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GENERAL AND LOCAL EXCHANGE TARIFF

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (T)

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CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (T)

A. General

1. Customized Multi-line Telephone Service is a local exchange telecommunications service available only to (T) customers served from suitably equipped central offices where operating conditions permit. The service may be analog or digital. Digital (ISDN) Customized Multi-line Telephone Service is based on Integrated Services Digital (T) Network-Basic Rate Interface (ISDN-BRI) technology. It is a central office based service arrangement, which consists of host central office interface equipment and software located on Company premises. This service provides local exchange access, interexchange access, intrasystem communication and features. A Customized (T) Multi-line Telephone Service system may not be provided for stand-alone service only; access to the Company's (T) exchange network must be provided.
2. Customized Multi-line Telephone Service is offered from this tariff in increments intended to meet end user capacity. (T) Rates listed in the RATES Section of this tariff are applicable for Customized Multi-line Telephone Service based on (T) the individual end user customer's configuration.

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B. Conditions

1. The Company makes no guarantee and assumes no liability for resale or sharing by the customer of the Customized Multi-line Telephone Service /Digital (ISDN) Customized Multi-line Telephone Service and its associated facilities, including (without limitation) the failure of any person to pay the customer's or reseller's billing for any reason whatsoever, including (without limitation) denied toll calls and toll fraud. (T)
2. Customized Multi-line Telephone Service /Digital (ISDN) Customized Multi-line Telephone Service is available where central office and operating facilities and conditions permit. Customized Multi-line Telephone Service may be provided on a measured-rate basis in exchanges where Local Calling Plans are available; otherwise, the service will be provided on a flat-rate basis. Digital (ISDN) Customized Multi-line Telephone Service Circuit Switched Data (CSD) calls are provided on a usage basis. (T)
3. A minimum of 2 Customized Multi-line Telephone Service (Analog or Digital) Service lines are required. If the Customized Multi-line Telephone Service system falls below two lines it will no longer be considered a Customized Multi-line Telephone Service system. The remaining line will be converted to an individual business line with no features. All existing tariff rules, regulations, rates and charges associated with the conversion will apply. (T)
4. A customer may select only one analog Customized Multi-line Telephone Service Feature Package per system and one digital Customized Multi-line Telephone Service Voice package per system. Digital (ISDN) Customized Multi-line Telephone Service Data Feature packages may be selected on a per line basis. (T)
5. Customized Multi-line Telephone Service Feature Packages are subscribed to on a month-to-month basis and are not subject to Termination Liability Charges. (T)
6. If a customer requests to upgrade or downgrade a Customized Multi-line Telephone Service Feature Package, a Data Base Program Charge will apply. (T)
7. One bill will be rendered for each Customized Multi-line Telephone Service /Digital (ISDN) Customized Multi-line Telephone Service system. Separate bills are rendered monthly for Special Service access lines. If a customer requests multiple bills for a single customer system, refer to charges under Local Usage Billing Detail in Section 4. (T)
8. The Company will furnish one alphabetical directory listing per Customized Multi-line Telephone Service customer group without charge. Additional listings may be purchased at rates listed under the Directory Service section of this tariff. (T)
9. Customized Multi-line Telephone Service is offered on a term commitment basis commencing on the date the service is established. (T)

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B. Conditions (Continued)

10. A minimum service period of three months is required for each Digital (ISDN) Customized Multi-line Telephone Service Line ordered on a month-to-month term commitment basis. (T)
11. Customized Multi-line Telephone Service /Digital (ISDN) Customized Multi-line Telephone Service Line and Feature Packages rates apply each month from the time the system is placed in service until the Customized Multi-line Telephone Service /Digital (ISDN) Customized Multi-line Telephone Service is discontinued. (T)
12. The customer must subscribe to a sufficient number of Network Access Registers (NARS) in order to maintain a P.01 grade of service. (T)
13. If remote units are required to provide switching capabilities for intracommunication purposes, they will be located on Company provided sites located on the customer's premises. Any remote units and all system cabling used in association with Customized Multi-line Telephone Service /Digital (ISDN) Customized Multi-line Telephone Service are provided by and remain the property of the Company. (T)
14. Rotary dial stations may not be capable of accessing all Customized Multi-line Telephone Service features. (T)
15. Rates and charges for Customized Multi-line Telephone Service /Digital (ISDN) Customized Multi-line Telephone Service contemplate the use of central office equipment selected by the Company. When special central office equipment or features are provided at the request of the customer, special assembly rates and charges may be applied in addition to those shown herein. (T)

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B. Conditions (Continued)

16. Customized Multi-line Telephone Service customers may experience service problems when connecting Customized Multi-line Telephone Service lines to PABX or hybrid equipment. The Company will not be responsible for problems arising out of equipment, which is incompatible with Customized Multi-line Telephone Service. (T)
17. All Analog Customized Multi-line Telephone Service lines must be loop start. (T)
18. If a customer chooses to combine Customized Multi-line Telephone Service /Digital (ISDN) Customized Multi-line Telephone Service stations terminating at different locations into a single Customized Multi-line Telephone Service system, all stations must be served by the same central office switching equipment. (T)
19. A customer in non-Multilocation Customized Multi-line Telephone Service Areas with multiple Customized Multi-line Telephone Service /Digital (ISDN Customized Multi-line Telephone Service systems may link his systems with tie lines to permit intercom dialing. Tie line charges will apply. (T)
20. Where the Analog Customized Multi-line Telephone Service / Digital (ISDN) Customized Multi-line Telephone Service Station lines are located in a different central office area of the serving exchange, the Interoffice Mileage Charge and measurement as specified under Mileage Charges in the Facilities for Intrastate Access Tariff, WN U-16, Section 5 for Voiceband Facilities Two-Wire Special Transport is applicable. For Digital (ISDN) Customized Multi-line Telephone Service, this capability is only supported between ISDN-capable base unit central offices. (T)
21. On initial orders for Customized Multi-line Telephone Service Analog month-to-month service, the appropriate Initial Service Order Charge as set forth in Section 5 of this tariff applies. On initial orders, month-to-month customers will be charged the actual cost for the line connection in lieu of the Line Connection charge in Section 5. (T)
22. All customers ordering a subsequent line addition after the initial system installation will pay the appropriate Service Order and Line Connection Charges as set forth in Section 5.
23. Initial Service, Subsequent Service, and Line Connection Service Order Charges as identified in Section 5 of this tariff will not apply to the initial installation of Customized Multi-line Telephone Service Analog lines when installed at tariff rates under a term commitment. (T)

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B. Conditions (Continued)

24. Where the Customized Multi-line Telephone Service /Digital (ISDN) Customized Multi-line Telephone Service station line of the same system is located in a different exchange area, the Special Transport and Special Access Line Charges apply for each interexchange channel as specified in the Facilities for Intrastate Access Tariff, WN U-16, Section 5. For Digital (ISDN) Customized Multi-line Telephone Service, this capability is only supported between ISDN-capable base unit central offices. (T)
25. Private Line arrangements, Special Access Services, or foreign dial tone connected with Customized Multi-line Telephone Service /Digital (ISDN) Customized Multi-line Telephone Service are subject to rates, rules, and conditions as set forth in the appropriate tariffs. (T)

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B. Conditions (Continued)

26. Certain optional feature capabilities may not be compatible with other Feature Packages or Optional System features.

27. Space Requirements

Suitable and sufficient space for any remote units required shall be leased by the Company from the customer.

Suitable space includes provisions for atmospheric control and encompasses the following environmental requirements:

- Dust free
- Controlled temperatures ranging from 50° to 86° Fahrenheit, with consideration given to heat loss and/or gain of the equipment
- Relative humidity of 20% minimum and 55% maximum

Commercial power necessary to operate the remote units, if required, shall be provided by the customer and located on the customer's premises.

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B. Conditions (Continued)

28. Subsequent Additions, Deletions and Changes

Subsequent line additions will be rated under a new term commitment or an addendum to an existing term commitment based upon the remaining period of the current term commitment.

If subsequent line deletions cause the total number of lines to fall within a different line group, all remaining lines will be billed at rates according to the associated line group.

If a customer requests an upgrade or downgrade of an existing Feature Package (e.g., from Feature Package 1000 to 2000, from Feature Package 3000 to 2000 etc.), his existing per line term commitment rate will be changed to reflect the new Feature Package rate. The new term rate will apply for the duration of the existing term commitment period.

The term commitment period for Customized Multi-line Telephone Service /Digital (ISDN) Customized Multi-line Telephone Service Optional Features is based upon the initial term period for the Customized Multi-line Telephone Service /Digital (ISDN) Customized Multi-line Telephone Service System. Subsequent additions of Optional Features will be rated under a new term commitment or an addendum to an existing term commitment based upon the remaining period of the current term commitment. (T)

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B. Conditions (Continued)

29. Termination Liability

In the event Customized Multi-line Telephone Service /Digital (ISDN) Customized Multi-line Telephone Service is terminated by the customer prior to completion of the initial 12-, 36-, 60-, or 84-Month term commitment period, the customer shall be liable for the termination liability charges as set forth in Section 2, D, Termination Liability. (T)

A Customized Multi-line Telephone Service /Digital (ISDN) Customized Multi-line Telephone Service customer may at any time renew service per renewal options found in Section 2, D, Termination Liability. (T)

If the Customized Multi-line Telephone Service Frontier Calling Solutions service is discontinued prior to the completion of the term commitment period, Termination Liability charges, as set forth in Section 2, D, is applicable. (T)

The termination charge will not apply when a customer upgrades from Analog Customized Multi-line Telephone Service to Digital (ISDN) Customized Multi-line Telephone Service when the conditions set forth in Section 2, D, Termination Liability are met. (T)

At expiration of term commitment period, the customer may continue service per the renewal options found in Section 2, D, Termination Liability.

A Customized Multi-line Telephone Service /Digital (ISDN) Customized Multi-line Telephone Service customer may at any time renew service per renewal options found in Section 2, D, Termination Liability. (T)

Note: Customers with services provisioned on five (5) or more lines under a contract basis before September 7, 1998, are grandfathered in Section 111.

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B. Conditions (Continued)

30. Customized Multi-line Telephone Service /Digital (ISDN) | Customized Multi-line Telephone Service CLASS (T)

Custom Local Area Signaling Service (CLASS) is a group of Customized Multi-line Telephone Service /Digital (ISDN) Customized Multi-line Telephone Service features offered to customers subscribing to Customized Multi-line Telephone Service /Digital (ISDN) Customized Multi-line Telephone Service local exchange service. (T)

The service is subject to available facilities and limited to central offices specifically equipped to provide such service. Custom Local Area Signaling Service features are applicable to calls placed to/from compatible central offices offering the service.

Operator assisted calls will override these features for emergency purposes.

Nonrecurring charges are not applicable when Custom Local Area Signaling Service features are provided at the same time as the Customized Multi-line Telephone Service /Digital (ISDN) Customized Multi-line Telephone Service is initially established. (T)

When features are added or rearranged on an existing line, the Minor Software Change charge will apply.

All customer lines in Caller ID - Number Only serving areas will automatically be provisioned with Cancel Caller ID - Number Only - per call service unless the customer orders Cancel Caller ID - Number Only - per line service.

Cancel Caller ID - Number Only - per line, will be provided without nonrecurring charge to law enforcement, domestic violence agencies, and crisis intervention agencies and volunteers certified by those agencies.

In order to subscribe to Customized Multi-line Telephone Service /Digital (ISDN) Customized Multi-line Telephone Service CLASS, the customer must also subscribe to at least Customized Multi-line Telephone Service /Digital (ISDN) Customized Multi-line Telephone Service Feature Package 1000 for analog Customized Multi-line Telephone Service Stations and a B-Channel configuration with voice on Digital (ISDN) Customized Multi-line Telephone Service. (T)

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CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (T)

B. Conditions (Continued)

31. General - Digital (ISDN) Customized Multi-line Telephone Services (T)

Services offered in accordance with this tariff are provided exclusively from central offices equipped with digital facilities. The availability of services and ability to provide services may vary among serving central offices. Digital (ISDN) Customized Multi-line Telephone Service will be provided where central office capabilities and conditions permit. (T)

Customer-provided equipment used in conjunction with services provided in accordance with this tariff must conform with the technical specifications of the Company.

The Company may change telecommunications services, equipment, operations, or procedures while remaining consistent with the Federal Communications Commission's Rules and Regulations. If changes cause a customer's equipment or communications system to become incompatible with services or if changes cause terminal equipment to require modification or become less effective, the Company shall not be responsible.

Customer requested temporary disconnections of Digital (ISDN) Customized Multi-line Telephone Services are not permitted. (T)

A change to Digital (ISDN) Customized Multi-line Telephone Services will cause a temporary interruption of service. (T)

The Company will provide one alphabetical directory listing per Digital (ISDN) Customized Multi-line Telephone Service customer group (system) without charge. Additional directory listings will be provided in accordance with the rates and conditions in this tariff under Directory Service. (T)

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CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (T)

B. Conditions (Continued)

31. General - Digital (ISDN) Customized Multi-line Telephone Services (Continued) (T)

When a customer regrades or upgrades from any other service to Digital (ISDN) Customized Multi-line Telephone Service, all applicable installation and service connection charges and all charges applicable to the establishment of Digital (ISDN) Customized Multi-line Telephone Services apply. (T)

Flat Rate and Measured Service (for voice grade) cannot be mixed on a customer's premises. All data calls will be charged measured rates at the charges stated elsewhere in this tariff with the following exception. Data calls within the same business group within the same wire center (intercom calls) do not incur usage. ISDN customers served from the same ISDN switch, but separate wire centers, are not considered to be a single business group. (T)

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B. Conditions (Continued)

32. Digital (ISDN) Customized Multi-line Telephone Services (T)

Digital (ISDN) Customized Multi-line Telephone Services are digital, business-system, exchange services, which include station connections and network access and which are provided as an alternative to or in conjunction with Customized Multi-line Telephone Services. (T)

Digital (ISDN) Customized Multi-line Telephone Services offered from this tariff include from two to 101+ digital local loops with a Digital (ISDN) Customized Multi-line Telephone Service Access and with one Central Office Element. (T)

Each Packaged Service is associated with a digital local loop, not with a channel.

Each digital local loop within a business system may be uniquely arranged with a Packaged Service and with a B-Channel or D-Channel configuration, or both a B-Channel and D-Channel configuration.

Digital (ISDN) Customized Multi-line Telephone Service Access is a service, which terminates digital local loops at the central office and permits access to the exchange network. Only one Digital (ISDN) Customized Multi-line Telephone Service access element is required for each digital local loop, since this element provides any configuration of the basic elements and includes one access to the network line termination. (T)

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B. Conditions (Continued)

32. Digital (ISDN) Customized Multi-line Telephone Services (Continued) (T)

A Digital (ISDN) Customized Multi-line Telephone Service Access arranges a digital local loop ISDN-BRI access. (T)

The B Voice/Circuit Switched Data Channel (B-V/CSD) assigns voice and circuit switched data traffic to two B-Channels of a digital local line. The CSD mode operates at a maximum speed of 64 kbps (Switched 64 kbps) but may be used at a speed of 56 kbps (Switched 56 kbps).

Data sent to locations within a business system and to interexchange carriers over B-V/CSD Channels in the CSD mode can be transmitted at either 64 kbps or 56 kbps. (Some interexchange carriers do not offer transmission at 64 kbps).

Data sent to locations within other business systems can be transported at a speed of either 64 kbps or 56 kbps in accordance with the rates, charges, and conditions specified by the Company's tariffs, where 64 kbps is offered.

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B. Conditions (Continued)

32. Digital (ISDN) Customized Multi-line Telephone Services (Continued) (T)

a. Additional Telephone Numbers

Up to two primary telephone numbers are provided with each activated Digital (ISDN) Customized Multi-line Telephone Service line, one for each of 2 channels. If an additional telephone number is required on either channel, an additional number charge applies for each additional number. The additional telephone numbers are available at the rate shown in this section. Additional telephone numbers may be published in the directory at the additional listing rates as found elsewhere in this tariff. (T)

One interexchange carrier must be selected for all telephone numbers associated with the same digital local loop, however 10XXX access to other carriers is provided.

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B. Conditions (Continued)

32. Digital (ISDN) Customized Multi-line Telephone Services (Continued) (T)

b. Digital (ISDN) Customized Multi-line Telephone Service Access

Digital (ISDN) Customized Multi-line Telephone Service Access provides support for connecting from one to eight terminals belonging to the same customer on an individual digital local line. (T)

Only one user will be connected to each B-Channel. Other users on the same digital local loop can access the D-Channel only.

Up to six users can simultaneously share the same D-Channel of a D-Channel packet switching arrangement. Additional telephone numbers are required for each additional terminal.

A maximum of eight terminals belonging to the same customer are permitted per ISDN-BRI line.

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B. Conditions (Continued)

32. Digital (ISDN) Customized Multi-line Telephone Services (Continued) (T)

c. Individual Line Loop Extension

Digital (ISDN) Customized Multi-line Telephone Service Individual Line Loop Extension provides a physical extension of the Digital (ISDN) Customized Multi-line Telephone Service loop from approximately 18,000 feet to approximately 36,000 feet (These distances are for planning purposes. The actual distances are dependent on decibel (db) loss and not just physical loop length.) This physical extension is accomplished by means of a CO installed power module and an outside plant installed regenerator or U-Repeater. (T)

The deployment method is based on dB loss and not on specific cable footage. The vendor installation information indicates that up to a 34dB loss at 40kHz in either direction of the field repeater is acceptable. With the Company's engineering practice of maximum loss for the Digital (ISDN) Customized Multi-line Telephone Service loop to be 38dB at 40kHz, it is assumed, if the customer's distance would exceed the 38dB for standard installation, the U-Repeater would be mounted within the stated range of 34dB and the customer's length would be extended another 34dB from the U-Repeater installation point. Only one power module and U-Repeater can be used per Digital (ISDN) Customized Multi-line Telephone Service line. (T)

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B. Conditions (Continued)

32. Digital (ISDN) Customized Multi-line Telephone Services (Continued) (T)

c. Individual Line Loop Extension (Continued)

The customer's network access line is pre-engineered to determine when the U-Repeater/power module are required. The customer will not be charged the Digital (ISDN) Customized Multi-line Telephone Service Individual Line Loop Extension rate unless the equipment is actually used. The charge will not be invoked based on the cable footage. The power module is designed to be used only with the U-Repeater and the repeater can only be used with the power module. The appropriate Individual Line Loop Extension rate will apply in addition to rates for Digital (ISDN) Customized Multi-line Telephone Service. (T)

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B. Conditions (Continued)

33. Assigned Customized Multi-line Telephone Service Telephone Numbers (T)

Customers are required to keep 50% or more of their assigned telephone numbers working, in order to retain them. The Company will notify customers annually if the quantity of working numbers drops below 50% of their assigned numbers, so that action can be initiated by the customer to increase their number of assigned numbers working, or by Frontier to reclaim numbers. Telephone numbers working periodically for regular intervals of time, such as those assigned to student residences, are "working at all times" to the extent that they work for a minimum of 90 non-consecutive days during each calendar year in which they are assigned to the customer.

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CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (T)

C. Features

1. Analog or Digital (ISDN) Customized Multi-line Telephone Service offers Feature Packages 1000, 2000, 3000, or Customized Multi-line Telephone Service CLASS Package, and Optional Line and System Features at the rates and charges set forth in Section D, Rates. Feature capabilities may vary depending on the host central office equipment. (T)
2. In addition, Digital (ISDN) Customized Multi-line Telephone Service offers ISDN Station MBKS Basic, MBKS Deluxe, and 3000-Deluxe Packages, Attendant Package, Circuit Switched Data 1000 and 2000 Packages and Optional Line and System Features at the rates and charges set forth in the tariff. Feature capabilities may vary depending on the host central office equipment. (T)
3. Analog Customized Multi-line Telephone Service Basic Operating Features: Direct Inward Dialing/Direct Outward Dialing (DID/DOD), Automatic Identification of Outward Dial (AIOD), Distinctive Ringing, Touch Call, Station-to-Station Calling. (T)
4. Digital (ISDN) Customized Multi-line Telephone Service Basic Operating Features: Direct Inward Dialing/Direct Outward Dialing (DID/DOD), Automatic Identification of Outward Dial (AIOD), Distinctive Ringing, Touch Call, and Station-to-Station Calling, Incoming Caller ID - Number Only. (T)
5. Customized Multi-line Telephone Service Feature Package 1000 - Call Hold, Consultation Hold, Call Alternation, Speed Dialing 6 or 8 (Individual), Call Transfer, Call Forwarding Options (All, Busy, No Answer – Fixed/Variable), Call Waiting Originating, Call Waiting Terminating/Cancel, Dial Call Waiting, Three-Way Calling, Last Number Redial, Toll Restriction, Hunting (Pilot Number, Directory Number and Secretarial), Call Pick-Up (Extended, Direct, and Group), and Station Restriction. (T)

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C. Features (Continued)

6. Customized Multi-line Telephone Service Feature Package 2000 - Feature Package 1000 plus the following features: Call Park (Multiple), Automatic Callback (Camp-On), Data Line Security, Saved Number Redial, Circular Hunting, Multiple Classes of Service, Speed Dialing 30 (System), and Uniform Call Distribution. (T)
7. Customized Multi-line Telephone Service Feature Package 3000 - Feature Package 1000 and 2000 plus the following features: Remote Access to Features, Off-Hook Queuing, Ringback Queuing, Executive Busy Override, Incoming Call Forwarding, Within-Group Call Forwarding, and Speed Dialing 30 (Individual). (T)
8. Customized Multi-line Telephone Service CLASS Feature Package - Busy Redial, *69, Call Block, Do Not Disturb, Select Call Forwarding, and Special Call Waiting. (T)

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C. Features (Continued)

9. Customized Multi-line Telephone Service Optional System Features: Automatic Route Selection (ARS), Facilities Restriction Level (part of ARS), Time of Day Routing (part of ARS), Expensive Route Warning (part of ARS), WATS Access, 800/877/888 Service Access, Tie Facility Access, T1 Access, Limited Automatic Call Distribution, Preferential Hunting, Stop Hunt, Pilot Number of Hunt Groups, Priority Queuing, Additional Numbers, Proprietary Set Interface, Authorization Codes (per group of 10), Speed Dialing 30 (Additional System), Terminal Make Busy, Paging/Public Address Access, Dictation Access, Code Calling Access, Music-On-Hold, Recorded Announcement (Custom), Conference Calling (6-8-12-16-18-24 Port), Attendant Identification-Multiple Directory Numbers, Attendant Data Link Console Interface, Attendant Pre-determined Night Answer, Attendant Universal Night Answer, Attendant Mixed Night Answer, Attendant Flexible Night Answer, and Direct Connect. (T)
10. Digital (ISDN) Customized Multi-line Telephone Service Multi-Button Key Set (MBKS) Basic Package: Analog Shared Directory Number, Automatic Call Back on Busy, Bridging, Call Alternation, Call Forwarding, Call Pickup, Conference Calling, Drop, Feature Function Buttons, Feature Inspect, Flex Calling, Hold, Intercom Function, Key System Coverage for Analog Lines, Manual Exclusion, Multiple Directory Number, Privacy Release, Ring Again, Shared Call Appearances of Directory Number, Speed Dialing, Station Restriction, Terminal Management, Time and Date Display, Transfer, and Two-Digit Intercom Dialing. (T)
11. Digital (ISDN) Customized Multi-line Telephone Service Multi-Button Key Set (MBKS) Deluxe Package: Digital (ISDN) Customized Multi-line Telephone Service Multi-Button Key Set (MBKS) Basic Package plus Delayed Ringing, Initiated Priority Calling, Inspect, Intercom Alerting, Originating Priority Calling, Called Line Identification, and Incoming Priority Calling. (T)

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C. Features (Continued)

12. Digital (ISDN) Customized Multi-line Telephone Service Multi-Button Key Set (MBKS) 3000 Deluxe: Digital (ISDN) (T)
Customized Multi-line Telephone Service_Multi-Button Key Set (MBKS) Deluxe Package plus Executive Busy (T)
Override, Incoming Call Forwarding, and Within Group Call Forwarding.
13. Digital (ISDN) Customized Multi-line Telephone Service Attendant Package: Aggregate Work Time/Number of Calls (T)
Handled, Busy Verification, Call Hold, Call Splitting, Call-Through Tests, Camp-On, Conference Calling, Console
Terminal Management, Control of Voice Terminals, Direct Station Selection/Busy Camp, Direct Trunk Group
Selection, Emergency Override, Incoming Calling Identification (Customer Group), Night Service, Originated
Permission Display (Class of Service), Position Busy, Power Failure Transfer, Control of Facilities, Through Dialing,
Timed Reminder, Traffic, Trunk Group Indicator, Trunk Identification, Trunk Queuing, Automatic Dropback to
Attendant, Dial Access to Attendant, Even Call Distribution, Flexible Night Service/Call Forwarding, Calls on Queue,
Queuing with Call Waiting Indication, Number of Calls Handled.
14. Circuit Switched Data 1000 Package: Data Call Forward, Data Multi-Line Hunt Group, Data Speed Dialing-Short
List, and Data Toll Restriction.

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C. Features (Continued)

15. Circuit Switched Data 2000 Package: Data 1000 Package plus Data Call Back, Data Circular Hunting, Data Group Speed Dialing 30, and Data Speed Dialing-Long List.

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C. Features (Continued)

18. The following feature matrices indicate the availability of each feature with either Analog or Digital (ISDN) Customized Multi-Line Telephone Service. (T)

Basic Operating Features	<u>Analog</u>	<u>Digital</u>
<u>Feature Name</u>		
Direct Inward Dialing	X	X
Direct Outward Dialing	X	X
Automatic Identification of Outward Dial	X	X
Distinctive Ringing	X	X
Touch Call	X	X
Station-to-Station Calling	X	X
Incoming Caller ID - Number Only		X

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C. Features (Continued)

18. Feature Matrices (Continued)

Voice Packages Features	Analog		MBKS ¹
	1000	2000	Service/ Digital
Feature Name		3000	BASIC DELUXE 3000-DELUXE
Call Alternation/Flip-Flop	X X X		X X X
Call Forwarding	X X X		X X X
Call Hold	X X X		X X X
Call Pick Up	X X X		X X X
Call Transfer	X X X		X X X
Call Waiting	X X X		X X
Consultation Hold	X X X		X X X
Dial Call Waiting	X X X		X X
Hunting	X X X		X X
Last Number Redial ²	X X X		X X X
Speed Dialing 6 or 8	X X X		X X X
Station Restriction	X X X		X X X
Three Way Calling	X X X		X X X
Toll Restriction	X X X		X X X
Call Park	X X		X X X
Automatic Callback	X X		X X X
Data Line Security ²	X X		
Saved Number Redial ²	X X		
Circular Hunting	X X		X X X
Uniform Call Distribution Hunting	X X		X X X
Multiple Classes of Service	X X		X X X
System Speed Dialing 30	X X		X X X

¹ An analog telephone set connected through an appropriate ISDN terminal adapter to a Digital (ISDN) Customized Multi-line Telephone Service line must subscribe to analog Customized Multi-line Telephone Service voice feature packages, not Digital (ISDN) Customized Multi-line Telephone Service MBKS Service feature packages. (T)

² Not available on 5ESS. (T)

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C. Features (Continued)

18. Feature Matrices (Continued)

Voice Packages Features (Continued)	Analog			MBKS ¹ Service/ Digital	
	1000	2000	3000	BASIC	DELUXE 3000-DELUXE
Feature Name	CLASS ¹				
Remote Access to Features	X			XXX	
Off-Hook Queuing	X			XX	
Individual Speed Dialing 30	X			XXX	
Ringback Queuing	X			XX	
Basic Message Service ³				XX	
Delayed and Abbreviated Ringing				XX	
Display for Ringing Call Appearance Only ³				XX	
Initiated Priority Calling				XX	
Inspect for ISDN Terminals ³				XX	
Intercom Alerting				XX	
Originating Priority Calling				XX	
Outgoing Called Line ID for ISDN Terminals				XX	
Priority Calling Incoming Only				XX	

¹ An analog telephone set connected through an appropriate ISDN terminal adapter to a Digital (ISDN) Customized Multi-line Telephone Service line must subscribe to analog Customized Multi-line Telephone Service voice feature package, not Digital (ISDN) Customized Multi-line Telephone Service MBKS Service feature packages. (T)

² CLASS Package can be used with analog or digital Customized Multi-line Telephone Service. (T)

³ Not available on DMS100.

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C. Features (Continued)

18. Feature Matrices (Continued)

Voice Packages Features (Continued)	Analog		MBKS ¹
	1000	2000	Service/ Digital
Feature Name	3000		BASIC
	CLASS ²		DELUXE 3000-DELUXE
Executive Busy Override	X		X
Incoming Call Forwarding	X		X
Within Group Call Forwarding	X		X
*69	X		
Busy Redial	X		
Select Call Forwarding	X		
Do Not Disturb	X		
Call Block	X		
Special Call Waiting ³	X		
Bridging			XXX
Conference Calling			XXX
Drop			XXX
Key System Coverage for Analog Lines			XXX
Manual Exclusion			XXX
Multiple Directory Number Buttons			XXX
Shared Call Appearances of Directory Number			XXX
Analog Shared Directory Number			XXX
Feature Function Buttons			XXX
Feature Inspect ⁴			XXX
Terminal Management ⁴			XXX
Time and Date Display ⁴			XXX
Two-Digit Intercom Dialing			XXX

¹ An analog telephone set connected through an appropriate ISDN terminal adapter to a Digital (ISDN) Customized Multi-line Telephone Service line must subscribe to analog Customized Multi-line Telephone Service voice feature package, not Digital (ISDN) Customized Multi-line Telephone Service MBKS Service feature packages. (T)

² CLASS Package can be used with analog or digital Customized Multi-line Telephone Service. (T)

³ Not available on 5ESS.

⁴ Not available on DMS100.

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C. Features (Continued)

18. Feature Matrices (Continued)

Data Packages Features	CSD1000	CSD2000
<u>Feature Name</u>		
Data Speed Dialing - Short List	X	X
Data Call Forward	X	X
Data Toll Restriction	X	X
Data Multi-Line Hunt Group	X	X
Data Call Back	X	
Data Circular Hunt	X	
Data Group Speed Dialing 30	X	
Data Speed Dialing - Long List	X	

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C. Features (Continues)

18. Feature Matrices (Continued)

Attendant Package Features - Digital (ISDN) Customized Multi-line Telephone Service (T)

Feature Name

Aggregate Work Time/Number of Calls Handled
 Busy Verification
 Call Hold
 Call Splitting
 Call-Through Tests
 Camp-On
 Conference Calling
 Console Terminal Management
 Control of Voice Terminals
 Direct Station Selection/Busy Lamp Field
 Direct Trunk Group Selection
 Emergency Override
 Incoming Calling ID-Group
 Night Service
 Originated Permission Display
 Position Busy
 Power Failure Transfer
 Control of Facilities
 Through Dialing
 Timed Reminder
 Traffic
 Trunk Group Indicators
 Trunk Identification
 Trunk Queuing
 Auto Dropback to Attendant
 Dial Access to Attendant
 Even Call Distribution
 Flexible Night Service/Call Forwarding
 Calls on Queue
 Queuing with Call Waiting Indication
 Number of Calls Handled Display Data

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C. Features (Continued)

18. Feature Matrices (Continued)

Optional Features	<u>Analog</u>	<u>Digital</u>
<u>Feature Name</u>		
Additional Numbers	X	X
Attendant Data Link Console Interface	X	
Attendant Flexible Night Answer	X	
Attendant ID Multiple Directory Nos.	X	
Attendant Mixed Night Answer	X	
Attendant Pre-determined Night Answer	X	
Attendant Universal Night Answer	X	
Authorization Codes	X	X
Automatic Route Selection	X	X
Call Trace	X	X
Caller ID - Number Only	X	X
Circuit Switched Data Direct Connect		X
Circuit Switched Data Closed User Group		X
Code Call Access	X	
Conference Calling	X	X
Customer Moves and Changes	X	X
Dictation Access	X	
Digital Data Intercom Dialing		X
Direct Connect	X	X
Limited Automatic Call Distribution	X	
Music On Hold	X	X
Station Message Detail Recording (SMDR)	X	X

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C. Features (Continued)

18. Feature Matrices (Continued)

Optional Features (Continued)

Analog

Digital

Feature Name

Paging/Public Address Access
 Pilot Number of Hunt Groups
 Preferential Hunting
 Priority Call
 Priority Queuing
 Proprietary Set Interface
 Recorded Announcement
 Speed Dialing 30
 Stop Hunt
 Terminal Make Busy
 Tie Facility Access
 T-1 Access
 WATS/800/877/888 Service Access

X	
X	
X	X
X	X
X	X
X	
X	X
X	X
X	X
X	X
X	X
X	X
X	X

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C. Features (Continues)

19. Customized Multi-line Telephone Service Basic Operating Features (T)

Automatic Identification of Outward Dial - Identifies all calls leaving the customer group by the station number from which calls are placed.

Direct Inward Dialing - Allows incoming calls from the exchange network to reach a specific station without attendant assistance.

Direct Outward Dialing - Allows station users to place external calls to the exchange network without attendant assistance.

Distinctive Ringing - Permits a station user to determine by the cadence of the ringing, whether a call is internal or external.

Station-to-Station Calling - Allows station users to call each other using intercom dialing and is restricted to the serving wire center only for voice and circuit switched data calls.

Touch Call - Equips all station lines for touch call dialing.

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C. Features (Continues)

19. Customized Multi-line Telephone Service Basic Operating Features (Continued) (T)

Feature Package 1000

Call Alternation - Allows a station user to place one call on hold, make a second call, and talk alternately between the two parties.

Call Forwarding - Provides the option of fixed and/or variable forwarding of a station's incoming calls to a predetermined number. Fixed forwarding is established and changed by the Company. Variable forwarding is established and changed by the station user. This feature will forward all calls, or only those calls reaching a busy or no answer condition, to a predetermined number. Forwarding for hunt groups is available.

Call Hold - Allows a station user to place a call in progress on hold.

Call Pick Up-Direct - Permits a station user to pick up any ringing station in the business group by dialing a feature code plus the ringing station's intercom number. The ringing station is not required to be in the same pick up group.

Call Pick Up-Extended - Permits a station user to dial a code to extend call pick up to groups other than its own.

Call Pick Up-Group - Permits a station user to dial a code to answer a call, which is ringing at another station within the call pick up group.

Call Waiting/Cancel - Allows a station user to cancel the Call Waiting feature for the duration of a single call.

Call Waiting Originating - Allows a station to send a Call Waiting tone when calling a busy station. Call Waiting Originating is restricted to calls both placed and received within the same central office.

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C. Features (Continues)

19. Customized Multi-line Telephone Service Basic Operating Features (Continued) (T)

Feature Package 1000 (Continued)

Call Waiting Terminating - Alerts the called party, with a beep, that an incoming call is waiting.

Call Transfer - Allows a station user to transfer a call to another party.

Consultation Hold - Allows the initiator of a three way call or transfer to speak privately with the third party before completing the connection.

Dial Call Waiting - Allows a station user to send a Call Waiting tone when calling a busy station, even if the called station does not have the Call Waiting feature. Dial Call Waiting is restricted to calls both placed and received within the same central office.

Hunting (Directory Number) - Activates hunting when any of the directory numbers of the individual lines in the hunt group are called. If the called line is busy, hunting will start with the called line and continue to the end of the list.

Hunting (Pilot Number) - Searches for an idle line beginning with the first member of the hunt group and ending with the last member.

Hunting (Secretarial) - Searches for an idle line beginning with the group member dialed and ending with the last member in the group.

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C. Features (Continued)

19. Customized Multi-line Telephone Service Basic Operating Features (Continued) (T)

Feature Package 1000 (Continued)

Speed Dialing 6 (Individual) - Allows a station user to dial an individual list of up to 6 telephone numbers by dialing an access code and one digit. (Available on 5-ESS central office switching equipment only).

Speed Dialing 8 (Individual) - Allows a station user to dial an individually selected list of up to 8 telephone numbers by dialing one or two digits. (Available on GTD-5 central office switching equipment only).

Station Restriction - Prevents a station user from making or receiving calls outside the business group. Calls cannot be routed beyond this restriction by an attendant or through any indirect means such as Call Transfer, Call Forwarding or Call Pick-Up.

Last Number Redial - Allows a station user to redial the last number dialed by dialing a code instead of redialing the entire telephone number. (Not available on 5ESS central office switching equipment.)

Three Way Calling - Permits a station user to put one party on hold, reach a third party, and bring all three parties together in a three-way connection.

Toll Restriction - Prevents customer designated stations from placing chargeable toll calls.

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C. Features (Continues)

19. Customized Multi-line Telephone Service Basic Operating Features (Continued) (T)

Feature Package 2000

The features listed below are provided in addition to Feature Package 1000 features.

Automatic Callback - Enables a station user encountering a busy station to request the system to call back when both stations are idle.

Call Park-Multiple - Enables a station user to place multiple calls on hold and later retrieve the held calls from any station in the business group.

Circular Hunting - Searches for an idle line beginning with the number dialed, proceeding to the last member in the hunt group, wrapping around to the first member, and ending with the member preceding the one that was dialed.

Data Line Security - Protects data being transmitted on a telephone line from being disturbed by tones generated by system features such as Call Waiting, Executive Busy Override, etc. (Not available on 5ESS central office switching equipment.)

Multiple Classes of Service - Enables the customer to assign each station a class of service, which defines the station's calling privileges and restrictions.

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C. Features (Continued)

19. Customized Multi-line Telephone Service Basic Operating Features (Continued) (T)

Feature Package 2000 (Continued)

The features listed below are provided in addition to Feature Package 1000 features. (Continued)

Saved Number Redial - Permits a station user to store a number in memory and later redial the number using a code. (Not available on 5-ESS central office switching equipment.)

Speed Dialing 30 (System) - Allows members of a business group to share a list of up to 30 telephone numbers, each of which may be dialed using an access code and one or two digits.

Uniform Call Distribution (UCD) Hunting - Provides for call distribution in a hunt group by connecting to the line, which has been idle the longest. (Applies to circular hunt only).

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C. Features (Continues)

19. Customized Multi-line Telephone Service Basic Operating Features (Continued) (T)

Feature Package 3000

The features listed below are provided in addition to Feature Packages 1000 and 2000 features.

Call Forwarding/Incoming - Forwards incoming calls from outside the business group to a predetermined alternate number within the business group when the called station is busy.

Call Forwarding/Within Group - Forwards calls originating from within the business group to a predetermined destination. Calls originating from outside the business group are completed as if Call Forwarding were not in effect.

Executive Busy Override - Allows a station user, upon reaching a busy station within the same business group, to "break-in" to the existing conversation. The system sends an alert tone to the conversing parties and creates a three-way call controlled by the party breaking in.

Off-Hook Queuing - Allows a station user to remain off-hook and wait for an idle trunk in order to complete a dialed call.

Remote Access to Features - Allows an authorized user to call in from the exchange network and gain access to all features within a business group by supplying an authorization code. This also includes the Remote Activation of Call Forward function that allows customers to activate, change, or deactivate their Call Forwarding Service from a remote location.

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C. Features (Continued)

19. Customized Multi-line Telephone Service Basic Operating Features (Continued) (T)

Feature Package 3000 (Continued)

The features listed below are provided in addition to Feature Packages 1000 and 2000 features. (Continued)

Ringback Queuing - Permits a station user with activated queuing to hang up and wait for a trunk to become idle. When a trunk is available, the station user is notified by a distinctive ringing tone.

Speed Dialing 30 (Individual) - Allows a station user to dial an individually selected list of up to 30 telephone numbers by dialing two to four digits.

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C. Features (Continued)

19. Customized Multi-line Telephone Service Basic Operating Features (Continued) (T)

Customized Multi-line Telephone Service CLASS

Busy Redial allows the customer to redial automatically the last number dialed. If the called line is found to be busy, a 30-minute queuing process begins. The customer is then given an indication that the network will attempt to set up the call when the called line is idle. The network periodically tests the busy/idle status of the called line until both lines are found idle, the customer cancels the request, or the queuing process expires. If both lines are found to be idle, the calling party is alerted with a distinctive ring signifying that the call can now be completed.

*69 allows a customer to obtain information about the last incoming call when the service is activated by dialing *69. Upon dialing *69, the telephone number associated with the last incoming call is announced if it is available from the network and the calling party has not blocked the calling information. Depending on the serving central office, the date and time of the call may also be announced. The announced telephone number does not always identify the calling party and, in some cases, cannot be used to return the call automatically or by manual dial back.

If possible, the service may also allow a customer to return the call automatically by dialing "1". *69 cannot return all calls for which it can announce a number. When a telephone number is announced, the customer is instructed to dial "1" to return the call automatically. If the customer dials "1" and the line associated with the called number is busy, the call is queued for up to 30 minutes or until both lines are idle. When both lines are idle, the customer is given an indication with a distinctive ringing pattern that the network will attempt to set up the call. Once the customer answers the distinctive ring, the network attempts to set up the call.

This feature is offered on a monthly subscription or per activation basis. Per activation customers are charged upon announcement of the telephone number associated with the last incoming call. The charge applies regardless of whether the customer attempts to return the call by dialing "1" and regardless of whether the announced number identifies the calling party or can be used to return the call automatically or by manual dial back. The customer is billed for any call placed by means of this service.

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C. Features (Continued)

19. Customized Multi-line Telephone Service Basic Operating Features (Continued) (T)

Customized Multi-line Telephone Service CLASS (Continued) (T)

*69 (Cont'd)

General Disclaimer/Conditions

Custom Local Area Signaling Service features are applicable to calls placed to/from compatible central offices or within a compatible central office offering the service. These services are offered based on information stored within the switch or provided to the switch through call setup signaling and are subject to limitations associated with the availability and content of that information. Note: The family of services to which *69 belong is typically referred to as "CLASS" services, but the name may vary between states, e.g., Phone Sharp Service, Frontier Calling Services.

Rates & Charges

Per activation customers are charged upon announcement of the telephone number associated with the last incoming call. The charge applies regardless of whether the customer attempts to return the call by dialing "1" and regardless of whether the announced number identifies the calling party or can be used to return the call automatically or by manual dial back.

Call Block allows a customer to block calls from certain numbers (maximum of 12) known to the customer. The customer also can block incoming calls placed from the last calling number even if the number is unknown to the customer. Blocked calls are routed to a recorded announcement, which specifies that the called party is not accepting calls. Subject to technical availability, this service may also provide anonymous call rejection so that calls delivered without Caller ID - Number Only will be blocked.

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C. Features (Continued)

19. Customized Multi-line Telephone Service Basic Operating Features (Continued) (T)

Customized Multi-line Telephone Service Class (Continued) (T)

Do Not Disturb allows a customer to select up to 12 customer telephone numbers from which calls are to be received. All other calls are intercepted and routed to a recorded announcement that informs the caller the customer is not accepting calls. Calls from numbers outside the specified exchanges will ring normally.

Select Call Forwarding is an arrangement which permits a customer to pre-specify telephone numbers (maximum of 12) from which incoming calls are to be forwarded. During the period that Select Call Forwarding is activated, only calls from the pre-specified numbers will be forwarded.

Special Call Waiting allows a customer to choose up to 12 numbers, which can activate Call Waiting. Incoming calls placed from numbers not selected by the customer receive busy signals when the customer's line is busy. Customers may not subscribe to Call Waiting and Special Call Waiting on the same line.

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C. Features (Continues)

19. Customized Multi-line Telephone Service Optional System Features (T)

The features below can be ordered individually at the rates and charges set forth in this tariff.

Additional Numbers - A software number, which has the characteristics of a basic exchange access line. A Feature Package rate is applicable to each Additional Number.

Attendant Data Link Console Interface - Allows the use of a proprietary data-link multiplexed console, which is connected to the central office. (Requires three (3) additional Customized Multi-line Telephone Service lines. Available where technology exists). (T)

Attendant Flexible Night Answer - Allows the attendant to reassign the destination for Predetermined Night Answer calls. (Requires Data Link Console.)

Attendant Identification-Multiple Directory Numbers - Enables the attendant to identify an incoming call by directory number using the console display. If the subscriber has multiple directory numbers, the number being called will be displayed on the attendant console. (Requires Data Link Console.)

Attendant Mixed Night Answer - This feature is a combination of Universal and Predetermined Night Answer. Incoming calls can be switched to either type of night answer by the attendant. (Requires Data link Console.)

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C. Features (Continues)

19. Customized Multi-line Telephone Service Optional System Features (Continued) (T)

Attendant Predetermined Night Answer - Allows incoming calls to an attendant position to be answered by a predetermined alternate station during nonbusiness hours or when the attendant's line is busy. This feature also allows for the transfer of calls during commercial power failure. (Requires Data Link Console.)

Attendant Universal Night Answer - Allows incoming calls to an attendant to be answered by any station in the attendant's business group during nonbusiness hours. This feature also allows for the transfer of calls during commercial power failure. (Requires Data Link Console.)

Authorization Codes - Used to override the calling restrictions placed on a particular line.

Automatic Route Selection (ARS) - Provides an automatic means of low cost route selection. ARS provides up to 10 routes and allows customers to prioritize these routes based on cost. This feature also includes:

Expensive Route Warning - Provides a warning tone indicating an expensive route has been selected.

Facilities Restriction Level - Allows each station and each facility access in the business group to be assigned a restriction level for use with ARS.

Time of Day Routing - Provides for route selection based on the most economical path for a particular time-of-day or day-of-week.

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C. Features (Continued)

19. Customized Multi-line Telephone Service Basic Operating Features (Continued) (T)

Call Trace allows the customer to immediately and automatically trace the last incoming call received from a local service area in which Custom Local Area Signaling Service features are offered. Upon the customer's request, the trace information will be provided to law enforcement agencies by the Company, but will not be released directly to the customer. To initiate the call trace, the customer must contact the Company at the number provided in the voice announcement within ten (10) days of the incident. Call Trace performs the function of recording call information, but in no way identifies the person(s) actually placing the call(s). By accepting the Service, the customer agrees that the Company shall not be liable for damages due to an inability to trace the call(s).

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C. Features (Continued)

19. Customized Multi-line Telephone Service Basic Operating Features (Continued) (T)

Caller ID - Number Only provides for the display of the incoming telephone number on a customer provided display device attached to the customer's telephone line or on a telephone or answering machine with a built-in display screen. The Caller ID - Number Only feature will forward the calling number from the appropriately equipped central office to the customer provided display device. The Company will forward all telephone numbers (including Nonpublished and Nonlisted telephone numbers) subject to technical limitations. This is available on Customized Multi-line Telephone Service and Digital (ISDN) Customized Multi-line Telephone Service. (T)
(T)

All customer provided equipment used to interface with Caller ID - Number Only must be connected in accordance with the provisions of the Federal Communications Commission's Registration Program. Any intent to resell name(s) and or number(s) that is a result of Caller ID - Number Only service is prohibited.

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C. Features Descriptions (Continued)

19. Customized Multi-line Telephone Service Basic Operating Features (Continued) (T)

Caller ID is an arrangement that is provided as an enhancement to Caller ID - Number Only and permits a customer to receive the name, as well as the telephone number, associated with the calling party for calls placed to the customer. The calling telephone name and number will be forwarded from the terminating central office to compatible customer-provided display equipment associated with the customer's Local Exchange Service. If the calling telephone name and number is not available for forwarding to the called party, a message indicating that unavailability will be forwarded. The calling party can prevent the Caller ID customer from seeing the calling telephone name and number display by activating Cancel Calling Number Delivery - Per Call. When the calling party uses this blocking capability, the Caller ID customer will receive an indication on the Caller ID equipment that the display of the calling telephone name and number has been suppressed. The Company will forward all telephone numbers (including Nonpublished and Nonlisted telephone numbers) subject to technical limitations.

A maximum of 15 characters is allowed for transmission of the calling party Directory Name.

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C. Features (Continued)

19. Customized Multi-line Telephone Service Optional System Features (Continued) (T)

Cancel Caller ID - Number Only - Per Call provides free per call blocking in exchanges where Caller ID - Number Only is offered by the Company. Customers may prevent the delivery of their telephone number to the called party. This is accomplished on a per call basis when the customer dials the Cancel Caller ID - Number Only - Per Call activation code prior to placing the call.

Cancel Caller ID - Number Only - Per Line provides free per line blocking in exchanges where Caller ID - Number Only is offered by the Company. This service prevents the delivery of customer's telephone number to the called party. A Cancel Caller ID - Number Only - Per Line customer has the option of deactivating Cancel Caller ID - Number Only and forwarding their telephone number on a per call basis by dialing the code *82 prior to placing a call.

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C. Features (Continued)

19. Customized Multi-line Telephone Service Optional System Features (Continued) (T)

Conference Calling - Permits a station user or attendant to form a conference with a maximum of six or eight parties (depending on technology), including other stations and/or parties reached over trunks.

Code Call Access - Provides access to customer provided code calling signaling devices.

Data Closed User Group permits grouping Circuit Switched Data Channels into groups. Calls within a group are allowed, but calls between groups are denied.

Data Direct Connect provides an automatic connection between a calling line that goes off hook and a predetermined telephone number.

Digital Data Intercom Dialing is an intra-group data function that allows a station user to call another station user, both within the same customer group, usually with abbreviated dialing. No usage charges are incurred on Data Intercom calls.

Dictation Access provides for station access to customer provided dictation equipment.

Direct Connect provides an automatic connection between a calling station that goes off-hook and a predetermined location. The calling station does not receive dial tone. It is also a directory number feature that can be assigned to individual Directory Number (DN) appearances on a Meridian Business Set. This feature is also referred to as Automatic Line in the DMS-100.

FX Access - Connects to foreign exchange line facilities.

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C. Features (Continued)

19. Customized Multi-line Telephone Service Optional System Features (Continued) (T)

ISDN PRI Customized Multi-line Telephone Service Access -- provides the interface between the ISDN PRI Tie Channel Services and the Customized Multi-line Telephone Service System. ISDN PRI Access and Tie Channel Service are required for this application. (T)

ISDN PRI Voice over IP (VOIP) Customized Multi-line Telephone Service Access - is augmented with Customized Multi-line Telephone Service features to integrate Customized Multi-line Telephone Service with Voice over the Internet Protocol applications. The VOIP NRC rate applies. PRI's that only require Tie Channel Intercom functionality do not require this NRC. ISDN PRI Access and Tie Channel Service are required for this application. (T)

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C. Features (Continued)

19. Customized Multi-line Telephone Service Optional System Features (Continued) (T)

Limited Automatic Call Distribution - Allows incoming trunk calls to be directed to and distributed among a select group of stations using distributive hunting.

Music-on-Hold - Provides access to a common music source for use with call hold, transfer, park and queuing features.

Paging/Public Address Access - Provides a central office interface to a loudspeaker at the customer premises for paging and/or public address.

Pilot Number of Hunt Groups - A directory number used to access a hunt group. (No associated cable pair required.)

Preferential Hunting - Assigns hunting for an individual group of hunt group members to a pilot number of another circular hunt group.

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C. Features (Continued)

19. Customized Multi-line Telephone Service Optional System Features (Continued) (T)

Priority Call - Allows a customer to program up to twelve (12) telephone numbers of selected callers enabling the customer to distinguish certain incoming calls from all others by a distinctive ring tone. If a customer also subscribes to Call Waiting, calls from the selected numbers will be distinguished by a distinctive call waiting tone.

Priority Queuing - Provides two levels of priority in the handling of queued calls: high priority and low priority.

Proprietary Set Interface - Provides capability for central office connectivity for business proprietary sets.

Recorded Announcement - Routes calls to a recording in the Company's central office. The recording may be customized at the customer's option.

Speed Dialing 30 (System) - Allows members of a business group to share a list of up to 30 telephone numbers, each of which may be dialed using an access code and one or two digits.

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C. Features (Continued)

19. Customized Multi-line Telephone Service Optional System Features (Continued) (T)

Stop Hunt - Uses a code to stop the hunting process when a particular line is reached in a hunting sequence.

Terminal Make Busy - Allows a station or group of stations to appear busy to incoming calls.

Tie Facility Access - Provides access to tie line facilities, which connect the business group to another CENTREX, PABX or similar facility.

T1 Access - Allows a Customized Multi-line Telephone Service customer to access a dedicated digital facility. (T)

WATS Access - Allows a Customized Multi-line Telephone Service customer to access WATS for bulk toll calling.

800/877/888-Service Access - Allows 800/877/888 Service Access to terminate in the Customized Multi-line Telephone Service System. (T)

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C. Features (Continued)

20. Digital (ISDN) Customized Multi-line Telephone Service (T)

B-Channel (Bearer Channel). A channel used to carry digitized voice and data information at a speed of 64 kbps.

B-Packet¹ A service which permits a customer to use a B-Channel for packet switched data.

Basic Rate Interface (BRI). BRI supports two 64 kilobits per second (kbps) B-Channels and one 16 kbps D-Channel (2B+D).

Clear Channel Capability. The capability to transport 64 kbps over a channel with no constraint on the quantity or on the sequence of bits.

Channel. The electrical path provided by the Company between two or more terminating points for the transmission of information or intelligence.

D-Channel (Delta Channel). A communications path that operates at 16 kbps in support of network control signals.

Digital (ISDN-BRI) Customized Multi-line Telephone Service. Customized Multi-line Telephone Service provided by ISDN-BRI. (T)

Integrated Services Digital Network (ISDN). A set of standards, which enable end-to-end digital transmission, access integration, and established standardization of points of interconnection over a single access line. End-to-end digital transmission eliminates the necessity for voice-band modems that use analog processing techniques. Access integration refers to utilizing a single ISDN line, whereby an end user over one line can access a wide variety of user information services such as voice, circuit switched data, and packet switched data.

¹ Service is for CALEA use only. For existing customers accessing the public switched network, this service is limited to existing locations until December 31, 2006, at which time service will no longer be available.

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C. Features (Continued)

20. Digital (ISDN) Customized Multi-line Telephone Service (Continued) (T)

IntraSystem Caller ID. A function, which allows a station within a system to identify a caller calling from another station within the same system.

Kbps. Kilobits Per Second.

Mbps. Megabits Per Second.

Multi-Button Key Set (MBKS) Service. A Basic or Deluxe package of central office functions operated or activated by customer premises equipment.

Multipoint - any digital local loop supporting more than one user.

User. A member of a business system.

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C. Features (Continued)

20. Digital (ISDN) Customized Multi-line Telephone Service (Continued) (T)

Multi-Button Key Set (MBKS) Basic Package

Automatic Callback on Busy allows the user to activate Automatic Callback on Busy when a busy number is dialed. When the busy station becomes idle, a distinctive ring alerts the caller. When the caller goes off-hook, the call is placed.

Bridging allows a party to establish a conference call within a customer group by bridging into a call. Only one party can bridge into a call. Bridging can be inhibited by activating Manual Exclusion.

Call Alternation See Customized Multi-line Telephone Service Feature Package 1000. (T)

Call Forwarding allows a user to forward calls to a specified number.

Call Pickup allows a user to pick up a call directed to another station in the customer group.

Conference Calling allows a user to set up a conference call. Conference calls can include members of the customer group and parties outside the group. Up to six parties can be connected.

Drop allows a user to disconnect the last party added to a conference call, or the other party if only two parties are conferenced.

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C. Features (Continued)

20. Digital (ISDN) Customized Multi-line Telephone Service (Continued) (T)

Multi-Button Key Set (MBKS) Basic Package (Continued)

Digital Data Intercom Dialing is an intra-group data function that allows a station user to call another station user, both within the same customer group, usually with abbreviated dialing. No usage charges are incurred on Data Intercom calls.

Flex Calling allows a user to arrange a conference call. Conference calls can include parties within and outside the group. Up to nine parties can be connected simultaneously.

Hold allows the MBKS set user to place a call on hold by pressing the function button. Any MBKS set with the call appearance for call on hold can pick up the call by pressing the call appearance button.

Intercom Function allows the station set to emulate a dedicated wire to another station for priority conversations without typing up the station set from active or incoming calls.

Key System Coverage for Analog Lines allows an analog station set to share calls with the ISDN station set.

Manual Exclusion allow an MBKS set user to inhibit other stations from picking up a call on hold or bridging onto a call that is active at that station.

Multiple Directory Number Buttons provides access to more than one Directory Number (DN) on the MBKS set. Indicator lights show the status of the DN (idle, call on hold, call in progress, etc.).

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C. Features (Continued)

20. Digital (ISDN) Customized Multi-line Telephone Service (Continued) (T)

Multi-Button Key Set Basic Package (Continued)

Privacy Release allows a user to inhibit other stations from answering a call on hold or from bridging onto calls. (See Manual Exclusion.)

Ring Again allows a user to arrange for Automatic Callback on Busy when a busy number is encountered. When the busy station becomes idle, a distinctive ring alerts the caller. When the station set is taken off-hook, the call is placed.

Shared Call Appearances of a Directory Number allows several MBKS station sets to share one or more Directory Numbers. Originating and terminating events on one station set affect all stations sharing that Directory Number. The shared Directory Numbers can have multiple call appearances, multiple calls can exist on one Directory Number, and more than one station sharing the Directory Number can have a call active on that shared Directory Number.

Speed Dialing (Also known as Abbreviated Dialing) permits the customer to dial selected numbers using fewer digits than normally required. This is accomplished through the assignment of abbreviated codes to frequently called numbers. One and two-digit speed dialing lists are available. The Speed Dialing Feature is available to individual lines, two-party lines, and members (some or all) of a multiline hunt group. Speed Dialing lists assigned to individual lines can be shared by other lines at the customer's request. For the BRCS feature, the service providers can define list sizes and up to three digit access codes.

Station Restriction See Customized Multi-line Telephone Service Feature Package 1000. (T)

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C. Features (Continued)

20. Digital (ISDN) Customized Multi-line Telephone Service (Continued) (T)

Multi-Button Key Set Basic Package (Continued)

Terminal Management provides a management function for the MBKS terminal and, therefore, is mostly transparent. However, the following capabilities impact the user:

- Adjunct Control
- Automatic Hold/Drop Preference
- Button Management
- Call Appearance Selection for Implicit Conference and Transfer
- Display for Ringing Call Appearances Only
- Feature Button Inspection
- Idle Call Appearance Preference

Time and Date Display is a subscription feature for ISDN attendants and ISDN station set users. The 5ESS Switch provides the time and date to the ISDN station set.

Transfer allows the MBKS set user to transfer a call to another Directory Number in the customer group by pressing the transfer button, dialing the Directory Number, and pressing the button again.

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C. Features (Continued)

20. Digital (ISDN) Customized Multi-line Telephone Service (Continued) (T)

Multi-Button Key Set (MBKS) Deluxe Package

Multi-Button Key Set (MBKS) Basic Package, plus

Called Line Identification (CLID) provides a user originating a call with information about the called party and the facility or destination. Facility and call destination information are provided via the ISDN Call Identification (ICI) call types. The CLID information provided is:

- Call Appearance Identification
- Called Directory Number (DN)
- ISDN Call Identification (ICI)

If an attendant is originating the call, the switch also provides the originating permissions of the called party. This feature is billed only on a flat-rate basis.

Delayed and Abbreviated Ringing alerts MBKS set for a predetermined interval before ringing another designated MBKS set.

Display for Ringing Call Appearances Only will activate displays on a multibutton keyset only for ringing call appearances. This eliminates displays that a call coverage person (usually a secretary) has no need and no desire to see. The feature is intended for applications where keysets have large numbers of secondary call appearances to provide shared back up coverage among a group of secretaries, and where abbreviated and delayed ringing is used.

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C. Features (Continued)

20. Digital (ISDN) Customized Multi-line Telephone Service (Continued) (T)

Multi-Button Key Set (MBKS) Deluxe Package (Continued)

Multi-Button Key Set (MBKS) Basic Package, plus (Continued)

Feature Inspect provides service providers and end users who have display terminals with a method of determining the features and call appearances that are assigned to the buttons on a terminal. Inspecting a button is a two-step procedure: (1) the Inspect Feature button is depressed, and (2) the feature or call appearance button to be inspected is pressed. The feature assigned or, for call appearances, call related information is displayed.

Incoming Priority Calling permits calls outside the business group to be terminated to a priority call appearance. Terminations to priority appearances use normal intergroup alerting as opposed to priority alerting.

Initiated Priority Calling provides an ISDN equivalent of Dial Call Waiting. A station user initiates a priority call by one of two methods: (1) dialing the initiated priority calling function code or pressing a priority calling feature button, then dialing the digits of the called party.

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GENERAL AND LOCAL EXCHANGE TARIFF

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (T)

C. Features (Continued)

20. Digital (ISDN) Customized Multi-line Telephone Service (Continued) (T)

Multi-Button Key Set (MBKS) Deluxe Package (Continued)

Inspect ISDN Terminals retrieves and displays call-related information about any call appearance that has a call associated with it. This could be the active call, a call on hold, or an alerting call. The data that can be displayed includes: call appearance identification, called or calling Directory Number (DN), incoming call identifier call type, and called or calling party name. If the user performing the inspection is an attendant, the originating permissions are also displayed.

Intercom Alerting provides a distinctive ring and/or visual indicator to alert the MBKS set user of an intercom call.

Originating Priority Calling provides an ISDN equivalent of Call Waiting Originating. When assigned to a particular station set, all calls originated from it are priority calls.

Outgoing Called Line Identification for ISDN Terminals provides a user originating a call with information about the called party and the facility or destination. Facility and call destination information are provided via the ISDN Call Identification (ICI) call types. The OCLID information provided is:

- Call Appearance Identification
- Called DN
- ICI

If an attendant is originating the call, the switch also provides the originating permissions of the called party. This feature is billed only on a flat-rate basis.

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C. Features (Continued)

20. Digital (ISDN) Customized Multi-line Telephone Service (Continued) (T)

Multi-Button Key Set (MBKS) Deluxe Package (Continued)

Priority Calling Incoming Only provides an ISDN equivalent of Call Waiting-Incoming Only. With this feature, calls outside the business group can terminate to a priority call appearance. Terminations to priority appearances use normal intergroup alerting as opposed to priority alerting.

Multi-Button Key Set (MBKS) 3000-Deluxe Package

Multi-Button Key Set (MBKS) Package plus

Call Forwarding/Incoming - See Customized Multi-line Telephone Service Feature Package 3000 (T)

Call Forwarding/Within Group - See Customized Multi-line Telephone Service Feature Package 3000

Executive Busy Override - See Customized Multi-line Telephone Service Feature Package 3000 (T)

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C. Features (Continued)

20. Digital (ISDN) Customized Multi-line Telephone Service (Continued) (T)

Attendant Package Features

Aggregate Work Time/Number of Calls Handled for ISDN allows a supervisor, or attendant, to display data about an attendant position. The data includes.

- Aggregate time spent handling calls
- Length of time the console was active
- Number of calls handled

Attendant Busy Verification of Lines and Trunks allows an attendant to determine whether a line or trunk within the same customer group is busy or idle. If the line or trunk is busy, the attendant is bridged onto the connection to:

- Converse with the parties
- Determine if it is busy or if there is a problem
- Override (disconnect) the talking parties

Attendant Call Hold allows the attendant to hold a call in progress to originate another call, or pick up a call on hold. Timed reminder is activated when the call is placed on hold by the attendant.

Attendant Call Splitting allows the attendant to consult privately with the called party without the calling party hearing. The attendant can alternate conversation between the called and calling party before completing (or terminating) the call.

Attendant Call-Through Tests (Physical Trunks) allows the attendant to set up a test call over a selected physical trunk in a trunk group to determine if the trunk is working properly.

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C. Features (Continued)

20. Digital (ISDN) Customized Multi-line Telephone Service (Continued) (T)

Attendant Package Features (Continued)

Attendant Camp-On allows calls that the attendant attempts to complete to a busy analog or ISDN station to be held waiting until the station becomes idle. The attendant can release from the connection. A call waiting indication is given to alert the busy party. When the busy station becomes idle, it is automatically alerted and connected to the calling party without attendant intervention. While waiting, the caller (and the attendant) can be connected to silence, tone, audible ringing, or announcement. The Timed Reminder feature can be initiated when camp-on is activated. Calls to the attendant from within the group and from outside the group can be camped-on to a busy station.

Attendant Conference Calling allows the attendant to set up conference calls with any combination of extensions or trunks on the internal conference bridge. The maximum number of parties on the conference call is limited to the capacity of the multipoint conference circuit.

Attendant Console Terminal Management provides management services for the attendant console but is not a feature that an attendant uses as part of attendant's responsibilities. Rather, it is a feature provided by the switch to support the attendant console. The basic services provided are:

Button Management: The switch maintains information about the button configuration of the console. For example, a console could have ten buttons. For one console, the switch could configure these ten buttons to be six call appearances and four feature buttons. For another console, these ten buttons could be eight call appearances and two feature buttons.

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C. Features (Continued)

20. Digital (ISDN) Customized Multi-line Telephone Service (Continued) (T)

Attendant Package Features (Continued)

Attendant Console Terminal Management (Continued)

Call Appearance Selection: The switch selects a call appearance on the console for incoming calls and for certain attendant-originated calls (e.g., originations via Direct Trunk Group Selection, Direct Station Selection, etc.).

Telephone Number Management: A maximum of eight listed telephone numbers (TNs) can be assigned to an attendant group. The switch does not support shared call appearances for attendant positions. Each attendant is capable of having a unique TN, other than the listed telephone number (LTN), for purposes of attendant-to-attendant calls.

Display Management: Many of the attendant features use a console display.

Lamp Management: Lamp management is responsible for controlling console lamps associated with features.

Tones Management: The switch informs the console to alert the attendant to one of four specific events. The console is responsible for generating corresponding tones. Note that these are not in-band call processing tones generated by the switch. The four alerting tones, arranged in priority of importance are:

1. Emergency informs the attendant that an emergency call is waiting (highest priority).
2. Timed Reminder informs the attendant that a timed reminder for a held call or an unanswered transferred call has expired.

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C. Features (Continued)

20. Digital (ISDN) Customized Multi-line Telephone Service (Continued) (T)

Attendant Package Features (Continued)

Attendant Console Terminal Management (Continued)

Tones Management (Continued)

3. Call Waiting informs the attendant that calls are in queue waiting to be answered.
4. Alerting informs the attendant that a call is alerting the console.

Attendant Control of Voice Terminals feature routes calls destined for a line or group of lines to the attendant for handling. It is activated by the attendant or automatically by the switch.

Attendant Direct Station Selection/Busy Lamp Field feature allows the attendant to display the status of up to 10,000 telephone numbers (TNs) in 100 groups of 100 contiguous TNs starting at 00. Within a group of 100, the attendant can select a station via a single keystroke. Two selection options are available: one for monitoring up to 800 TNs and the other for monitoring up to 10,000 TNs.

Attendant Direct Trunk Group Selection allows the attendant to select an idle trunk for an outgoing call by pressing a single button on the console.

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C. Features (Continued)

20. Digital (ISDN) Customized Multi-line Telephone Service (Continued) (T)

Attendant Package Features (Continued)

Attendant Console Terminal Management (Continued)

Attendant Emergency Override allows the attendant to complete incoming calls to stations:

- That are busy from setting the make busy key;
- That have a series completion or multiline hunt arrangement;
- With Call Forwarding activated; or
- With terminating restrictions.

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C. Features (Continued)

20. Digital (ISDN) Customized Multi-line Telephone Service (Continued) (T)

Attendant Package Features (Continued)

Attendant Incoming Calling Identification (Customer Group) allows an attendant to identify the type of facility over which an incoming call to the attendant was routed.

Attendant Night Service routes calls directed to the ISDN Attendant to a different station. This feature is activated and deactivated from a designated ISDN Attendant console. The user can select one of the following options for Night Service routing:

Fixed Routing: Calls are routed from the major listed telephone number to a preselected night station. Routing is controlled by the operating company and can be charged by a service order.

Flexible Routing: The ISDN Attendant uses Call Forwarding to arrange routing.

Trunk Answer From Any Station: Calls activate a night ring or other indicator at all stations in the group. Calls can be answered at any station by dialing an access code for the call pickup feature.

When Night Service is activated, trunk queuing and automatic callback are automatically canceled, and the attendant can originate calls.

Attendant Originated Permission Display (Class of Service) identifies the originating permissions of lines that have been routed to the attendant.

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C. Features (Continued)

20. Digital (ISDN) Customized Multi-line Telephone Service (Continued) (T)

Attendant Package Features (Continued)

Attendant Position Busy allows the position to be made busy by the attendant. When the position is made busy in a single position arrangement, new calls to the position receive busy treatment. In a multiple position arrangement, new calls are directed to a different console position. When a position is in a position-busy state, the attendant can serve calls on hold, calls alerting the console, and calls on a timed reminder and can also originate calls. The attendant can remove the position busy condition at any time.

Attendant Power Failure Transfer (ISDN Communication Failure) routes calls destined for the attendant to a preassigned telephone number (TN) during a commercial power failure at the customer premises.

Attendant Selective Customer Control of Facilities allows an attendant to deny access to a trunk or simulated facility group. All calls, including attendant-originated calls, are denied access to the facility when this feature is activated. Calls to restricted facilities are routed as specified by the customer.

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

Attendant Timed Reminder provides a timer that is started when a call is camped-on, when the called party has not answered after a transfer, or when a call is on hold. When the timer expires, the attendant is alerted and can pick up the call to talk to the calling party. The length of the timer is specified by the customer.

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C. Features (Continued)

20. Digital (ISDN) Customized Multi-line Telephone Service (Continued) (T)

Attendant Package Features (Continued)

Attendant Traffic provides the following counts for each attendant console position. These counts are available only to a designated attendant (master position) for display at the console and via traffic data to customer reporting mechanisms.

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

Customer traffic reports these counts periodically (every 30 minutes). The master position can obtain this information for each attendant position in the attendant group. The master position must make repeated requests for this data to sequence through all the data for attendants in the attendant group.

These counts are zeroed by the switch when an attendant activates a position. The counts apply only to calls offered to the position, not including time waiting in a central office queue or calls abandoned before connection to an attendant call appearance. These counts are not part of the standard traffic reporting mechanism of the switch (e.g., hourly reports).

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C. Features (Continued)

20. Digital (ISDN) Customized Multi-line Telephone Service (Continued) (T)

Attendant Package Features (Continued)

Attendant Trunk Group Indicators allow an attendant to monitor the level of traffic on customer selected trunk groups. A maximum of 16 trunk groups per attendant position can be monitored. A maximum of 64 trunk groups per attendant group can be monitored. Each attendant position is capable of monitoring a different set of trunk groups. Two trunk indicators, busy and warning, are provided per trunk group. These indicators are based on traffic thresholds. The attendant is notified if the thresholds are exceeded or if the traffic levels recede below the thresholds.

Attendant Trunk Identification provides a display of the trunk group and member number of the incoming or outgoing trunk in use at the request of the attendant.

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C. Features (Continued)

20. Digital (ISDN) Customized Multi-line Telephone Service (Continued) (T)

Attendant Package Features (Continued)

Attendant Trunk Queuing allows an attendant position to invoke this feature when all trunks in a trunk group are busy and provides call-back when a trunk is available.

Automatic Dropback to ISDN Attendant (Serial Calls) lets an attendant complete a call from an incoming trunk to two or more stations in succession, without requiring the calling party to redial the attendant. When the called party disconnects, the attendant is recalled and the calling party can give further instructions for the next call. This feature provides time and cost savings for a long-distance caller because the largest cost per time-segment occurs at the beginning of a call. Serial calling can also be used by callers within a group to place a series of calls over an outgoing trunk.

Dial Access to ISDN Attendant provides dial access from stations within the customer group.

Even Call Distribution (Uniform Call Distribution) uniformly distributes calls to multiple attendant positions.

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C. Features (Continued)

20. Digital (ISDN) Customized Multi-line Telephone Service (Continued) (T)

Attendant Package Features (Continued)

Flexible Night Service/Attendant Call Forwarding

Night Service routes calls normally directed to the attendant group to a different location (night location, also known as a night telephone number). Routing may be provided in one of the following ways:

- Fixed - All calls to all listed Telephone Numbers (LTNs) served by Multiple Position Hunt (MUPH) or ISDN Attendant (ISAT) groups are routed to a preselected (at subscription time) night telephone number and the activation/deactivation of it is done from a designated console only.
- Trunking Answer from any Station: All calls to all LTNs served by MUPH or ISAT groups activate a night bell or other indicator so that calls may be answered at any station by dialing an answer access code for the call pickup feature.
- Flexible: The Attendant call forwarding feature is used to selectively route all calls to an LTN served by a MUPH or ISAT group to a different customer changeable night telephone number and the activation/deactivation of it can be done from any console in the MUPH or ISAT group. Flexible and fixed night service can be assigned concurrently to the same MUPH or ISAT group and both features can be used by attendants. The flexible night service feature, when activated, will take precedence over the fixed night service activation.

Attendant Call Forwarding allows attendant to activate/deactivate call forwarding for any LTN within the MUPH or ISAT group (i.e., Flexible night service) and for any extension or station with call forwarding variable assigned can be controlled from the attendant console.

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C. Features (Continued)

20. Digital (ISDN) Customized Multi-line Telephone Service (Continued) (T)

Attendant Package Features (Continued)

Number of Calls on Queue-ISDN Attendant can be displayed for each ISDN call identification (ICI) type. By repeating the request, the attendant can display all ICI queues.

Queuing of ISDN Attendant with Call Waiting Indication (Lamps) provides queuing of calls designated for attendants who are to receive a particular call type, as determined by the Incoming Call Identification feature. Queues are served on a "first come, first serve" basis. An indicator is lighted to alert the attendant that a call is waiting.

Total Number of Calls Handled Display Data for ISDN Attendants provides supervisors with traffic data information about each attendant in the ISDN attendant group. This information includes:

- Average time for calls on queue abandoned before being served
- Average time on queue for served calls
- Longest time for a call on queue
- Total number of calls on queue abandoned before being served
- Total number of served calls

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C. Features (Continued)

20. Digital (ISDN) Customized Multi-line Telephone Service (Continued) (T)

Circuit Switched Data 1000 Package

Data Call Forward allows a customer to forward incoming calls to another telephone number.

Data Multi-Line Hunt Group provides sequential hunting among lines in a hunt group for calls to a pilot number.

Data Speed Dialing-Short List allows speed dialing over a Circuit Switched Data Channel. A short list allows storing up to eight numbers.

Data Toll Restriction denies toll calls attempted from Circuit Switched Data Channels.

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C. Features (Continued)

20. Digital (ISDN) Customized Multi-line Telephone Service (Continued) (T)

Circuit Switched Data 2000 Package

Data Call Back notifies a calling party after a busy line becomes idle and then automatically establishes the call.

Data Circular Hunting searches for a vacant line in a hunt group for calls to a pilot number. The hunting starts from the idle line found by the previous hunt.

Data Group Speed Dialing 30 permits sharing a list of speed dialing numbers among a group of lines. The list may be updated by a service order. The function permits up to thirty stored numbers.

Data Speed Dialing-Long List allows speed dialing over a Circuit Switched Data Channel. A long list allows storing up to thirty numbers.

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C. Features (Continued)

20. Digital (ISDN) Customized Multi-line Telephone Service (Continued) (T)

Individual Services

Data Direct Connect provides an automatic connection between a calling line that goes off hook and a predetermined telephone number using a Circuit Switched Data Channel.

Data Closed User Group permits grouping Circuit Switched Data Channels into groups. Calls within a group are allowed, but calls between groups are denied.

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GENERAL AND LOCAL EXCHANGE TARIFF

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (T)

D. Rates

1. Service Line

Rates are determined by the total system size. Total system size will be a combination of Analog and Digital (ISDN-BRI) Service lines. For example, if a customer requests 28 Analog/Digital lines, all 28 lines will be billed at the 26-50 lines group, per Analog/Digital line rate. Both Analog and Digital Customized Multi-line Telephone Service (T) arrangements may be offered on an individual case basis at the discretion of the Company. The following rates apply during the term commitment period.

Pricing Example:

Customer requests 50 stations split evenly between Analog Customized Multi-line Telephone Service (ISDN) (T)
 Customized Multi-line Telephone Service, 12-month contract. (T)

25 Analog stations = 25 Analog lines

25 Digital (ISDN) stations = $25/2 = 12.5 = 13$ Digital (ISDN) lines [Each Digital (ISDN) Customized Multi-line Telephone Service line supports 2 stations] (T)

Total system (Analog+Digital) = 38 lines (50 stations)

Price using "26-50 lines" line range since total system is 38 lines.

12-Month Term Commitment, 26-50 lines, Analog = (\$13.40/line) (25 lines) = \$335.00

12-Month Term Commitment, 26-50 lines, Digital = (\$25.75/line) (13 lines) = \$334.75

Other rate elements will apply as required.

GENERAL AND LOCAL EXCHANGE TARIFF

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (T)

D. Rates (Continued)

1. Service Line (Continued)

The Subscriber Line Charge (SLC) found in Frontier's Tariff FCC No. 5 is billed on a per line basis.

	<u>MONTHLY RATE</u>	<u>NONRECURRING CHARGE</u>
a. Analog Customized Multi-line Telephone Service Line		(T)
<u>Month-to-Month Term Commitment</u>		
2-25 lines, per line	13.75	1,2
26-50 lines, per line	13.50	1,2
<u>12-Month Term Commitment</u>		
2-25 lines, per line	13.60	3
26-50 lines, per line	13.40	3
51-100 lines, per line	13.25	3
101+ lines, per line	13.00	3

¹ The appropriate Service Order Charges as set forth in Section 5 are applicable. The Line Connection Charge for the initial system installation will be the actual cost in lieu of the Line Connection Charge in Section 5.

² The Line Connection Charge from Section 5 applies to all subsequent line additions after the initial system installation.

³ Initial Service, Subsequent Service, and Line Connection Service Order Charges as identified in Section 5 of this tariff will not apply to the initial installation of Customized Multi-line Telephone Service Analog lines when installed at tariff rates (T) under a term commitment.

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CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (T)

D. Rates (Continued)

1. Service Line (Continued)

a. Analog Customized Multi-line Telephone Service Line (Continued) (T)

	<u>MONTHLY RATE</u>
<u>36-Month Term Commitment</u>	
2-25 lines, per line	\$13.50 ¹
26-50 lines, per line	13.30 ¹
51-100 lines, per line	13.00 ¹
101+ lines, per line	12.75 ¹
<u>60-Month Term Commitment</u>	
51-100 lines, per line	12.75 ¹
101+ lines, per line	12.50 ¹
<u>84-Month Term Commitment</u>	
51-100 lines, per line	12.50 ¹
101+ lines, per line	12.25 ¹

¹ Initial Service, Subsequent Service, and Line Connection Service Order Charges as identified in Section 5 of this tariff will not (T) apply to the initial installation of Customized Multi-line Telephone Service Analog lines when installed at tariff rates under a term commitment.

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CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (T)

D. Rates (Continued)

1. Service Line (Continued)

b. Digital (ISDN) Customized Multi-line Telephone Service Line (T)

	<u>MONTHLY RATE</u>	<u>NONRECURRING CHARGE</u> ¹
<u>Month-to-Month Term Commitment</u>		
2-25 lines, per line	\$26.50 ²	\$50.00
26-50 lines, per line	26.00 ²	50.00
<u>12-Month Term Commitment</u>		
2-25 lines, per line	26.25	
26-50 lines, per line	25.75	
51-100 lines, per line	25.25	
101+ lines, per line	24.75	

¹ Nonrecurring charge applies to Month-to-Month Term Commitment only.

² Requires a three-month minimum service period.

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CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (T)

D. Rates (Continued)

1. Service Line (Continued)

b. Digital (ISDN) Customized Multi-line Telephone Service Line (Continued) (T)

	<u>MONTHLY RATE</u>	
<u>36-Month Term Commitment</u>		
2-25 lines, per line	\$26.00	
26-50 lines, per line	25.50	
51-100 lines, per line	25.00	
101+ lines, per line	24.50	
<u>60-Month Term Commitment</u>		
51-100 lines, per line	24.75	
101+ lines, per line	24.25	
<u>84-Month Term Commitment</u>		
51-100 lines, per line	24.50	
101+ lines, per line	24.00	
	<u>MONTHLY RATE</u>	<u>NONRECURRING CHARGE</u>
c. Digital (ISDN-BRI) Line Extension ¹	\$26.00	\$60.00

¹ These rates apply in addition to the line rates.

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D. Rates (Continued)

2. Digital (ISDN) Customized Multi-line Telephone Service Channel Capability (T)

With each Digital (ISDN) Customized Multi-line Telephone Service Line, the customer has two B-channels and one D-channel. The following options apply: (T)

	<u>MONTHLY RATE</u>
a. B-Voice, per line	\$4.00
b. B-Voice/CSD, per line	14.50 ¹
c. B-Packet, per channel	100.00 ²

¹ The measured usage rates for Basic Calling Service in Section 4 apply to CSD calls but do not apply to intra-business group (intercom) data calls.
² Service is for CALEA use only. For existing customers accessing the public switched network, this service is limited to existing locations until December 31, 2006, at which time service will no longer be available.

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D. Rates (Continued)

3. (Reserved for Future Use)

4. Network Access Register

The Network Access Register (NAR) is a software-defined path in the central office for each Customized (T)
 Multi-line Telephone Service system, which provides access to the public network from the Customized Multi-
 line Telephone Service lines in that system. (T)

The customer's requirements for network access will determine the number of NARs purchased.

a. The following NAR rate applies to all NARs associated with all Customized Multi-line Telephone Service (T)
 /Digital (ISDN) Customized Multi-line Telephone Services provisioned on 2-4 lines and offered on a (T)
 month-to-month or 12, 36, 60 or 84 month term commitment option.

	<u>Monthly Rate</u>
Network Access Register, each	\$30.00

b. The following NAR rate applies to all NARs associated with all Customized Multi-line Telephone Service (T)
 /Digital (ISDN) Customized Multi-line Telephone Services provisioned on five (5) or more lines and (T)
 offered under a 12, 36, 60 or 84 month term commitment option.

	<u>Monthly Rate</u>
Network Access Register, each	\$17.00

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D. Rates (Continued)

4. Network Access Register (Continued)

The following access quantities are suggested with the Customized Multi-line Telephone Service Feature Packages (T) 1000, 2000, and 3000 to provide a P.01 grade-of-service for up to 200 lines.

NAR SIZING

<u>Lines</u>	<u>NARs</u>	<u>Lines</u>	<u>NARs</u>	<u>Lines</u>	<u>NARs</u>
02	2				
03-04	3	28-37	8	78-89	13
05-08	4	38-45	9	90-100	14
09-13	5	46-55	10	101-125	15
14-19	6	56-66	11	126-150	16
20-27	7	67-77	12	151-175	18
				176-200	20

In order to use the above chart to determine the appropriate number of NARs for Digital (ISDN) Customized Multi- (T)
 line Telephone Service, consider each Digital (ISDN) Customized Multi-line Telephone Service access line to be the (T)
 equivalent of two Analog Customized Multi-line Telephone Service lines. Example:

	<u>Equivalent Lines</u>
27 Digital (ISDN) Customized Multi-line Telephone Service lines	54
0 Analog Customized Multi-line Telephone Service lines	40
Total for suggested NAR Sizing	94
Suggested NARS	14

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D. Rates (Continued)

5. Feature Packages

	<u>MONTHLY RATE</u>	<u>NONRECURRING CHARGE</u>	
a. Analog Customized Multi-line Telephone Service Feature Packages per analog service line or per digital service line, when MBKS does not apply:			(T)
1) 1000 Package	\$5.90	No Charge	
2) 2000 Package	6.40	No Charge	
3) 3000 Package	7.50	No Charge	
4) Customized Multi-line Telephone Service Analog/Digital CLASS			(T)
2-25 Stations	5.00	No Charge	
26-50 Stations	4.50	No Charge	
51-100 Stations	4.00	No Charge	
101+ Stations	3.75	No Charge	

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D. Rates (Continued)

5. Feature Packages (Continued)

	<u>MONTHLY RATE</u>	<u>NONRECURRING CHARGE</u>	
b. Digital Customized Multi-line Telephone Service (ISDN-BRI) Service Feature Packages:			(T)
Packages			
1) MBKS Basic Package, per line	\$6.50	\$30.00	
2) MBKS Deluxe Package, per line	8.50	30.00	
3) MBKS 3000-Deluxe Package, per line ¹	12.10	30.00	

[the combination of the charges for both the Customized Multi-line Telephone Service 3000 Package and the MBKS Deluxe Package] (T)

¹ If a customer orders Digital Customized Multi-line Telephone Service (ISDN-BRI) and chooses to use an analog phone option, one voice feature package will apply per channel. (T)

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D. Rates (Continued)

5. Feature Packages (Continued)

	<u>MONTHLY RATE</u>	<u>NONRECURRING CHARGE</u>	
b. Digital Customized Multi-line Telephone Service (ISDN-BRI) Feature Packages: (Continued)			(T)
Packages (Continued)			
4) Circuit Switched Data 1000 Package, per line	\$10.00	\$15.00	
5) Circuit Switched Data 2000 Package, per line	15.00	15.00	
6) Attendant Package, per 5ESS console ¹	35.00	100.00	

¹ This is necessary when service is provided from a 5ESS equipped central office.

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CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (T)

D. Rates (Continued)

6. Optional Features

<u>Customized Multi-line Telephone Service</u>	<u>MONTHLY RATE</u>	<u>NONRECURRING CHARGE¹</u>	(T)
Additional Numbers	\$2.00		
Attendant Data Link Console Interface, per console	90.00		
Attendant Flexible Night Answer, per console ²	1.00		
Attendant Identification Multiple Directory Numbers, per console ²	1.00		
Attendant Mixed Night Answer, per console ^{2,3}	1.00		
Attendant Pre-determined Night Answer, per console ²	1.00		
Attendant Universal Night Answer, per console ²	1.00		
Authorization Codes, per 10 codes	1.00		
Automatic Route Selection, per system	175.00		

¹ Actual Cost.

² Requires data-link console. Rates and charges apply per console.

³ Requires PNA and UNA.

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D. Rates (Continued)

6. Optional Features (Continued)

<u>Customized Multi-line Telephone Service (Continued)</u>	<u>MONTHLY RATE</u>	<u>NONRECURRING CHARGE</u>	(T)
Caller ID, per line	-	-	
2 - 25 lines	\$ 7.00	-	
26 - 50 lines	5.50	-	
51 - 100 lines	3.00	-	
100 + lines	1.50	-	

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D. Rates (Continued)

6. Optional Features (Continued)

<u>Customized Multi-line Telephone Service</u> (Continued)	<u>MONTHLY RATE</u>	<u>NONRECURRING CHARGE¹</u>	(T)
Caller ID - Number Only, per line ²	-	-	
2 - 25 lines	\$6.00	-	
26 - 50 lines	4.50	-	
51 - 100 lines	2.00	-	
100 + lines	.50		
 Cancel Caller ID - Number Only, per line ²	 No Charge	 -	
 Call Trace, per occurrence	 1.50 per occurrence	 -	
 Code Call Access, per system	 25.00	 -	
 Conference Calling (6 or 8 port), per port group	 60.00	 -	

¹ Actual cost.

² Applies for Analog Customized Multi-line Telephone Service only. Digital (ISDN) Customized Multi-line Telephone Service includes Caller ID - Number Only as part of the basic service. (T)

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D. Rates (Continued)

6. Optional Features (Continued)

<u>Customized Multi-line Telephone Service</u> (Continued)	<u>MONTHLY RATE</u>	<u>NONRECURRING CHARGE</u>	(T)
Dictation Access	25.00	-	
Direct Connect Service	0.25	1.00	
Foreign Exchange (FX) Access, per trunk	6.00	1	

¹ Actual cost.

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D. Rates (Continued)

6. Optional Features (Continued)

<u>Customized Multi-line Telephone Service</u> (Continued)	<u>MONTHLY RATE</u>	<u>NONRECURRING CHARGE</u>	(T)
ISDN PRI Customized Multi-line Telephone Service Access ¹		\$200.00	(T)
ISDN PRI Voice over Internet Protocol (VOIP) Customized Multi-line Telephone Service Access ¹ Per block of 100 DID or individual telephone numbers Each additional number added		235.00 2.50	(T)
WATS Access, per circuit	3.00	-	
800/877/888 Service Access, per circuit	3.00		
Limited Automatic Call Distribution (ACD), per group	1.00	2	
Music-on-Hold, per system ³	25.00	2	
Paging/Public Address Access, per circuit	50.00	2	

¹ ISDN PRI Access and Tie Channel Service or Tie Channel to an Intermediary Customer Service are provided per Section 7.D. The initial installation must use the NRC for a block of 100 DIDs, after initial installation then the NRC for the block of 100 DIDs or each additional number NRC may be used.

² Actual cost.

³ Where facilities and conditions permit.

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D. Rates (Continued)

6. Optional Features (Continued)

<u>Customized Multi-line Telephone Service (Continued)</u>	<u>MONTHLY RATE</u>	<u>NONRECURRING CHARGE</u>	(T)
Pilot Number of Hunting Groups, per console	\$.05	-	
Preferential Hunting, per channel ¹	.50	2	
Priority Call	4.00	-	
Priority Queuing, per group ³	1.00	2	
Proprietary Set Interface, per non-ISDN p-set	5.00	-	
Recorded Announcement per system	50.00	2	

¹ Requires one or more hunt groups.

² Actual cost.

³ Requires off-hook queuing.

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D. Rates (Continued)

6. Optional Features (Continued)

<u>Customized Multi-line Telephone Service</u> (Continued)	<u>MONTHLY RATE</u>	<u>NONRECURRING CHARGE¹</u>	(T)
Speed Dialing 30, per system	\$.30	-	
Stop Hunt, per hunt group	3.00	-	
Terminal Make Busy, per hunt group	3.00	-	
Tie Facility Access, per circuit	5.00	-	
T-1 Access, per circuit	105.00	-	
WATS Access, per circuit	3.00	-	
800/877/888 Service Access, per circuit	3.00	-	

¹ Actual Cost.

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D. Rates (Continued)

6. Optional Features (Continued)

<u>Customized Multi-line Telephone Service (ISDN-BRI)</u>	<u>MONTHLY RATE</u>	<u>NONRECURRING CHARGE</u>	(T)
Additional Number	\$2.00	-	
Circuit Switched Data Direct Connect, per line	1.00	-	
Circuit Switched Data Closed User Group, per line	1.00	-	

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D. Rates (Continued)

7. Data Base Changes

	<u>NONRECURRING CHARGE¹</u>
Major Software Additions, per system	\$100.00
Add Customized Dialing Plan	
Add Customer Requested Data Base Profile	
Routine Software Change ²	50.00
Change Trunk Group	
Change Customer Recording	
Change ARS Translations	
Change Translations Tables	
Change Digital System Configuration	

¹ Data Base Additions or Changes not listed in this tariff will be charged a rate of \$50.00 per hour, or fraction thereof.

² Applies to changes to existing services.

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D. Rates (Continued)

7. Data Base Changes (Continued)

	<u>NONRECURRING CHARGE¹</u>
Minor Software Change ²	\$25.00
Change Subgroup	
Station Message Detail Recording (SMDR)	
Hunt Groups	
Simulated Facility Group (NAR) ³	
Queuing Groups ⁴	
Night Answer (UNA/PNA) ⁵	
Paging/Public Address/Code Calling ⁶	
Conference Calling - 6, 8, 12, 16, 18, 24 Ports	
Remote Access Directory Number ⁷	
Authorization Code Validation ⁸	
Music on Hold Access	
Dictation Link Access	
Standard Recording	
Extended Pick Up Code	
Executive Busy Override	
Add Line Features ⁹	

- 1 Data Base Additions or Changes not listed in this tariff will be charged a rate of \$50.00 per hour, or fraction thereof.
- 2 Applies to changes to existing services.
- 3 If an existing customer adds additional NARs, this charge will apply.
- 4 Additional minor change charge for each trunk group.
- 5 Additional minor change charge for each PNA number, zone, area.
- 6 Additional minor change charge for each area.
- 7 Additional minor change charge for each authorization code.
- 8 Additional minor change charge for every two (2) codes.
- 9 Additional minor change charge to add toll control.

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D. Rates (Continued)

8. Customized Multi-line Telephone Service with Frontier Flat Rate Business Plan (T)

Customers may elect this option and receive a discounted rate for the Customized Multi-line Telephone Service Line and Frontier Communications Online and Long Distance Inc. Long Distance usage. This offer is composed of two elements: 1) the Analog Customized Multi-line Telephone Service line and 2) the discounted Frontier Communications Online and Long Distance Inc. Long Distance usage component. The rates in D.8.a. below apply only in conjunction with the discounted long distance plan in the Washington Catalog, Frontier Flat Rate Business Plan. (T)

a. Analog Customized Multi-line Telephone Service Line (see b. following for discounted toll rates). (T)

Plans:

<u>Month-to-Month Term Commitment</u>	<u>Monthly Rate per line</u>
2 - 25 lines	\$13.60
26 - 50 lines	13.20
 <u>12 Month Term Commitment</u>	
2 - 25 lines	13.45 1
26 - 50 lines	12.65 1
51 - 100 lines	12.50 1
101+ lines	12.25 1
 <u>36 Month Term Commitment</u>	
2 - 25 lines	13.35 1
26 - 50 lines	12.55 1
51 - 100 lines	12.25 1
101+ lines	12.00 1

¹ Initial Service, Subsequent Service, and Line Connection Service Order Charges as identified in Section 5 of this tariff will not apply to the initial installation of Customized Multi-line Telephone Service Analog lines when installed at tariff rates under a term commitment. (T)

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D. Rates (Continued)

8. Customized Multi-line Telephone Service with Frontier Flat Rate Business Plan (Continued) (T)

a. Customized Multi-line Telephone Service Line (see b. following for discounted toll rates). (Continued) (T)

Plans: (Continued)

<u>60 Month Term Commitment¹</u>	<u>Monthly Rate per line</u>
51 - 100 lines	\$12.00 ²
101+ lines	11.75 ²

84 Month Term Commitment¹

51 - 100 lines	11.75 ²
101+ lines	11.50 ²

b. Discounted Toll Rates

(See Washington Catalog for Competitively Classified Intrastate Services, IntraLATA Toll Services, Section 4, Discount Calling Plans, Frontier Flat Rate Business Plan.) (T)

¹ Customized Multi-line Telephone Service customers subscribing to 60 or 84-month term commitment periods will subscribe to the 36 month Frontier Flat Rate Business Plan rates and discounts. (T)

² Initial Service, Subsequent Service, and Line Connection Service Order Charges as identified in Section 5 of this tariff will not apply to the initial installation of Customized Multi-line Telephone Service Analog lines when installed at tariff rates under a term commitment. (T)

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E. Subscriber Line Charge/Subscriber Line Credit

The Subscriber Line Charge (SLC) found in Frontier's Tariff FCC No. 5 is billed on a per line basis.

The Subscriber Line Credit will be rated below based upon trunking equivalencies. Resultant credits are as follows:

<u>Line Size</u>	<u>Subscriber Line Credit Per Line per month</u>
2	(\$0.00)
3 to 5	(\$1.20)
6 to 10	(\$3.84)
11 to 25	(\$5.82)
26 to 50	(\$7.04)
51 to 75	(\$7.57)
76 to 100	(\$7.83)
101+	(\$8.10)

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F. Customer Moves and Changes (CMAC)

1. General

Customer Moves and Changes (CMAC) ¹ provides Customized Multi-line Telephone Service /Digital (ISDN) Customized Multi-line Telephone Service customers with the ability to prepare, schedule, and implement, all under the customer's control, certain feature changes and certain configurations of the Customized Multi-line Telephone Service /Digital (ISDN) Customized Multi-line Telephone Service from the customer's computer terminal. (T)

2. Description of Service

The management capabilities of CMAC include, but are not limited to, the following:

a. Service Option Information Changes:

Service Level Assignment - The customer can change the permission level assigned to define calling privileges associated with both facilities and station users.

Call-Pickup Group - The customer can establish a call-pickup group and add or delete members from an existing call-pickup group.

Call Forwarding Number - The customer can change the call forward number.

Authorization Code Assignment - The customer can activate, change, or deactivate authorization codes. The customer can also display the features associated with the authorization code for a particular user.

Button Features - The customer can manage the buttons on a multi-button station set by either activating features or enabling call appearances which are specific telephone numbers assigned to buttons.

b. Activation/Deactivation of Features

The customer can either add a feature to a telephone number that does not have it, modify an existing feature, or remove a feature. This function is limited to the features included in the feature packages subscribed to by the customer.

c. Telephone Number Swaps

The customer can swap telephone number assignments among like lines within a Customized Multi-line Telephone Service /Digital (ISDN) Customized Multi-line Telephone Service system. (T)

¹ Grandfathered CMAC options can be found in Section 111, Services Limited to Existing Customers.

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F. Customer Moves and Changes (CMAC)

3. Conditions

CMAC is available to either existing or new Customized Multi-line Telephone Service /Digital (ISDN) Customized Multi-line Telephone Service customers. (T)

CMAC will be furnished only from offices that are technically capable of and equipped for providing the service.

Customers will have 24-hour access to the CMAC system except when restricted during maintenance windows. Customers are permitted unlimited sessions on the system; however, after a period of inactivity, the system will terminate the session.

Some of the lines in a customer's Customized Multi-line Telephone Service /Digital (ISDN) Customized Multi-line Telephone Service system cannot or should not be rearranged. The Company will specify the unchangeable lines. The customer may have the Company designate other lines as unchangeable. Changes to these lines will be made through the Company's existing service order procedures. (T)

CMAC service is provided per customer Customized Multi-line Telephone Service /Digital (ISDN) Customized Multi-line Telephone Service system. (T)

All normal or emergency functions of the central office switch processor will have priority over execution of CMAC requests. The Company assumes no responsibility for change requests delayed by priority central office switch processor functions.

The Company reserves the right to inhibit CMAC service in the event of a service-affecting condition to the central office or affiliated operating support system.

The Company reserves the right to bill appropriate charges should the customer-initiated changes require corrective action by the Company.

Customers with 201 or more lines requesting CMAC service require an Individual Case Basis (ICB) arrangement.

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CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (T)

F. Customer Moves and Changes (CMAC)

4. Rates

The following rates and charges apply per Customized Multi-line Telephone Service /Digital (ISDN) Customized Multi-line Telephone Service system. (T)

<u>Line Size</u>	<u>Nonrecurring Charge ¹</u>	<u>Monthly Rate</u>
2 - 200 Lines	\$800.00	\$95.00
201 + Lines	ICB	ICB

¹ Applies in addition to appropriate service order charges as set forth in Section 5 of this Tariff.

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CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (T)

G. Station Message Detail Recording (SMDR)

1. General

Station Message Detail Recording (SMDR) is an optional feature of Customized Multi-line Telephone Service that provides a record of calls originating from Customized Multi-line Telephone Service station lines to locations outside of the same Customized Multi-line Telephone Service system. Facility groups may also be designated as requiring originating and terminating records. (T)

2. Description of Service

a. The SMDR record includes the following information:

- 1) The Customized Multi-line Telephone Service line number of the incoming facility group which originated the call or originating station number (T)
- 2) The called telephone number
- 3) The date, time and duration of the call
- 4) The facility type used for routing the call

b. Authorization codes, if ordered by the customer, can be included in the record at the discretion of the station user.

c. SMDR records are provided to the customer via one of the following three methods:

- 1) Dedicated access to the customer's premises where the call records are transmitted to the customer according to a pre-determined schedule. This option requires a minimum of a dedicated voice grade line from the central office to the customer location. The associated rates, charges, and regulations for the dedicated access line under the appropriate Company tariff shall apply in addition to the rates, charges and regulations for SMDR.
- 2) Dial-up access where the customer dials into a centralized location to retrieve the call records when desired. Call records are stored for a maximum of 10 days.
- 3) Internet access where the call records are sent to the customer via the internet.

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G. Station Message Detail Recording (SMDR)

3. Conditions

SMDR is available only where facilities permit and from capable central office switches only.

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

Local call records are provided only where available.

Customer must designate all station lines in a customer group and/or facility groups on which SMDR is to be provided.

Modems, collection devices, computer equipment and software are not provided as part of this service and are the responsibility of the customer.

Customers requesting SMDR dedicated access require an Individual Case Basis (ICB) arrangement. SMDR customers requesting dial-up or internet access for more than 200 lines will be also priced under an ICB arrangement.

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G. Station Message Detail Recording (SMDR)

4. Rates

	<u>Nonrecurring Charge ¹</u>	<u>Monthly Rate</u>
Dedicated Access ²	ICB	ICB
Dial-up Access		
2 - 200 Lines	\$300.00	\$200.00
201 + Lines	ICB	ICB
Internet Access ³		
2 - 200 Lines	\$300.00	\$200.00
201 + Lines	ICB	ICB
Additions and Changes		
Per system change	4	

¹ Applies in addition to appropriate service order charges as set forth in Section 5 of this Tariff.

² The associated rates, charges and regulations for the dedicated access line under the appropriate Company Tariff apply in addition to the rates and charges for SMDR.

³ Customer is responsible for obtaining connection to the internet.

⁴ The Minor Software Charge as set forth in D, 7 is applicable.

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- CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (T)
- MULTILOCATION CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (T)
- A. General
1. Multilocation Customized Multi-line Telephone Service allows end users to have Customized Multi-line Telephone Service at multiple locations and/or terminate in multiple telecommunications systems to interact as though they were all within the same business group. The multiple locations may be served by different end offices within the same exchange or served by different end offices in different exchanges. However, all end offices must be capable of providing Customized Multi-line Telephone Service. (T)
 2. Multilocation Customized Multi-line Telephone Service uses the public switched network to provide capabilities and features typically offered by a private network. End user access via one of the service's Dialing Plans will operate across the network as if the End User were being served by a single switch. Multilocation Customized Multi-line Telephone Service includes the following features: (T)
 - Dialing Plan
 - Interlocation Intercom Calling
 - Access to Private Facilities
 - Work-at-Home
 3. Multilocation Customized Multi-line Telephone Service is provided for voice only services and only from central offices technically capable. Multilocation Customized Multi-line Telephone Service is not available for data services. (T)
- B. Conditions
1. All Multilocation Customized Multi-line Telephone Service equipped lines must terminate at locations authorized by the end user. These locations may include branches, factories, plants, etc., only of the End User or a subsidiary of the End User. (T)
 2. The Multilocation Customized Multi-line Telephone Service End User must subscribe to both Interlocation Intercom Calling and one Dialing Plan (Location Code or Portable Extension). (T)

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- CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (T)
- MULTILOCATION CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (T)
- B. Conditions (Continued)
3. Location Code and Portable Extension Dialing Plans may not be mixed.
 4. Location Code can be one to three digits in length. The first digit of the location code must be a number one through eight.
 5. Portable Extension numbers may be two through seven digits in length. The first digit of the Portable Extension number must be a number one through eight.
 6. Portable Extension numbers will not be the same as the North American Numbering Plan number.
 7. Interlocation Intercom calls will only be connected to Multilocation Service equipped lines at locations authorized by the End User.
 8. All Multilocation Customized Multi-line Telephone Service End Users must subscribe to Interlocation Intercom and be located at locations authorized by the End User. However, not every Customized Multi-line Telephone Service line in an End User's business group must be provisioned with Interlocation Intercom. (T)
 9. Intercom calling can be allowed between an End User's Customized Multi-line Telephone Service group and the same End User's PBX, should the End User have a PBX at a different location. At least one of the End User's locations must have Customized Multi-line Telephone Service. (T)

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MULTILOCATION CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (T)

B. Conditions (Continued)

10. The following basic Customized Multi-line Telephone Service features, offered elsewhere in this tariff, will function as described below when an End User has subscribed to Multilocation Service: (T)

a. Automatic Call Back Calling

The basic Customized Multi-line Telephone Service Automatic Call Back may only be used between stations in a customer group served from the same central office. If a Multilocation Customized Multi-line Telephone Service End User wishes to "camp on" a station served by a different central office, the End User may do so by using the CLASS feature, Busy Redial. (T)

b. Distinctive Ringing

Multilocation Customized Multi-line Telephone Service stations receiving calls from other Multilocation equipped stations in a different business group will receive the distinctive ring and call waiting tone of an outside call. (T)

c. System Speed Dialing

One System Speed Dialing list per end office is provided for each business group. A Customized Multi-line Telephone Service station can only access the System Speed Dialing list of its business group within its home central office.

11. Monthly Rates for Multilocation Customized Multi-line Telephone Service are in addition to rates and charges for Customized Multi-line Telephone Service /Digital (ISDN) Customized Multi-line Telephone Service and applicable Service Charges in Section 5. (T)

12. Intercom calls outside the local and/or EAS calling scope of the originating Customized Multi-line Telephone Service line will be billed applicable toll charges. (T)

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MULTILOCAION CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (T)

B. Conditions (Continued)

13. The term commitment lengths for Multilocation Customized Multi-line Telephone Service must be the same in all locations and coincide with the End User's regular Customized Multi-line Telephone Service term commitment. (T)

14. The Location Code Dialing Plan, Portable Extension Dialing Plan and the Interlocation Intercom are available on a month-to-month basis or term commitment periods of 12, 36, 60, and 84 months and are not subject to Termination Liability. (T)

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MULTILOCATION CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (T)

C. Definitions

1. Business Group - All lines served from a central office for a business group.
2. End User - The Customized Multi-line Telephone Service End User subscribing to Multilocation Customized Multi-line Telephone Service. (T)
3. Dialing Plan - A feature included in Multilocation Customized Multi-line Telephone Service. The End User has the option to choose one of the following: (T)
 - a. Location Code Dialing Plan - An option that allows duplication of station numbers among locations served by different switches. By assigning a station number, which is composed of a leading component consisting of one to three digits and a second component consisting of two to seven digits of the End User's North American Numbering Plan telephone number, this plan permits the duplication of station numbers among several locations served by different switches.
 - b. Portable Extension Dialing Plan - Allows internal callers to reach a Customized Multi-line Telephone Service station line regardless of the number of physical moves and/or telephone number changes the station has experienced. (T)

The Customized Multi-line Telephone Service station may move from one premises to another and/or have a change in its North American Numbering Plan telephone number and still retain the same assigned extension number. This is accomplished by assigning an extension number of two to seven digits that is independent of its North American Numbering Plan number. (T)
 - c. Both Dialing Plans can be used with public switched network calling or private line networks.

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MULTILOCATION CUSTOMIZED MULTI-LINE TELEPHONE SERVICE	(T)
C. Definitions (Continued)	
4. Dialing Plan Numbers - Customized Multi-line Telephone Service lines having access to a Location Code or to a Portable Extension Dialing Plan.	(T)
5. Interlocation Intercom - A communications system that uses the public switched network to complete calls between Customized Multi-line Telephone Service stations at multiple locations. Interlocation Intercom calls may be completed over an End User's private line network, with overflow calls completing over the public network.	(T)
6. Access to Private Facilities - Allows Multi-Location Customized Multi-line Telephone Service equipped lines to reach private facilities (tie-lines, WATS lines, etc.) by dialing an abbreviated code of one or more digits. Access is provided to facilities terminated in remote Customized Multi-line Telephone Service central offices of the same customer. Example: A Customized Multi-line Telephone Service customer located in central office A of exchange A may dial an access code and be connected to a T1 facility terminating in his Customized Multi-line Telephone Service system in central office B of exchange B. The customer may also dial an access code and be connected to a T1 facility terminating in his Customized Multi-line Telephone Service system in a different central office within the same exchange.	(T) (T) (T)
7. Work-at-Home - Allows a residential telephone of the customer's employee to be converted to a Multi-Location Customized Multi-line Telephone Service station on a call-by-call basis. The user dials an access code, which enables the residential line to operate with Multi-Location Customized Multi-line Telephone Service including Intercom and Access to Private Facilities. All business calls will be billed to the employee's Multi-Location Customized Multi-line Telephone Service line or billing number.	(T) (T)

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MULTILOCATION CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (T)

D. Rates

1. Location Code Dialing Plan

	<u>Non- Recurring Charge</u>	<u>Monthly Rate Per Customer</u>
Service Establishment (Per Business Group)		
2-25 Lines	\$120.00	--
26-50 Lines	147.00	--
51-100 Lines	175.00	--
101+ Lines	220.00	--
 Month-to-Month Term Commitment		
2-25 Lines		\$25.00
26-50 Lines		35.00
 12 Month Term Commitment		
2-25 Lines		20.00
26-50 Lines		30.00
51-100 Lines		50.00
101+ Lines		75.00
 36 Month Term Commitment		
2-25 Lines		15.00
26-50 Lines		25.00
51-100 Lines		45.00
101+ Lines		70.00

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MULTILOCATION CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (T)

D. Rates (Continued)

1. Location Code Dialing Plan (Continued)

	<u>Non- Recurring Charge</u>	<u>Monthly Rate Per Customer</u>
60 Month Term Commitment		
51-100 Lines		\$40.00
101+ Lines		65.00
84 Month Term Commitment		
51-100 Lines		35.00
101+ Lines		60.00
Additions or Changes		
Change Per Location	\$57.50	--
Addition or Change to Dialing Plan		
First 25 Numbers	48.00	--
Each Add'l Number	.80	--

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MULTILOCATION CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (T)

D. Rates (Continued)

2. Portable Extension Dialing Plan

	<u>Non- Recurring Charge</u>	<u>Monthly Rate Per Customer</u>
Service Establishment (Per Business Group)		
2-25 Lines	\$120.00	--
26-50 Lines	147.00	--
51-100 Lines	175.00	--
101+ Lines	220.00	--
Month-to-Month Term Commitment		
2-25 Lines		\$25.00
26-50 Lines		35.00
12 Month Term Commitment		
2-25 Lines		20.00
26-50 Lines		50.00
101+ Lines		75.00
36 Month Term Commitment		
2-25 Lines		15.00
26-50 Lines		25.00
51-100 Lines		45.00
101+ Lines		70.00

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M MULTILLOCATION CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (T)

D. Rates (Continued)

2. Portable Extension Dialing Plan (Continued)

	<u>Non- Recurring Charge</u>	<u>Monthly Rate Per Customer</u>
60 Month Term Commitment		
51-100 Lines		\$40.00
101+ Lines		65.00
84 Month Term Commitment		
51-100 Lines		35.00
101+ Lines		60.00
Additions or Changes		
Change Per Location	\$57.50	--
Addition or Change to Dialing Plan		
First 25 Numbers	48.00	--
Each Add'l Number	.80	--

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MULTILOCATION CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (T)

D. Rates (Continued)

3. Interlocation Intercom Calling

	<u>Monthly Rate</u> <u>Per Line</u>
Month-to-Month Term Commitment	
2-25 Lines	\$3.00
26-50 Lines	2.75
12 Month Term Commitment	
2-25 Lines	2.75
26-50 Lines	2.50
51-100 Lines	2.25
101+ Lines	2.00
36 Month Term Commitment	
2-25 Lines	2.50
26-50 Lines	2.25
51-100 Lines	2.00
101+ Lines	1.75
60 Month Term Commitment	
51-100 Lines	1.75
101+ Lines	1.50
84 Month Term Commitment	
51-100 Lines	1.50
101+ Lines	1.25

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MULTILOCATION CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (T)

D. Rates (Continued)

4. Access to Private Facilities,

Per Access Code	<u>Non- Recurring Charge</u>	<u>Monthly Rate Per</u>
Month-to-Month	\$320.00	\$65.00
12 Month Term Commitment	160.00	60.00
36 Month Term Commitment	55.00	55.00
60 Month Term Commitment	35.00	50.00
84 Month Term Commitment	25.00	45.00
Subsequent additions or changes of Access		
Codes, per Access Code	90.00	--

5. Work-at-Home

Per employee telephone line equipped	50.00	5.00
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