
COMPETITIVE LOCAL EXCHANGE CARRIER

11. SERVICES PROVIDED TO FORMER CUSTOMERS OF SNiP Link, LLC, (Cont'd.)

11.6 CENTREX SERVICE, (Cont'd.)

11.6.6 CENTREX FLEXIBILITY 2000 SERVICE, (Cont'd.)

B. REGULATIONS

1. Explanation of Terms

Customer Satisfaction Guarantee

Customer subscribing to Centrex Flexibility 2000 Service are entitled to a full credit of any charges directly associated with the establishment of the service and the monthly charges billed for the service through the date of disconnect and may have their previous service reinstalled, at no cost, if not satisfied with their Centrex Flexibility 2000 Service, in accordance with the following terms and conditions.

The guarantee applies to the service as a whole and not individual features offered with this service.

The Customer is responsible for notifying the Company to disconnect the service within thirty (30) calendar days of installation and may convert back to their previously subscribed Verizon service if dissatisfied with their Flexibility 2000 service within the thirty calendar days of the Customer Service Guarantee.

The refund of any charges directly associated with the establishment of service or monthly charges will be applied as a credit on the Customer's bill.

Each Customer will be entitled to the credit one time per service.

The guarantee applies to the service as a whole and not the individual features offered with this service.

Credit refunds will not be available for toll charges-incurred or E911 or other like surcharges.

The Customer Satisfaction Guarantee does not extend to any Customer Provided Equipment (CPE) used in conjunction with this service.

The Customer Satisfaction Guarantee does not apply to the installation of temporary service.

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11. SERVICES PROVIDED TO FORMER CUSTOMERS OF SNiP Link, LLC, (Cont'd.)

11.6 CENTREX SERVICE, (Cont'd.)

11.6.6 CENTREX FLEXIBILITY 2000 SERVICE, (Cont'd.)

B. REGULATIONS, (Cont'd.)

1. Explanation of Terms

Customer Satisfaction Guarantee, (Cont'd.)

If a Customer elects to have their Flexibility 2000 Service disconnected under the terms of this guarantee, and had no previous Verizon service, the Company will convert the Customer to Business Dial Tone

Lines at no cost to the Customer, or they may receive a credit for the charges associated with the establishment of the service. Customers will not be permitted to convert their service to a "Grandfathered" service.

These terms and conditions apply to both month-to-month and contractual payment plan Customers.

2. Centrex Location

A Centrex location is defined herein as a physical premises of the Customer where Centrex lines are located.

3. Centrex Flexibility 2000 System

A Centrex Flexibility 2000 system consists of the central office switching office equipment and stations connected by Centrex lines (no less than 2) . A system includes only those stations whose inward exchange and toll service is through the Customer's main switching location via a single Central Office code (NNX).

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11. SERVICES PROVIDED TO FORMER CUSTOMERS OF SNiP Link, LLC, (Cont'd.)

11.6 CENTREX SERVICE, (Cont'd.)

11.6.6 CENTREX FLEXIBILITY 2000 SERVICE, (Cont'd.)

B. REGULATIONS, (Cont'd.)

4. Minimum Line Requirement

Centrex Flexibility 2000 is provided in the following capacities per system.

<u>Line Capacity Category</u>	<u>Minimum Line Requirement</u>
I	2
II	31
III	76

Centrex Flexibility 2000 Service is offered only as a complete service. The exchange access and intercommunication portions of the Centrex Flexibility 2000 Service lines are not offered separately.

5. Local Usage Options

Standard and Valu-Pak local usage option are available with Centrex Flexibility 2000 Service. One local, usage package per Centrex Flexibility 2000 main station line is available, subject to a maximum number of packages per system as stated below:

<u>Maximum Number of System Size</u>	<u>Local Usage Packages Per System</u>
Up to 20 lines	10
21 to 100 lines	20
Over 100 lines	30

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11. SERVICES PROVIDED TO FORMER CUSTOMERS OF SNiP Link, LLC, (Cont'd.)

11.6 CENTREX SERVICE, (Cont'd.)

11.6.6 CENTREX FLEXIBILITY 2000 SERVICE, (Cont'd.)

B. REGULATIONS, (Cont'd.)

6. Payment Options

A Centrex Flexibility 2000 Customer may select either a month-to-month option or a contract period which falls between a minimum of 12 months and a maximum of 120 months for the Customer's total system.

Centrex Flexibility 2000 payment options may be selected by billing account number within a Customer's system, except as otherwise stated in split billing arrangements.

7. Centrex Line and Revenue Guarantee

Centrex Flexibility 2000 lines are subject to a one-month minimum billing. Centrex Flexibility 2000 contractual agreements for service are subject to a monthly line guarantees for the duration of the contract. The guarantee is based on 80% of the Centrex Flexibility 2000 lines in service at the time the contract is established. Should the Customer fall below the minimum line guarantee or disconnect service during the contract period, the current rate per line times the number of lines in deficit will be charged.

8. Changes to a higher Line Capacity Category in the Centrex Flexibility 2000 System

A Customer may change to a higher line capacity category at the current rates designed for the higher line capacity category, however, the Customer will remain under the original contract period.

9. Changes to a lower Line Capacity Category in the Centrex Flexibility 2000 System

A Customer may change to a lower line capacity category at the current rates designated for the lower category, however, the Customer will remain under the original contract period and the original minimum line guarantees will apply throughout the original contract period.

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11. SERVICES PROVIDED TO FORMER CUSTOMERS OF SNiP Link, LLC, (Cont'd.)

11.6 CENTREX SERVICE, (Cont'd.)

11.6.6 CENTREX FLEXIBILITY 2000 SERVICE, (Cont'd.)

B. REGULATIONS, (Cont'd.)

10. Synchronizing Centrex Flexibility 2000 Service with other service upgrades.

When a Centrex Flexibility 2000 Customer with a payment option other than month-to-month upgrades to another Verizon service of equal or greater revenue value than their Centrex Flexibility 2000 Service, the monthly line guarantee for the Centrex Flexibility 2000 Service will not apply. The contract for the upgraded service must be of the same or greater duration as the Centrex Flexibility 2000 contract and all nonrecurring charges applicable to the installation of the new service apply.

11. Renewal Options and Request for Change in Contract Period

Prior to the expiration of an existing contract period, a Customer may extend the contract for another contract period without incurring termination liability charges. The new contract will indicate the designated rates then in effect. The new contract period must be a minimum of 12 months, or as long as the remaining months in the old agreement, whichever is greater, and contain at least as many lines as the original contract. The contract effective date will be the date the Customer signs the new contract.

12. Transfer of Contractual Obligation

With the written permission of the Telephone Company, the obligation to pay the Centrex Flexibility 2000 charges for the remainder of the contract period selected may be assigned to another Customer, provided there is no change of location, and the new Customer is assuming substantially all the assets of the former Customer and agrees to pay all amounts that would have been paid by the former Customer, and the original Customer remain jointly liable for any such amounts. A Transfer Charge of \$100.00 is payable by the new Customer.

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11. SERVICES PROVIDED TO FORMER CUSTOMERS OF SNiP Link, LLC, (Cont'd.)

11.6 CENTREX SERVICE, (Cont'd.)

11.6.6 CENTREX FLEXIBILITY 2000 SERVICE, (Cont'd.)

B. REGULATIONS, (Cont'd.)

13. Transfer from Other Centrex Service

When other Centrex Service is changed to Centrex Flexibility 2000 Service under a contractual payment period, the monthly revenue guarantee obligation stipulated in the Telephone Company's applicable tariff may be waived and a new monthly line guarantee, for the duration of the contract period selected, will be established under the Centrex Flexibility 2000 plan.

The new contract period must be a minimum of 12 months or as long as the remaining months in the old agreement, whichever in greater, and contain at least as many lines as the original contract. No service charges except for the normal Service Order Charge per-order and the one time Common Equipment Charge shall apply to existing Centrex lines provided they are not moved or changed.

14. Disconnects

There is no termination liability for Customers who have elected the Centrex Flexibility 2000 month-to-month payment option, except that all Centrex Flexibility 2000 Customers with this payment option are subject to a one month minimum revenue guarantee.

When a Centrex Flexibility 2000 system under a contractual payment period, in disconnected prior to the expiration of the contract, the termination liability, which is an amount equal to the monthly line guarantee multiplied by the number of unexpired months in the line guarantee period, will-be billed.

15. Relocation

When the Customer relocates to a different premises, the contractual obligation will remain in effect. All rates and charges applicable to the Centrex Flexibility 2000 system being relocated still apply.

COMPETITIVE LOCAL EXCHANGE CARRIER

11. SERVICES PROVIDED TO FORMER CUSTOMERS OF SNiP Link, LLC, (Cont'd.)

11.6 CENTREX SERVICE, (Cont'd.)

11.6.6 CENTREX FLEXIBILITY 2000 SERVICE, (Cont'd.)

B. REGULATIONS, (Cont'd.)

16. Line Restrictions

Centrex Flexibility 2000 1100 Customers may select one of the following arrangements for each of their Centrex Flexibility 2000 lines:

Unrestricted

Long Distance Message Restriction

Fully Restricted (Intercommunication Only) 700/900/Audiotax Blocked (Originating)*

17. Billing Management Services

Centrex Flexibility 2000 Service Customers have available the following Billing Management Services:

a. Billing Agency Code

A billing agency code is defined herein as a code arrangement used to provide billing subtotals for individual agencies within a given Customer's account. The billing subtotal will appear as a single Customer bill and may not be itemized as separate split billed accounts.

b. Split Billing Arrangement

Split billing provides Flexibility 2000 Customers with multiple bills for their Centrex Flexibility 2000 lines.

Each Individual billing number will be treated separately, and the line count will be restarted on each separate bill.

The same billing name, without variation, must appear on all separate bills.

*Non-recurring charges per local tariff apply.

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11. SERVICES PROVIDED TO FORMER CUSTOMERS OF SNiP Link, LLC, (Cont'd.)

11.6 CENTREX SERVICE, (Cont'd.)

11.6.6 CENTREX FLEXIBILITY 2000 SERVICE, (Cont'd.)

B. REGULATIONS, (Cont'd.)

17. Billing Management Services, (Cont'd.)

b. Split Billing Arrangement, (Cont'd.)

Each location or individual billing number, must have at least 1 Centrex Flexibility 2000 line. However, if the Centrex Flexibility 2000 system falls below 2 lines, it will no longer be considered a Centrex Flexibility 2000 system, and will be converted to Business Dial Tone lines.

Only one free Directory listing will be provided Per Centrex Flexibility 2000 system, regardless of the number of individual billing numbers or number of bills.

If a 911 or other surcharge is applicable, it will be restarted on the basis of each separate bill.

Interexchange Carrier Plans may be associated with each separate, individual billed account when requested by the Customer. However, the accounts will not be bulked for rating purposes.

c. Installment Billing

A Customer who selects the month-to-month payment option may elect to installment bill their nonrecurring charges up to six (6) months. Customers who select a contract payment option may elect to installment bill their nonrecurring charges up to twelve (12) months, but not less than 2 months. Immediate payment of all nonrecurring charges would be assessed if the Customer should disconnect the service prior to the end of the installment billing period. If the nonrecurring charges are initially billed in full, the Customer may not request a rebilling in installments, installment billing is available on both initial and subsequent activity, and the minimum amount billed on installment cannot be less than \$50.00.

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11. SERVICES PROVIDED TO FORMER CUSTOMERS OF SNiP Link, LLC, (Cont'd.)

11.6 CENTREX SERVICE, (Cont'd.)

11.6.6 CENTREX FLEXIBILITY 2000 SERVICE, (Cont'd.)

B. REGULATIONS, (Cont'd.)

17. Billing Management Services, (Cont'd.)

d. Prepayment

The Customer must have a contractual agreement and may prepay up to 100% of the monthly charges contained in Customer's Letter of Election.

The minimum monthly amount that can be prepaid is \$200.00 per month per Prepayment Agreement.

Customers can prepay at any time during their contract. however, Customers must prepay for a minimum of six (6) months.

Subscriber Line Charges are not subject to prepayment. Customers are subject to normal rate increases.

Any Customer who disconnects prior to the expiration of their contractual agreement shall have the Centrex termination charges deducted for the balance of the prepaid amount and the remaining balance, if any, will be credited to the bill. Termination charges in excess of the prepayment balance must still be paid by the Customer. Additionally, prepaid amounts will not be refunded.

18. Music On Hold Interface

The Music On Hold feature requires a Customer-provided music source and rates and charges for an appropriate central office line to connect Customer-provided equipment to the Telephone Company.

COMPETITIVE LOCAL EXCHANGE CARRIER

11. SERVICES PROVIDED TO FORMER CUSTOMERS OF SNiP Link, LLC, (Cont'd.)

11.6 CENTREX SERVICE, (Cont'd.)

11.6.6 CENTREX FLEXIBILITY 2000 SERVICE, (Cont'd.)

B. REGULATIONS, (Cont'd.)

19. Other Centrex Features and Capabilities

Except as otherwise specified herein, the regulations, rates and charges for Centrex Service and other Centrex capabilities and features, as specified in this Informational Tariff for Competitive Services, apply.

20. Resale of Centrex Service to Resellers

This Centrex Flexibility 2000 Service is available for resale. The monthly recurring and nonrecurring rates are based on the system size of the user for all payment options.

21. UCD Installation and System Activity Charges

Installation charges are not applicable to Uniform Call Distribution under Centrex Flexibility 2000. All System Activity charges associated with Uniform Call distribution as specified in this Informational Tariff for Competitive Services will apply.

22. Standard Line Features

Centrex Flexibility 2000 Standard Line Features will be provided only where adequate facilities permit.

The features Call Transfer, Three-Way Calling, Call Forwarding Busy, Call Forwarding Don't Answer, Call Forwarding Variable, and Conference Arrangement may generate local, IntraLATA toll, or long distance usage charges. If generated, these charges are the responsibility of the Customer.

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11. SERVICES PROVIDED TO FORMER CUSTOMERS OF SNiP Link, LLC, (Cont'd.)

11.6 CENTREX SERVICE, (Cont'd.)

11.6.6 CENTREX FLEXIBILITY 2000 SERVICE, (Cont'd.)

B. REGULATIONS, (Cont'd.)

22. Standard Line Features, (Cont'd.)

- a. Automatic Callback Calling. This feature permits an originating Centrex Flexibility 2000 line user who attempts an intercommunication call to a busy Centrex Flexibility 2000 line to automatically be connected to that line when both called and calling lines become idle, by dialing an activation code. Automatic Callback Calling will only operate for intercommunication calls between Flexibility 2000 lines of the same Flexibility 2000 system. This feature can be cancelled by the originating station user dialing a deactivation code.
- b. Call Forwarding - Busy Line - All- Calls or Outside. This feature can be provisioned in one of two modes: "All calls", which handles calls from both inside or outside the system, or "Outside", which handles calls incoming calls to another specified line, either inside or outside the system, if the intended line is in use.
- c. Call Forwarding - Don't Answer - All Calls or Outside. This feature can be provisioned in one of two modes: "All calls", which handles calls from both inside or outside the system, or "Outside", which handles calls from outside the system only. It is a fixed arrangement which routes incoming calls to another specified line, either inside or outside the system, if the intended line is unanswered, after approximately three ringing cycles.
- d. Call Forwarding - Variable - All Call w/Reminder Ring. This feature is an arrangement which permits a station user to have incoming calls automatically transferred to another line of the system, or to a line outside the system, for temporary periods. The feature is activated by dialing a code, followed by the line number to which calls are forwarded. The feature is deactivated by dialing another code.

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11. SERVICES PROVIDED TO FORMER CUSTOMERS OF SNIp Link, LLC, (Cont'd.)

11.6 CENTREX SERVICE, (Cont'd.)

11.6.6 CENTREX FLEXIBILITY 2000 SERVICE, (Cont'd.)

B. REGULATIONS, (Cont'd.)

22. Standard Line Features, (Cont'd.)

d. Call Forwarding - Variable - All Call w/Reminder Ring,
(Cont'd.)

Reminder Ring.

Calls directed to a line in the call forward mode will receive a shortened ring before the call is forwarded. This serves as a reminder to station users that their line is in a call forward mode.

e. Call Hold This feature is an arrangement which permits an in progress call to be held for extended periods or in order that another incoming call on another line may be answered.

f. Call Park This feature allows a Centrex Flexibility 2000 station user to park a call against their own telephone number. The parked call can be retrieved from any station by dialing the feature access codes for retrieval and the station line number.

g. Call Pickup This feature is an arrangement which permits any line of a pickup group to answer incoming calls intended for any other line of the same pickup group.

h. Call Transfer Inside & Outside Calls. This feature allows an established call to be transferred to another line either within or outside the system,

i. Call Waiting This feature is an arrangement in which calls to lines of the system which are in use, originated by lines so equipped, are "announced" by a short burst of tones audible only to the called party) and automatically completed upon termination of the in-progress call, or If the in-progress call is placed an Call Hold by the called party.

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11. SERVICES PROVIDED TO FORMER CUSTOMERS OF SNiP Link, LLC, (Cont'd.)

11.6 CENTREX SERVICE, (Cont'd.)

11.6.6 CENTREX FLEXIBILITY 2000 SERVICE, (Cont'd.)

B. REGULATIONS, (Cont'd.)

22. Standard Line Features, (Cont'd.)

- j. Call Waiting – Terminating w/Tone Block. This feature is an arrangement in which all incoming calls on lines already in use are announced, by a short burst of tone (audible only to the called party) and automatically completed upon termination of the in-progress call, or if the in-progress call is placed on hold. Call Waiting - Terminating can be provided on Intragroup nodes (calls originated outside the system) or All Calls made (all intended calls). Call Waiting may be temporarily dedicated prior to initiating a call or during a call in-progress. The station user can deactivate Call Waiting by dialing a special code. The Call Waiting will be automatically reactivated when the call or call attempt is terminated.
- k. Conference Arrangement (1 6-ports)- This feature allows line users to establish conference connections up to six lines, including the originating line, by dialing an assigned access code.
- l. Consultation Hold – All Calls This feature allows A station user to place on hold an in-progress call by operation of the switchhook. The station user is automatically returned to the original call upon completion of the second call.
- m. Directed Call Park - This feature allows Centrex Flexibility 2000 station users to park a call against any Centrex Flexibility 2000 station number appearance. Station users may be required to enter a security code to retrieve the call if desired.

COMPETITIVE LOCAL EXCHANGE CARRIER

11. SERVICES PROVIDED TO FORMER CUSTOMERS OF SNiP Link, LLC, (Cont'd.)

11.6 CENTREX SERVICE, (Cont'd.)

11.6.6 CENTREX FLEXIBILITY 2000 SERVICE, (Cont'd.)

B. REGULATIONS, (Cont'd.)

22. Standard Line Features, (Cont'd.)

- n. Direct Call Pickup With and Without Barge-in. This feature provides the ability for a call directed to a station line to be answered by any other station user by dialing a code number followed by the station line number. Only one of two arrangements, per system are permitted,

Barge-in. If the call has already been answered, a burst of tone is applied to alert the answering party of the impending presence of a third party. The third party is then bridged into the existing connection.

Non- Barge-in. If the call has already been answered the station user who dialed the access codes receives a busy tape.

- o. Executive Busy Override. This feature allows the station user to invoke an override when encountering a busy condition. The station user gains access to a busy station by flashing the switchhook on a non-button station and dialing a feature code. A warning tone is emitted and a three-way call is established. The station invoking override can then hang up and the prior conversation will continue or flash the switchhook, dropping the third party from the conversation.
- p. Common Intercept - Incoming exchange calls to unassigned and/or non-working Centrex Flexibility 2000 lines will be intercepted by a standard announcement which informs the calling party that the called number is not in service. Intercommunication calls to unassigned Centrex Flexibility 2000 lines will be intercepted by a standard central office recorded announcement for Centrex system calls. This announcement will provide a common message that the number is not in service with advice that the in-house directory should be consulted.

COMPETITIVE LOCAL EXCHANGE CARRIER

11. SERVICES PROVIDED TO FORMER CUSTOMERS OF SNIp Link, LLC, (Cont'd.)

11.6 CENTREX SERVICE, (Cont'd.)

11.6.6 CENTREX FLEXIBILITY 2000 SERVICE, (Cont'd.)

B. REGULATIONS, (Cont'd.)

22. Standard Line Features, (Cont'd.)

- q. Intercommunications (Intercom). Station-to-station dialing. An arrangement by which station sets on the same Centrex system may communicate with each other by dialing a code without application of message units charges.
- r. Last Number Redial. This feature enables a Customer to redial the last called number (up to 24 digits), by depressing a single button or by dialing an access code rather than dialing the entire number.
- s. Line Restrictions- There are four types of line arrangements which Customers may select for each of basic Centrex Flexibility 2000 lines.

Unrestricted - An arrangement that has no restrictions on either incoming or outgoing calling.

Long Distance Message Restriction - An arrangement which permits a Centrex Flexibility 2000 line user to dial local service area calls but prevents the origination all long distance calls. In addition, this arrangement is available both with and without 'zero' dialing capability.

Fully Restricted- An arrangement that allows intercom only calling for the Flexibility 2000 basic line user.

700/900/Audiotex Blocked (Originating) -- An arrangement which denies the Flexibility 2000 basic line user the ability to make outgoing calls to 700/900/Audiotex numbers.

Multipath- Call Forwarding(1 - 5 paths), This feature allow the station user to forward simultaneous messages over one line to a destination.

COMPETITIVE LOCAL EXCHANGE CARRIER

11. SERVICES PROVIDED TO FORMER CUSTOMERS OF SNIp Link, LLC, (Cont'd.)

11.6 CENTREX SERVICE, (Cont'd.)

11.6.6 CENTREX FLEXIBILITY 2000 SERVICE, (Cont'd.)

B. REGULATIONS, (Cont'd.)

22. Standard Line Features, (Cont'd.)

- t. Music On Hold This feature provides a continuous broadcast of music to callers who are waiting for connection to a called party.
- u. Night Service -- This feature allows the routing of calls normally directed to the attendant to be directed to pre-selected lines within the Customer group. This feature is provided on a Call Forwarding - Fixed or Call Forwarding - Variable basin.
- v. Speed Calling Short (Individual). This feature allows the user to make frequently dialed numbers by using a two digit code. A Customer programmable "short" list is provided per line.

Speed Calling Long Distance. This feature allows the user to make frequently dialed numbers by using a two digit code. A Customer programmable "long" list (30) is provided per line.

Speed Calling Short (Shared). This feature allows the Customer to share the same speed call short list with other station users on the system.

Speed Calling Long (Shared). This feature allows the Customer to share the same speed call long list with other station users on the system.
- w. Station Line Hunting. Station lines may be arranged in groups so that a call to a busy line in a group will be completed to another line in the group that is not busy. Station line hunting can be provided in series completion, circular or multiline arrangements.
- x. Three Way Calling. This feature allows a station user to establish a 3-way conference by holding any in-progress call, through operation of the switchhook, and then dialing another call. By again operating the switchhook, the station user can connect the two calls.

COMPETITIVE LOCAL EXCHANGE CARRIER

11. SERVICES PROVIDED TO FORMER CUSTOMERS OF SNIp Link, LLC, (Cont'd.)

11.6 CENTREX SERVICE, (Cont'd.)

11.6.6 CENTREX FLEXIBILITY 2000 SERVICE, (Cont'd.)

B. REGULATIONS, (Cont'd.)

22. Standard Line Features, (Cont'd.)

y. Touch-Tone - All lines in a Centrex Flexibility 2000 system are equipped for Touch-Tone calling.

z. Trunk Answer Any Station. This feature allows the station user to answer an incoming exchange network call directed to the main listed number by any line in the Centrex system when the attendant position is in the "night" mode, via the activation of a three digit code.

aa. Uniform Call Distribution (UCD) w/Queuing. This feature provides for the uniform distribution of incoming calls, in order of their arrival, to telephone lines arranged in a multiline hunt group.

Queuing (1 Queue Slot) Allows the Customer to receive more calls than the multiline hunt group is designed to handle. This is accomplished by providing the Customer (at no cost) with one queue slot.

ab. Distinctive Ringing. An arrangement which permits the station user to identify the source of incoming calls by a unique ringing pattern.

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11. SERVICES PROVIDED TO FORMER CUSTOMERS OF SNiP Link, LLC, (Cont'd.)

11.6 CENTREX SERVICE, (Cont'd.)

11.6.6 CENTREX FLEXIBILITY 2000 SERVICE, (Cont'd.)

B. REGULATIONS, (Cont'd.)

23. Optional Features

Centrex Flexibility 2000 Optional Features will be provided only where adequate facilities permit.

- a. Additional Multi-Port Conference Arrangement. This feature allows line users to establish conference connections in increments up to six lines, including the originating line, by dialing an assigned access code.
- b. Digital Facilities Terminations. This feature allows the connection of High Capacity Digital Service to a Centrex. This arrangement converts a 1,544 Mbps bit stream to 24 channels which terminate in a Centrex.
- c. MultiPath Call Forwarding (6+ paths). This feature allows the station user to forward simultaneous messages over one line to a destination.
- d. Identa Ring. This feature allows the Centrex Customer to have one or two additional local numbers (dependent numbers) assigned to the line. Each will have a distinctive ring pattern that is different from the ring pattern associated with the main number assigned to the line. A dependent number is defined as an additional telephone number, serving off an Identa Ring master number, which allows for incoming calls only. The origination of calls from this number is not permitted.
- e. Hot Line Service. This feature allows for the automatic termination of an intercommunication call to a preselected line without the originator dialing the call.

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11. SERVICES PROVIDED TO FORMER CUSTOMERS OF SNiP Link, LLC, (Cont'd.)

11.6 CENTREX SERVICE, (Cont'd.)

11.6.6 CENTREX FLEXIBILITY 2000 SERVICE, (Cont'd.)

B. REGULATIONS, (Cont'd.)

24. Rewarding Connections*

Centrex Flexibility 2000: with Rewarding Connections is an account level discount plan available to Centrex Customers who presubscribe to Telephone Company's IntraLATA Toll Service. Rewarding Connections offers a discount off of the Flexibility 2000 recurring monthly line rate.

This is an account level discount plan. All numbers billed to a billing telephone number (BTN) are considered an account. Provisioning and functions of Flexibility 2000 are not altered in any way.

Customers must presubscribe all Flexibility 2000 and non-Flexibility 2000 lines within an account to the Telephone Company for IntraLATA Toll Service. If a Customer should presubscribe any line to another IntraLATA toll carrier, the discount for all lines will be discontinued.

The recurring line discount is limited to the first one hundred (100) Flexibility 2000 lines per account. All lines over the initial 100 are not eligible for the recurring line discount.

Customers with Rewarding Connections may add lines to their Flexibility 2000 system and will receive the same discount per line on the additional lines up to one hundred (100) lines per account.

Except as specified above, all other terms and conditions as specified in Section 2 for Centrex Flexibility 2000 Service preceding apply.

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11. SERVICES PROVIDED TO FORMER CUSTOMERS OF SNIp Link, LLC, (Cont'd.)

11.6 CENTREX SERVICE, (Cont'd.)

11.6.6 CENTREX FLEXIBILITY 2000 SERVICE, (Cont'd.)

C. RATES

One Time Common Equipment Charge	\$50.00
Product/Service Charge, per line	\$45.00

1. Centrex Flexibility 2000 Service Lines each+

<u>Payment Options</u>	<u>Line Capacity Category</u>	<u>Per Month</u>
Month-to -Month		
Exchange Access		\$12.50
Intercommunication Lines		\$13.50
Unrestricted/ Restricted	I	<u>\$26.00</u>
Total+		
Exchange Access		\$12.50
Intercommunication Lines		\$12.50
Unrestricted/Restricted	II	\$25.00
Total+		
Exchange Access		\$12.50
Intercommunication Lines		\$12.00
Unrestricted/Restricted	III	\$24.50
Total+		
12 - 36 Months		
Exchange Access		\$12.50
Intercommunication Lines		\$10.50
Unrestricted/Restricted	I	\$23.00
Total+		
Exchange Access		\$12.50
Intercommunication Lines		\$9.50
Unrestricted/Restricted	II	\$22.00
Total+		
Exchange Access		\$12.50
Intercommunication Lines		\$9.00
Unrestricted/Restricted	III	\$21.50
Total+		

+ The amount shown includes the applicable Interstate Centrex Line Coat Charge.

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11. SERVICES PROVIDED TO FORMER CUSTOMERS OF SNIp Link, LLC, (Cont'd.)

11.6 CENTREX SERVICE, (Cont'd.)

11.6.6 CENTREX FLEXIBILITY 2000 SERVICE, (Cont'd.)

C. RATES, (Cont'd.)

1. Centrex Flexibility 2000 Service Lines, each±, (Cont'd.)

<u>Payment Options</u>	<u>Line Capacity Category</u>	<u>Per Month</u>
37 - 84 Months		
Exchange Access		\$12.50
Intercommunication Lines		\$9.50
Unrestricted/Restricted	I	\$22.00
Total+		
Exchange Access		\$12.50
Intercommunication Lines		\$8.50
Unrestricted/Restricted	II	\$21.00
Total+		
Exchange Access		\$12.50
Intercommunication Lines		\$8.00
Unrestricted/Restricted	III	\$20.50
Total+		
84 - 120 Months		
Exchange Access		\$12.50
Intercommunication Lines		\$8.50
Unrestricted/Restricted	I	\$21.00
Total+		
Exchange Access		\$12.50
Intercommunication Lines		\$7.50
Unrestricted/Restricted	II	\$20.00
Total+		
Exchange Access		\$12.50
Intercommunication Lines		\$7.00
Unrestricted/Restricted	III	\$19.50
Total+		

+The amount shown includes the applicable Interstate Centrex Line Cost Charge as specified in the Telephone Companies' Tariff F.C.C. No. 1.

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11. SERVICES PROVIDED TO FORMER CUSTOMERS OF SNIp Link, LLC, (Cont'd.)

11.6 CENTREX SERVICE, (Cont'd.)

11.6.6 CENTREX FLEXIBILITY 2000 SERVICE, (Cont'd.)

C. RATES, (Cont'd.)

2. Intercommunication Lines with ISDN, each+

<u>Payment Options</u>	<u>Line Capacity</u> <u>Category</u>	<u>Per</u> <u>Month</u>
<u>Month-to-Month</u>		
Exchange Access		\$12.50
Intercommunication Lines		\$13.50
Unrestricted/Restricted	I	\$26.00
Total+		
Exchange Access		\$12.50
Intercommunication Lines		\$12.50
Unrestricted/Restricted	II	\$25.00
Total+		
Exchange Access		\$12.50
Intercommunication Lines		\$12.00
Unrestricted/Restricted	III	\$24.50
Total+		
<u>12 - 36 Months</u>		
Exchange Access		\$12.50
Intercommunication Lines		\$9.50
Unrestricted/Restricted	I	22.00
Total+		
Exchange Access		\$12.50
Intercommunication Lines		\$8.50
Unrestricted/Restricted	II	\$21.00
Total+		
Exchange Access		\$12.50
Intercommunication-Lines		\$8.00
Unrestricted/Restricted	III	\$20.50
Total+		

+The amount shown includes the applicable Interstate Centrex Line Cost Charge as specified in the Telephone Companies' Tariff F.C.C. No. 1.

 COMPETITIVE LOCAL EXCHANGE CARRIER

11. SERVICES PROVIDED TO FORMER CUSTOMERS OF SNiP Link, LLC, (Cont'd.)

11.6 CENTREX SERVICE, (Cont'd.)

11.6.6 CENTREX FLEXIBILITY 2000 SERVICE, (Cont'd.)

C. RATES, (Cont'd.)

2. Intercommunication Lines with ISDN, each+, (Cont'd.)

37 - 84 Months

Exchange Access		\$12.50
Intercommunication Lines		\$8.50
Unrestricted/Restricted	I	\$21.00
Total+		

Exchange Access		\$12.50
Intercommunication Lines		\$7.50
Unrestricted/Restricted	II	\$20.00
Total+		

Exchange Access		\$12.50
Intercommunication Lines		\$7.00
Unrestricted/Restricted	III	\$19.50
Total+		

+ The amount shown includes the applicable Interstate Centrex Line Cost Charge.

COMPETITIVE LOCAL EXCHANGE CARRIER

11. SERVICES PROVIDED TO FORMER CUSTOMERS OF SNiP Link, LLC, (Cont'd.)

11.6 CENTREX SERVICE, (Cont'd.)

11.6.6 CENTREX FLEXIBILITY 2000 SERVICE, (Cont'd.)

C. RATES, (Cont'd.)

2. Intercommunication Lines with ISDN, each, (Cont'd.)+

<u>Payment Options</u>	<u>Line Capacity Category</u>	<u>Per Month</u>
84 - 120 Months		
Exchange Access		\$12.50
Intercommunication Lines		\$9.50
Unrestricted/Restricted	I	\$20.00
Total+		
Exchange Access		12.50
Intercommunication Lines		\$119.00
Unrestricted/Restricted	II	\$25.00
Total+		
Exchange Access		\$12.50
Intercommunication Lines		\$6.00
Unrestricted/Restricted	III	\$18.50
Total+		

3. Optional Features Product/ service Charge

Additional Multi-Port Conference Bridge per 6 Port Bridge	\$15.00	\$28.00
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Nonrecurring Charge

Digital Facilities Termination, each	\$300.00	\$300.00
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+ The amount shown includes the applicable Interstate Centrex Line Cost Charge.

COMPETITIVE LOCAL EXCHANGE CARRIER

11. SERVICES PROVIDED TO FORMER CUSTOMERS OF SNiP Link, LLC, (Cont'd.)

11.6 CENTREX SERVICE, (Cont'd.)

11.6.6 CENTREX FLEXIBILITY 2000 SERVICE, (Cont'd.)

C. RATES, (Cont'd.)

3. Optional Features, (Cont'd.)

	<u>Product/ Service Charge</u>	<u>Per Month</u>
Multi-Path Call Forwarding, per path 6+ paths	\$15.00	\$5.00
Hot Line Service, per line	\$15.00	\$0.85
Identa Ring, per dependent number	\$15.00	\$4.50

COMPETITIVE LOCAL EXCHANGE CARRIER

11. SERVICES PROVIDED TO FORMER CUSTOMERS OF SNiP Link, LLC, (Cont'd.)

11.6 CENTREX SERVICE, (Cont'd.)

11.6.6 CENTREX FLEXIBILITY 2000 SERVICE, (Cont'd.)

C. RATES, (Cont'd.)

4. Product/Service Charges

Product/Service charges for Centrex Flexibility 2000 will be the same as those for Centrex Service as specified in this Tariff.

No Product/Service charge will apply for Centrex Flexibility 2000 optional features if installed initially with the Centrex Flexibility 2000 system. If installed subsequent to the installation of the Centrex Flexibility 2000 system, the appropriate Product/Service order charges as specified will apply.

No service charge will apply for Centrex Flexibility 2000 Billing Management Services for Split Billing if installed initially with the Centrex' Flexibility 2000 system. If a Split Billed account is installed subsequent to the installation of the Centrex Flexibility 2000 system, a one-time nonrecurring charge of \$100.00 applies.

The Feature Processing Service Charge, as described in Section 2 of this tariff, applies to Customer-requested changes, i.e., adding, dropping, changing, or rearranging features on existing Centrex Flexibility 2000 lines.

5. Participants in the Centrex Flexibility 2000 with Rewarding Connections plan will receive a usage discount. In addition, Centrex Flexibility 2000 Customers are eligible for the following recurring monthly discounts per line:

<u>Billed Revenue</u>	<u>Per Line Discount</u>
\$0.00 - \$100.00	\$0.00
\$100.01 - \$350.00	\$1.50
\$350.01 - \$500.00	\$2.00
\$500.01 - \$1000.00	\$2.50
\$1000.01	\$3.50

COMPETITIVE LOCAL EXCHANGE CARRIER

11. SERVICES PROVIDED TO FORMER CUSTOMERS OF SNIp Link, LLC, (Cont'd.)

11.6 CENTREX SERVICE, (Cont'd.)

11.6.7 DIGITAL CENTREX SERVICE

A. GENERAL

Customers who upgrade their service to Digital Centrex Service technology must pay the applicable nonrecurring charges for the installation of the upgraded service. Customers whose present central office is upgraded to a Digital Central Office will not be liable for nonrecurring charges for reinstallation of their Centrex service in connection with the Central Office upgrade.

Digital Centrex Service is comprised of the following enhanced features and feature groups and will be provided at the Customer's option where facilities and appropriate digital technology are available.

B. ENHANCED STATION SERVICE

1. Provisions

All rates and charges for Digital Centrex Service are in addition to the rates and charges for all other applicable features and services shown in other sections of this Informational Tariff.

Station line features may be selected individually or as a feature package on a per line basis. All rates for these features are in addition to the Centrex main station line rate.

Feature availability is dependent on the type of station equipment provided by the Customer. No credit is given on the package rate for features that are not applicable to the Customer's station equipment or are not selected by the Customer.

The package rate includes one of each feature. Should the Customer require additional appearances of some features, these features must be selected on an individual basis.

Electronic Business Sets and Business Sets with Display Capability (Business/Display Sets) require special hardware in the central office. This hardware (interconnect) provides both the voice signals and feature control signaling information simultaneously on a single pair of wires using two separate frequency bands. Business/Display Set Interconnect does not provide ISDN electronic set service.

COMPETITIVE LOCAL EXCHANGE CARRIER

11. SERVICES PROVIDED TO FORMER CUSTOMERS OF SNIp Link, LLC, (Cont'd.)

11.6 CENTREX SERVICE, (Cont'd.)

11.6.7 DIGITAL CENTREX SERVICE, (Cont'd.)

B. ENHANCED STATION SERVICE, (Cont'd.)

1. Provisions, (Cont'd.)

Customers with Business/Display sets must provide in writing the information required by the Telephone Company to perform the necessary software changes associated with user-defined keys.

2. Description of Service

Business Set Interconnect - allows a Customer-provided digital compatible electronic telephone set (not ISDN) to work with digital central office switching equipment. Software assignable keys and modular add-on units allow users to customize the set with the features that best suit their particular needs.

Display Set-Interconnect - Allows a Customer-provided digital compatible electronic telephone set with display unit (not ISDN) to operate with digital central office switching equipment. Software assignable keys and modular add-on units allow users to customize the set with the features that best suit their particular needs.

The following Display Features are included as part of the Display Set Interconnect, where compatible with Customer-provided equipment and when associated features have been selected.

Display Features

Blind Transfer Recall Identification

Call Park Recall Identification

Call Forward Display

Display Called Number

Display Calling Number

Feature Display

COMPETITIVE LOCAL EXCHANGE CARRIER

11. SERVICES PROVIDED TO FORMER CUSTOMERS OF SNiP Link, LLC, (Cont'd.)

11.6 CENTREX SERVICE, (Cont'd.)

11.6.7 DIGITAL CENTREX SERVICE, (Cont'd.)

B. ENHANCED STATION SERVICE, (Cont'd.)

3. Description of Display Features - (Available only on Business Sets with Display capability and are included with the Display Set Service)

Blind Transfer Recall Identification - An alphanumeric message providing the intra-Centrex user group calling party's directory number on the top line of the display and a Blind Transfer Recall message on the lower line of the display.

Associated feature: Blind Transfer Recall, which is a System feature.

Call Park Recall Identification - The user is alerted that a call is parked against his/her number by a flashing directory number key and the display of a recall message. If the Distinctive Ringing option is assigned to the Customer group, the call will have a distinctive ring. If the set uses a PRK/DCPK key, the key will also flash to indicate a recalled Call Park.

Associated features: Call Park or Directed Call Park, which are Station features, and Call Park Recall Identification, which is a System feature.

Call Forward Display - Displays both the intra-Centrex user group caller's telephone number and the number being called.

Display Called Number - On a business set equipped with the optional 32-character alphanumeric LCD, the Display Called Number feature provides the user with visual feedback concerning the called number during the origination, termination, programming and feature-activation operations. The upper line of the display reflects the condition of the call and the lower line of the two-line display displays the digits as they are dialed.

 COMPETITIVE LOCAL EXCHANGE CARRIER

11. SERVICES PROVIDED TO FORMER CUSTOMERS OF SNIp Link, LLC, (Cont'd.)

11.6 CENTREX SERVICE, (Cont'd.)

11.6.7 DIGITAL CENTREX SERVICE, (Cont'd.)

B. ENHANCED STATION SERVICE, (Cont'd.)

3. Description of Display Features, (Cont'd.)

Display Calling Number - When a incoming call is received, this feature provides the Business Set user with visual feedback concerning the calling number. Only intra-Centrex user group calls will be displayed.

Feature Display - For the user of a business set equipped with the 32-character display, provides a visual display of user entered data and intra-Centrex user group incoming call information during the use of other Centrex features.

4. Business/Display Set Features

Automatic Answerback
Automatic Dial Line
Automatic Line
Call Park
Call Waiting Ringback
Directed Call Park
Executive Busy Override with Exempt Option
Group Intercom
Intercom
Key Short Hunt
Last Number Redial
Last Number Redial – Set
Make Set Busy
Make Set Busy Except Group Intercom
Originating/Terminating Line Select
Query Busy Station
Station Message Waiting with Call Request Option

Basic Set Features

Call Park
Directed Call Park
Executive Busy Override
Last Number Redial
Station Message Waiting with Stutter Tone
Station Message Waiting with Associated Lamp
Call Waiting Ringback

COMPETITIVE LOCAL EXCHANGE CARRIER

11. SERVICES PROVIDED TO FORMER CUSTOMERS OF SNIp Link, LLC, (Cont'd.)

11.6 CENTREX SERVICE, (Cont'd.)

11.6.7 DIGITAL CENTREX SERVICE, (Cont'd.)

B. ENHANCED STATION SERVICE, (Cont'd.)

5. Description of Business Display Set Features

Automatic Answerback - (Available only on Business/Display Sets) - Allows incoming calls to the primary number of the set to be automatically answered after four seconds. Conversation takes place through a hands-free unit. When the calling party hangs up, the call is automatically disconnected.

Automatic Dial Line - (Available only on Business/Display Sets) - Allows a station user to call a frequently dialed number by pressing the assigned feature key. Although the feature is assigned to the key through the Service Order system, the user is permitted to change the assigned number stored against the feature key.

Automatic Line - Automatic connection between a calling station that goes off-hook and a predetermined location. The calling station does not receive dial tone. Also available as a feature key on a Business/Display set.

Call Park - Allows a Centrex station user to park calls against its own directory number. The parked calls can be retrieved from any station by dialing the feature access code for retrieval and the station line number against which the calls are parked.

Call Waiting Ringback - Intra-Centrex Only - Certain conditions such as another call already waiting or when the called station has activated Call Forwarding prevent a called party with the Call Waiting Terminating feature from getting a Call Waiting tone. The Call Waiting Ringback feature will allow the caller to hear a distinctive ringing if the called party is hearing the Call Waiting tone. This allows the caller to decide whether or not to wait for the called party to answer. Available only in CLASS equipped central offices.

Directed Call Park - Allows Business/Display Sets and other Centrex stations to park a call against any Centrex station directory number appearance. Stations may be required to enter a security code to retrieve the call if desired.

COMPETITIVE LOCAL EXCHANGE CARRIER

11. SERVICES PROVIDED TO FORMER CUSTOMERS OF SNIp Link, LLC, (Cont'd.)

11.6 CENTREX SERVICE, (Cont'd.)

11.6.7 DIGITAL CENTREX SERVICE, (Cont'd.)

B. ENHANCED STATION SERVICE, (Cont'd.)

5. Description of Business Display Set Features, (Cont'd.)

Executive Busy Override (EBO) - Specifies that the line can invoke an override when encountering a busy station. The station user gains access to a busy station by flashing the switchhook on a basic set and dialing a feature code or pressing the EBO button on the Business/Display set. A warning tone is emitted and a three-way call connection is established. The station invoking override can then hang up, allowing the prior conversation to continue. The station may also drop the third party from the connection, by flashing the switchhook or pressing the EBO button a second time.

Executive Busy Override shall be used only in the ordinary course of business for lawful business purposes by the Customer or persons authorized by the Customer. A person using Executive Busy Override shall upon being connected to a call immediately notify the other parties to the call that he has been connected to the call. If any other party to the call states that he objects to the person using Executive Busy Override being connected to the call, the person using Executive Busy Override shall immediately terminate his connection to the call.

The Customer shall notify its agents, servants and employees and other persons placing calls from stations on its Centrex System that Executive Busy Override has been installed and that calls may be accessed by another station.

The Customer and other persons using Executive Busy Override must comply with all Federal and State laws and regulations applicable to use of Executive Busy Override. The Customer shall indemnify, defend and hold harmless Telephone Company and its agents, servants and employees, against any and all claims, demands, liabilities, losses, judgments, fines, penalties and expenses, arising out of or resulting from the failure of the Customer, its agents, servants or employees, or other persons using Executive Busy Override, to comply with Federal and State laws and regulations applicable to use of Executive Busy Override.

COMPETITIVE LOCAL EXCHANGE CARRIER

11. SERVICES PROVIDED TO FORMER CUSTOMERS OF SNIp Link, LLC, (Cont'd.)

11.6 CENTREX SERVICE, (Cont'd.)

11.6.7 DIGITAL CENTREX SERVICE, (Cont'd.)

B. ENHANCED STATION SERVICE, (Cont'd.)

5. Description of Business Display Set Features, (Cont'd.)

Override Exempt (EBX) - An option of EBO that specifies that the line cannot have override activated against it.

Group Intercom - (Available only on Business/Display Sets) Enables a business set user to access a member of a predesignated subgroup by using abbreviated dialing. The call will terminate on the Group Intercom button on the dialed station. Groups may have a maximum of either 10 members, 100 members, or 1000 members. A business set may be a member of more than one group; however, each group must be represented by its own feature key. Group Intercom arrangements may be comprised of Basic sets and Business/Display sets. The Group Intercom rate applies only when this feature appears on Business/Display sets.

Intercom -- (Available only on Business/Display -Sets) - Allows a business set user to directly terminate on a predesignated telephone by depressing an access key.

If no directory numbers are active on the set, audible ringing is given. The called party may choose to answer by pressing the Intercom key or, after a two-second delay, an automatic connection is made. If any numbers are active, a tone is given in place of ringing, and no automatic connection is made.

Last Number Redial - Enables a subscriber to redial the last called number (up to 24 digits) by depressing a single key or by dialing an access code rather than the entire number.

COMPETITIVE LOCAL EXCHANGE CARRIER

11. SERVICES PROVIDED TO FORMER CUSTOMERS OF SNIp Link, LLC, (Cont'd.)

11.6 CENTREX SERVICE, (Cont'd.)

11.6.7 DIGITAL CENTREX SERVICE, (Cont'd.)

B. ENHANCED STATION SERVICE, (Cont'd.)

5. Description of Business Display Set Features, (Cont'd.)

Last Number Redial - Set - (Available only on Business/Display Sets) - Enables a Customer with multiple buttons to customize his set for use with Last Number Redial. Customers may elect to redial calls unanswered received on specific buttons or may elect to redial the last incoming unanswered call, regardless of the button which carried the call. A business set may choose to have this feature, instead of Last Number Redial, that redials the last called number from any directory number on the set.

Make Set Busy - Allows directory number appearances to be made busy to incoming calls. The made-busy set is still able to originate calls from any directory number appearance on the set or program features. Multiple Appearance Directory Number group members and Call Termination features, such as Call Waiting, Camp On and Busy Override, will not be made busy.

Make Set Busy Except Group Intercom - (Available only on Business/Display Sets) - Allows the business set user to continue to receive Group Intercom calls over the speaker when the Make Set Busy feature is activated. Without this feature, Group Intercom calls receive a busy tone or other designated treatment (such as Call Forwarding).

Originating/Terminating Line Select - (Available only on Business/Display Sets) - Allows line selection options for originating and terminating calls. No line selection requires the user to manually select the originating or terminating line.

COMPETITIVE LOCAL EXCHANGE CARRIER

11. SERVICES PROVIDED TO FORMER CUSTOMERS OF SNIp Link, LLC, (Cont'd.)

11.6 CENTREX SERVICE, (Cont'd.)

11.6.7 DIGITAL CENTREX SERVICE, (Cont'd.)

B. ENHANCED STATION SERVICE, (Cont'd.)

5. Description of Business Display Set Features, (Cont'd.)

Originating Line - User may choose Idle Line Select, which automatically connects the user to an idle line when the handset is lifted.

Terminating Line - User may choose Incoming Call Select which automatically connects the user to the line receiving an incoming call when the handset is lifted.

Query Busy Station - (Available only on Business/Display Sets) - Allows the busy/idle status of a set to be monitored, and the querying set alerted when that set becomes idle. The monitored set can be a business set or a basic set. Groups of up to 128 business sets can query the status of one designated station. Up to eight simultaneous requests may be made to monitor the same station. When the station becomes idle, the lamp associated with the Query Busy Station key will flash, and an optional buzz tone-may be provided.

Key Short Hunt - (Available only on Business/Display Sets) - Permits incoming calls to a station to hunt over the directory number appearances on that station in search of an idle appearance on which to terminate. The appearances may be either standard directory numbers or MADN'S, and can include all or a subset of the numbers.

Station Message-Waiting - Permits a Centrex station user to dial a code to retrieve messages from a message center. The message center may be either an Attendant Console or a designated Business Set that has the Attendant Message Waiting feature.

An illuminated lamp on a Customer-provided telephone set, a lamp associated with the Message Waiting key on a business set, or stutter dial tone is activated by the message center to indicate that there is a message for the station user.

The Station Message Waiting feature will also provide the Call Request optional feature at no additional charge.

COMPETITIVE LOCAL EXCHANGE CARRIER

11. SERVICES PROVIDED TO FORMER CUSTOMERS OF SNiP Link, LLC, (Cont'd.)

11.6 CENTREX SERVICE, (Cont'd.)

11.6.7 DIGITAL CENTREX SERVICE, (Cont'd.)

B. ENHANCED STATION SERVICE, (Cont'd.)

5. Description of Business Display Set Features, (Cont'd.)

Call Request - An option of Station Message Waiting that allows a station user to request a return call from another station. If a calling station (A) reaches an idle station (B) that doesn't answer, station A can activate the Call Request feature by flashing the switchhook and dialing the Call Request feature activation code. Station A will then hear a confirmation tone, indicating that the request is queued for station B. Station B receives a Call Request indication by means of the message waiting lamp or they hear a stutter dial tone when the handset is lifted. Station B dials the Call Request Retrieval feature code and Station A is then rung back.

 COMPETITIVE LOCAL EXCHANGE CARRIER

11. SERVICES PROVIDED TO FORMER CUSTOMERS OF SNIp Link, LLC, (Cont'd.)

11.6 CENTREX SERVICE, (Cont'd.)

11.6.7 DIGITAL CENTREX SERVICE, (Cont'd.)

B. ENHANCED STATION SERVICE, (Cont'd.)

6. Rates and Charges

Business/Display Set	Product/Service Charge	Monthly Rate
Business Set Interconnect, per Business Set(1)(2)	\$35.00	\$2.60
Display Set Interconnect per Display Set (1)(2) (Includes Display Features where available at no additional charge)	\$35.00	\$3.60
Business/Display Set Features, each:		
Automatic Answerback	\$15.00	\$0.26
Automatic Dial	\$15.00	\$0.26
Automatic Line	\$15.00	\$0.26
Call Park	\$15.00	\$0.26
Call Waiting Ringback (3)	\$15.00	\$0.26
Directed Call Park	\$15.00	\$0.26
Executive Busy Override with Exempt Option	\$15.00	\$0.26
Group Intercom	\$15.00	\$0.26
Intercom	\$15.00	\$0.26
Key Short Hunt	\$15.00	\$0.26
Last Number Redial	\$15.00	\$0.26
Last Number Redial/Set	\$15.00	\$0.26
Make Set Busy	\$15.00	\$0.26
Make Set Busy Except Group Intercom	\$15.00	\$0.26
Orig/Term Line Select	\$15.00	\$0.26
Query Busy Station	\$15.00	\$0.26
Station Message Waiting	\$15.00	\$1.30
Business/Display Set Feature Package:	\$75.00	\$2.30

NOTES:

- (1) The monthly charges for Business Set and Display Set Interconnect are discounted and available for prepayment for Customers with Provision I and II Pricing Options.
- (2) The Interconnect rate does not include Business/Display Sets.
- (3) Requires Distinctive Ringing and Call Waiting Terminating features.

 COMPETITIVE LOCAL EXCHANGE CARRIER

11. SERVICES PROVIDED TO FORMER CUSTOMERS OF SNIp Link, LLC, (Cont'd.)

11.6 CENTREX SERVICE, (Cont'd.)

11.6.7 DIGITAL CENTREX SERVICE, (Cont'd.)

B. ENHANCED STATION SERVICE, (Cont'd.)

6. Rates and Charges, (Cont'd.)

	<u>Product/Service Charge</u>	<u>Monthly Rate</u>
Additional Features:		
Business Set as a Message Waiting Center	\$28.00	\$15.40
Special Work charges:		
Adding Display service to existing Business Set service	\$20.00	
Changing from Business Set service to Centrex main station line service	\$30.00	
Changing the central office software associated with feature/station access keys (per key)	\$10.00	

COMPETITIVE LOCAL EXCHANGE CARRIER

11. SERVICES PROVIDED TO FORMER CUSTOMERS OF SNIp Link, LLC, (Cont'd.)

11.6 CENTREX SERVICE, (Cont'd.)

11.6.7 DIGITAL CENTREX SERVICE, (Cont'd.)

B. ENHANCED STATION SERVICE, (Cont'd.)

6. Rates and Charges, (Cont'd.)

	<u>Product/Service Charge</u>	<u>Monthly Rate</u>
Basic Set Features, each:		
Call Park	\$15.00	\$0.26
Directed Call Park	\$15.00	\$0.26
Executive Busy Override with Exempt Option	\$15.00	\$0.26
Last Number Redial	\$15.00	\$0.26
Station Message Waiting with Stutter Tone	\$15.00	\$1.30
Call Waiting Ringback(1)	\$15.00	\$0.26
Basic Set Feature Package:(2)	\$35.00	\$1.80
Additional Features:		
Automatic Line	\$15.00	\$0.26
Station Message Waiting with Associated Lamp(3)	\$15.00	\$2.55
Station Message Waiting with Associated Lamp (separate from above Feature Package)	\$15.00	\$3.75

NOTES:

- (1) Requires Distinctive Ringing and Call Waiting Terminating features.
- (2) The monthly amount for the Basic Set Feature Package is discounted and prepayment options are available for Customers with Provision I and II Pricing Options.
- (3) May only be used in place of Station Message Waiting with Stutter Tone as part of the Feature Package. Monthly rate applies in addition to Feature Package rate. Nonrecurring charge does not apply when ordering Feature Package at the same time on the same line.

COMPETITIVE LOCAL EXCHANGE CARRIER

11. SERVICES PROVIDED TO FORMER CUSTOMERS OF SNiP Link, LLC, (Cont'd.)

11.6 CENTREX SERVICE, (Cont'd.)

11.6.7 DIGITAL CENTREX SERVICE, (Cont'd.)

B. ENHANCED STATION SERVICE, (Cont'd.)

6. Rates and Charges, (Cont'd.)

Pricing Option Discount

Customers who choose or already have Provision I or Provision II Pricing Option contracts will get discounted monthly rates on the following features, based on the length of their Pricing Options.

<u>Discounted Feature</u>	<u>4-6 YEAR Contract</u>	<u>7-10 YEAR Contract</u>
Business Set Interconnect	\$2.45	\$2.30
Display Set Interconnect	3.45	\$3.30
Basic Set Feature Package	1.70	\$1.55

No additional termination liability applies, based on this discount, should the Customer disconnect service, and no additional contract must be signed.

Prepayment Option

A prepayment option at a discounted rate is available to Customers who have Provision I or Provision II Pricing Option contracts. Prepayment capability is available for the length or remainder of the contract period. Prepayment is available for component A only.

These features may be prepaid in groups of 20 or more features at a time. Where less than 20 are added, they must be added at monthly tariff rates shown elsewhere in this section. Customers may choose not to prepay all of these features on their system.

Should the Customer disconnect service before the end of the Customer's option period, the prepaid amount will not be refunded. No termination liability applies to these features.

When a Customer has prepaid Component A and selects a new payment plan prior to completion of the prepaid plan period, the Telephone Company will determine the adjustment to the charges applicable under the new payment plan.

COMPETITIVE LOCAL EXCHANGE CARRIER

11. SERVICES PROVIDED TO FORMER CUSTOMERS OF SNiP Link, LLC, (Cont'd.)

11.6 CENTREX SERVICE, (Cont'd.)

11.6.7 DIGITAL CENTREX SERVICE, (Cont'd.)

B. ENHANCED STATION SERVICE, (Cont'd.)

6. Rates and Charges, (Cont'd.)

Prepayment Option, (Cont'd.)

	<u>Remaining Monthly Amount</u>		
	<u>Prepayment Amount</u> (Component A)	<u>4-6 YEAR Contract</u> (Component B)	<u>7-10 YEAR Contract</u>
Basic Set Interconnect	\$1.50	\$0.95	\$0.80
Display Set Interconnect	\$2.00	\$1.45	\$1.30
Basic Set Feature Package	\$1.00	\$0.70	\$0.55

C. LINE APPEARANCES

1. General

Each Centrex station on the Customer's premises must have its own Centrex main station line, at rates shown elsewhere in this Informational tariff. On an Electronic Business/Display Set, this main station line is called the Prime Directory Number and it must be located on the first button of the set. The following additional line appearances are available.

Secondary-Centrex Line - Additional Centrex line with its own directory number appearing on the same business set with a Prime Directory Number. Secondary lines are not shared appearances; they do not appear on any other sets, nor do they appear more than once on the same set.

Multiple Appearance Directory Number (MADNI) - Groups of two or more Centrex line appearances that require a unique relationship, which is provided by utilizing the same telephone directory number for all appearances. These line appearances do not appear more than once on the same set.