA

/1/ Features in this package are not available on an individual basis.
/2/ A voice grade channel may be required for Call Delay Announcement or Queue Status Lamps. Apply the appropriate rates and charges as specified in Part 15, Section 2.
/3/ Also applies to supervisor sets that are agent sets as well.
/4/ When combining Electronic Business Sets and Non-Electronic Sets, apply the Non-Electronic Set Installation charge (USOC: BQBPS).
/5/ Applies when making changes subsequent to initial optional feature installation to add, change or rearrange features contained in the Basic, Advanced or Display Feature Packages.
/6/ Not available to BRI Stations.
/7/ Not available on stations associated with Access Advantage Plus as found in Part 20, Section 6. (C)
/8/ Requires the Basic Feature Package. These rates are in addition to the rates for the Basic Feature Package.
/9/ Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer available for new installations or renewals of Plexar-II Service. Plexar-II customers currently on a 48 or 60 month term period may continue service at their existing Payment Plan rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply.

PLEXAR-II (cont'd)

F. Rates (cont'd)

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

	Month to Month	12 Months	24 Months	Monthly Rates 36 Months	48[12] Months	60[12] Months	USOC
Automatic Call Distribution (ACD)[1,2] (cont'd)							

Electronic Business Sets (cont'd)

Optional Features

	Month to Month	12 Months	24 Months	36 Months	48 Months	60 Months	USOC
Additional ACD Directory Number Per Number	$0.20	$0.15	$0.15	$0.15	$0.15	$0.15	BQGOB
Additional ACD Directory Number Priority Per Number	0.20	0.15	0.15	0.15	0.15	0.15	BQGOD
Additional Incoming Call Queue (10%) Per ACD Group	6.00	5.00	5.00	5.00	5.00	5.00	BQGOF
Additional Secondary Directory Number Per Number	0.20	0.15	0.15	0.15	0.15	0.15	BQGMB
Agent Key Per Agent	0.10	0.05	0.05	0.05	0.05	0.05	BQGMC
Attendant Console to ACD Per Console	2.50	2.00	2.00	2.00	2.00	2.00	BQGMD

	Installation Charge	USOC
Additional ACD Directory Number, Per Number	$0.00	BQGOB
Additional ACD Directory Number Priority, Per Number	0.00	BQGOD
Additional Incoming Call Queue (10%), Per System	48.60	BQGOE
Additional Secondary Directory Number, Per Number	0.00	BQGMB
Agent Key, Per Agent	0.00	BQGMC
Attendant Console to ACD, Per Console	0.00	BQGMD

See Sheet 77 for footnotes

PLEXAR-II (cont'd)

F. Rates (cont'd)

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

	Month to Month	12 Months	24 Months	Monthly Rates 36 Months	48[12] Months	60[12] Months	USOC
Automatic Call Distribution (ACD)[1,2] (cont'd)							
Electronic Business Sets (cont'd)							
Optional Features (cont'd)							
Call Agent Key Per Agent	$0.10	$0.05	$0.05	$0.05	$0.05	$0.05	BQGME
Call Transfer with Time Per ACD Group	2.50	2.00	2.00	2.00	2.00	2.00	BQGMF
Controlled Interflow Per ACD Group	6.00	5.00	5.00	5.00	5.00	5.00	BQGMH
Display Agent Summary Key Per ACD Supervisor	0.15	0.10	0.10	0.10	0.10	0.10	BQGMK
Emergency Key Per Agent[10]	0.60	0.55	0.55	0.55	0.55	0.55	BQGMM
Enhanced Group Status Display Per System	6.00	5.00	5.00	5.00	5.00	5.00	BQGMN

	Installation Charge	USOC
Call Agent Key, Per Agent	$0.00	BQGME
Call Transfer with Time, Per Agent	10.75	BQGOT
Controlled Interflow, Per ACD System	10.75	BQGMG
Display Agent Summary Key, Per ACD Supervisor	0.00	BQGMK
Emergency Key, Per System[10]	64.90	BQGML
Enhanced Group Status Display, Per System	0.00	BQGMN

See Sheet 77 for footnotes

PLEXAR-II (cont'd)

F. Rates (cont'd)

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

	Month to Month	12 Months	24 Months	36 Months	48[12] Months	60[12] Months	USOC
				Monthly Rates			

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

Electronic Business Sets (cont'd)

Optional Features (cont'd)

	Month to Month	12 Months	24 Months	36 Months	48[12] Months	60[12] Months	USOC
Forced Agent Availability Per System	$6.00	$5.00	$5.00	$5.00	$5.00	$5.00	BQGMO
Increased MIS Links Per MIS Link	21.00	20.00	20.00	20.00	20.00	20.00	BQGMQ
Line of Business Code Key Per Agent	1.40	1.35	1.35	1.35	1.35	1.35	BQGMR
Load Management Per System	2.50	2.00	2.00	2.00	2.00	2.00	BQGMS
MIS Interface Per Interface[7,10]	1.50	1.25	1.25	1.25	1.25	1.25	BQGMU
Multistage Queue Status Refresh Per ACD Group	2.50	2.00	2.00	2.00	2.00	2.00	BQGMW

	Installation Charge	USOC
Forced Agent Availability, Per System	$0.00	BQGMO
Increased MIS Links, Per System	10.75	BQGMP
Line of Business Code Key, Per Agent	69.70	BQGMR
Load Management, Per System	0.00	BQGMS
MIS Interface, Per System	87.15	BQGMT
Multistage Queue Status Refresh, Per System	10.75	BQGMV

See Sheet 77 for footnotes

PLEXAR-II (cont'd)

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

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

	Month to Month	12 Months	24 Months	36 Months	48[12] Months	60[12] Months	USOC
			Monthly Rates				

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

Electronic Business Sets (cont'd)

Optional Features (cont'd)

	Month to Month	12 Months	24 Months	36 Months	48[12] Months	60[12] Months	USOC
Music on Delay (Queue) Per System[10]	$2.50	$2.00	$2.00	$2.00	$2.00	$2.00	BQGOG
Night Service Recorded Announcement and Forward Per System	2.50	2.00	2.00	2.00	2.00	2.00	BQGOH
Observe Agent Per Observe Key	3.00	2.00	2.00	2.00	2.00	2.00	BQGMX
Overflow of Enqueued Calls Per ACD Group	1.25	1.00	1.00	1.00	1.00	1.00	BQGOK
Remote Load Management Per System	1.50	1.25	1.25	1.25	1.25	1.25	BQGMY
Second and Third Recorded Announcements Per Announcement	1.25	1.00	1.00	1.00	1.00	1.00	BQGOL

	Installation Charge	USOC
Music on Delay (Queue), Per System[10]	$0.00	BQGOG
Night Service Recorded Announcement and Forward, Per System	21.75	BQGOH
Observe Agent, Per Observe Key	0.00	BQGMX
Overflow of Enqueued Calls, Per System	13.55	BQGOJ
Remote Load Management, Per System	166.15	BQGMY
Second and Third Recorded Announcements, Per System	64.90	BQGMZ

See Sheet 77 for footnotes

PLEXAR-II (cont'd)

F.   Rates (cont'd)

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

	Month to Month	12 Months	24 Months	Monthly Rates 36 Months	48[12] Months	60[12] Months	USOC

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

Electronic Business Sets (cont'd)

Optional Features (cont'd)

	Month to Month	12 Months	24 Months	36 Months	48[12] Months	60[12] Months	USOC
Status Lamp Enhanced Per Agent[10]	$1.00	$0.75	$0.75	$0.75	$0.75	$0.75	BQGM2
Transfer to Incalls Key Per Agent	0.15	0.10	0.10	0.10	0.10	0.10	BQGM3
User Interface to MIS Per MIS Interface[8]	1.50	1.25	1.25	1.25	1.25	1.25	BQGM4
Variable Wrap-Up Time Per System	1.25	1.00	1.00	1.00	1.00	1.00	BQGM5
Virtual Facility Group (VFG) Data in ACD/MIS Per ACD Group	0.15	0.10	0.10	0.10	0.10	0.10	BQGM7
Walkaway/Closed Key Per Agent	0.15	0.10	0.10	0.10	0.10	0.10	BQGM8

	Installation Charge	USOC
Status Lamp Enhanced, Per Agent[10]	$0.00	BQGM2
Transfer to Incalls Key, Per Agent	0.00	BQGM3
User Interface to MIS, Per MIS Interface[8]	0.00	BQGM4
Variable Wrap-Up Time, Per System	21.75	BQGM5
Virtual Facility Group (VFG) Data in ACD/MIS, Per System	24.85	BQGM6
Walkaway/Closed Key, Per Agent	0.00	BQGM8

See Sheet 77 for footnotes

PLEXAR-II (cont'd)

F. Rates (cont'd)

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

	Month to Month	12 Months	24 Months	36 Months	48[12] Months	60[12] Months	USOC
Automatic Call Distribution (ACD)[1,2] (cont'd)							
Non-Electronic Sets							
Basic Feature Package Per Agent[10,13]	$12.75	$12.50	$12.25	$12.00	$11.75	$11.50	BQBPA
Optional Features							
Additional ACD Directory Number Per Number	0.20	0.15	0.15	0.15	0.15	0.15	BQHOB
Additional ACD Directory Number Priority Per Number	0.20	0.15	0.15	0.15	0.15	0.15	BQHOD
Additional Incoming Call Queue (10%) Per ACD Group	6.00	5.00	5.00	5.00	5.00	5.00	BQHOF

	Installation Charge	USOC
Basic Feature Package *Service Establishment Charge* Per Agent	$488.00[11]	SEPE4
Initial Installation		
Per System	334.55	BQBPS
Per Agent	32.50	BQBPA
Subsequent Change Charge[4]		
Per System	305.90	BQBSS
Per Agent	21.70	BQBSA
Additional ACD Directory Number, Per Number	0.00	BQHOB
Additional ACD Directory Number Priority, Per Number	0.00	BQHOD
Additional Incoming Call Queue (10%), Per System	48.60	BQHOE

See Sheet 77 for footnotes

PLEXAR-II (cont'd)

F.   Rates (cont'd)

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

	Month to Month	12 Months	24 Months	36 Months	48[12] Months	60[12] Months	USOC
Automatic Call Distribution (ACD)[1,2] (cont'd)							
Non-Electronic Sets (cont'd)							
Optional Features (cont'd)							
Music on Delay (Queue) Per System[10]	$2.50	$2.00	$2.00	$2.00	$2.00	$2.00	BQHOG
Night Service Recorded Announcement and Forward Per System	2.50	2.00	2.00	2.00	2.00	2.00	BQHOH
Overflow of Enqueued Calls Per ACD Group	1.25	1.00	1.00	1.00	1.00	1.00	BQHOK
Second and Third Recorded Announcement Per Announcement	1.25	1.00	1.00	1.00	1.00	1.00	BQHOL
2500 Set MIS/Load Management Per System	1.25	1.00	1.00	1.00	1.00	1.00	BQHNB

	Installation Charge	USOC
Music on Delay (Queue), Per System[10]	$0.00	BQHOG
Night Service Recorded Announcement and Forward, Per System	21.75	BQHOH
Overflow of Enqueued Calls, Per System	13.55	BQHOJ
Second and Third Recorded Announcement, Per System	64.90	BQHNA
2500 Set MIS/Load Management, Per System	0.00	BQHNB

See Sheet 77 for footnotes

PLEXAR-II (cont'd)

F. Rates (cont'd)

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

	Month to Month	12 Months	24 Months	Monthly Rates 36 Months	48[12] Months	60[12] Months	USOC
Business Set Interface[1,2]							
Basic Business Set Interface Package Per Business Set[13]	$1.75	$1.70	$1.65	$1.60	$1.55	$1.50	BPZ
Business Set Display Feature Package Per Business Set[3,13]	0.50	0.45	0.40	0.35	0.30	0.25	BPJ
Individual Business Line Per Business Set[3]	0.15	0.10	0.10	0.10	0.10	0.10	BPZ1R
Optional Features							
Call Park[1,5] Per Plexar-II Station	0.15	0.10	0.10	0.10	0.10	0.10	C5Z

	Installation Charge	USOC
Basic Business Set Interface Package *Initial Installation*		
Per System	$22.85	1CRS1
Per Business Set	8.75	BPZ
Subsequent Change Charge[4]		
Per System	5.65	SG9PX
Per Business Set	0.30	SG9PV
Business Set Display Feature Package[3,13] *Initial Installation*		
Per System	39.35	1CRS2
Per Business Set	0.00	BPJ
Subsequent Change Charge[4]		
Per System	8.45	SG9S2
Per Business Set	0.30	SG9PV
Individual Business Line[4] *Initial Installation*		
Per System	57.30	1CRS3
Per Business Set	0.00	BPZ1R
Call Park, Per System	10.95	1CRCP

See Sheet 77 for footnotes

PLEXAR-II (cont'd)

F. Rates (cont'd)

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

	Month to Month	12 Months	24 Months	36 Months	48[12] Months	60[12] Months	USOC
Business Set Interface[1,2] (cont'd)							
Optional Features (cont'd)							
Direct Station Selection/Busy Lamp Field Per Business Set[3]	$12.50	$12.50	$12.50	$12.50	$12.50	$12.50	BUDPK
Last Number Redial[1] Per Station	0.25	0.25	0.25	0.25	0.25	0.25	LNJ
Meet-Me Conference[2] Per 6-Port Conference Arrangement[1]	33.00	30.00	27.50	25.00	22.50	20.00	MMJPA
Simultaneous Ring One Number[1] Per Plexar-II Station Equipped	2.50	2.50	2.50	2.50	2.50	2.50	S3S1X
Visual Message Waiting Indication[2,6,9] Per Station	1.50	1.50	1.50	1.50	1.50	1.50	MLN

	Installation Charge	USOC
Direct Station Selection/Busy Lamp Field, Per Business Set[3]	$5.00	BUDPK
Last Number Redial Per System	1.40	LNJPS
Per Station	1.15	LNJ
Meet Me Conference[14]	8.45	MMJPA
Simultaneous Ring One Number *Initial Installation* Per Plexar-II Station equipped	6.50	S3S1X
Visual Message Waiting Indication Per System	14.90	MLNPS
Per Station	2.65	MLN

See Sheet 77 for footnotes

PLEXAR-II (cont'd)

F.   Rates (cont'd)

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

       Footnotes

       /1/   Not available to BRI Stations.
       /2/   Not available on stations associated with Access Advantage Plus as found in Part 20,   (C)
              Section 6.   (C)
       /3/   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.
       /4/   Applies when making changes subsequent to initial optional feature installation to add,
              change, or rearrange features contained in the Basic Feature Package or Business Set
              Display Feature Package.
       /5/   Available only to existing customers who have the feature.
       /6/   Not available to BRI stations. For the message waiting indication feature available to BRI
              Stations see *Visual Message Waiting Indication* in paragraph C.2.
       /7/   This feature requires *User Interface to MIS.* The rates for *User Interface to MIS* are in
              addition to the MIS Interface rates.
       /8/   This feature requires *MIS Interface.* The rates for *MIS Interface* are in addition to the User
              Interface to MIS rates.
       /9/   This feature is for use with customer equipment that requires a voltage signal to activate
              the message waiting light.
       /10/   A voice grade channel may be required for this service. Apply the appropriate rates and
              charges as specified in Part 15, Section 2.
       /11/   Also applies to supervisor sets that are agent sets as well.
       /12/   Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no
              longer available for new installations or renewals of Plexar-II Service. Plexar-II customers
              currently on a 48 or 60 month term period may continue service at their existing Payment
              Plan rate until the contract term expires. Upon completion of the current contract term,
              customers may continue receiving the service at the then current month-to-month rates. If
              the customer does not request discontinuance of the service, the month-to-month rates in
              effect at such time will automatically apply.
       /13/   Features in this package are not available on an individual basis.
       /14/   When combining two or more conference arrangements, a reduction of available ports will
              occur.

PLEXAR-CUSTOM

A. Scope of the Plan

PLEXAR-CUSTOM Service is a central office-based service. This service is a switched voice communications system which is provided by an arrangement of simulated exchange access lines, station lines, switching equipment, customer facility groups, and other facilities located on Company premises. This arrangement is based on the concept of simulated exchange access lines which allows a customer to specify a grade of service based on individual usage needs, (e.g., customer has 3 stations to 1 access line).

PLEXAR-CUSTOM Service arrangements will 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. This arrangement will be provided only when in the judgment of the Company it is practicable and will not be detrimental to any other services furnished by the company. PLEXAR-CUSTOM arrangements are intended for use by business customers with a minimum requirement of 75 stations.

B. General Regulations

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

2. On or prior to the expiration date of any PLEXAR-CUSTOM service contract negotiated on or after August 1, 2012, the customer must elect one of the following options:
    a. Negotiate and enter into a new contract mutually agreeable to the customer and the Company;
    b. Continue to accept service which the Company will provide solely on a month-to-month basis, at the original contract rates plus an additional $10.00 per station; or
    c. Discontinue service
    If the customer makes no election, the Company will continue to provide service on a month-to-month basis, at the original contract rates plus an additional $10.00 per station, until either a new contract is negotiated or service is discontinued.

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

3. One primary listing will be furnished with this service in accordance with the regulations set forth in the "Listings" section of this Guidebook.   (C)

4. The assignment of telephone numbers for this service shall be as stated in '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.

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.

PLEXAR-CUSTOM (cont'd)

B. General Regulations (cont'd)

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 set forth in applicable Company guidebooks.

8. Customer requests for special or modified standard service offerings will be furnished whenever possible if not detrimental to this service or other services of the Company. Such requests will be furnished at additional charges.

9. End User Common Line (EUCL) charges will be billed as prescribed by the F.C.C. and set forth in the F.C.C. Tariff No. 73, Access Services Tariff. For PLEXAR-CUSTOM Service, a EUCL charge will be applied per PLEXAR-CUSTOM Station. A credit will be applied for the difference between the number of stations and the number of local exchange access lines, 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 that may have been added or deleted during the bill period.

10. Existing Centrex II, Centrex III and PLEXAR-II customers are eligible for the service. Termination charges for those existing customers who convert to PLEXAR-CUSTOM will not be applicable if equivalent service is provided and if the customer subscribes for at least 12 months longer than the time remaining on the current Centrex II, Centrex III and PLEXAR-II contract.

11. Limitation of Liability: Refer to 'Regulations Applying to All Customers' Contracts' in Part 2, Section 2.

C. Features

Standard and Optional features available with this arrangement are offered at rates and charges specified with each specific PLEXAR–CUSTOM proposal, unless otherwise noted.

D. Rates

Station line additives apply if the customer is served by more than one central office and requires intercom capability between offices. If the additional central offices are contiguous, apply a $1.45 additive per station for those stations served by the additional central offices. If the central offices are noncontiguous, apply an additive of $.95 per mile (or fraction thereof) or a minimum of $4.75 per station for those stations served by the additional central offices.

E. 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 the contract period agreed upon by the customer and the Company.

F. Termination Liability

Termination liability will apply to PLEXAR-CUSTOM arrangements under certain conditions as noted in the individual customer's contract.