

---

COMPETITIVE LOCAL EXCHANGE CARRIER

---

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

11.6 CENTREX SERVICE, (Cont'd.)

## 11.6.3 CENTREX OPTIONAL FEATURES, (Cont'd.)

## S. CENTREX CUSTOMER CHANCE FEATURE (CCCF), (Cont'd.)

## PROVISIONS (CSR and MACSTAR), (Cont'd.)

A log on identification code will be assigned by the Telephone Company. The Customer must establish their own password. These codes are used to identify authorized users. The Customer is solely responsible for the administration and security of their identification code and password.

The Telephone Company reserves the right to inhibit CCCF service in the event of a service affecting condition to the Central Office or affiliated operating support system.

This service is only furnished from Central Offices where equipment needed to provide this service is available.

CSR ONLY

CSR also requires that the Customer subscribes to two dial tone line type facilities (one for the CPE terminal and one for the Central Office dial-up data port). Appropriate tariff rates and charges apply for these services.

All lines of the Centrex system must be equipped for CCCF capability with the exception of the following types of lines for which CCCF cannot be provided:

- Lines associated with REAC®
- Lines in a multi-line hunt group
- Lines terminated on the attendant position
- Lines equipped with a special hardware configuration (e.g., ground start, make busy or stop hunt arrangements, registers, etc.)

®Registered Trademark of Verizon.

---

COMPETITIVE LOCAL EXCHANGE CARRIER

---

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

11.6 CENTREX SERVICE, (Cont'd.)

11.6.3 CENTREX OPTIONAL FEATURES, (Cont'd.)

S. CENTREX CUSTOMER CHANCE FEATURE (CCCF), (Cont'd.)

PROVISIONS (CSR and MACSTAR), (Cont'd.)

CSR ONLY, (Cont'd.)

During the time between the end of the Customer input command and the beginning of each line of output, an acknowledgement (nod) is provided to assure the Customer that the request is being processed. The Customer must advise the Telephone Company to provide either:

- 1) terminal printout (Processing) , 2) terminal space-backspace, or 3) an audible terminal arrangement. A Customer requested "nod" change can be accommodated on a charge basis per occasion.

The Customer has the option of requesting a greeting to confirm system access. Customer requested greeting changes can be accomplished on a charge basis per occasion.

CSR subscribers are not permitted to change CLASS<sup>SM</sup> on Centrex features.

MACSTAR ONLY

MACSTAR requires that the Customer subscribe to one dial tone line type facility for the dial up/dial back arrangement. Appropriate tariff rates and charges apply for this service.

MACSTAR subscribers are only permitted to change CLASS<sup>SM</sup> Feature Packages. Individually subscribed CLASS features may not be added, changed, dropped or rearranged via MACSTAR.

If the Company equipment and/or facilities can be adversely affected by allowing Customer control of line configuration or options, those specific configurations or options will not be Customer changeable. All changes to lines will be governed by switch capabilities.

<sup>SM</sup>Service Mark of Verizon.

COMPETITIVE LOCAL EXCHANGE CARRIER

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

11.6 CENTREX SERVICE, (Cont'd.)

11.6.3 CENTREX OPTIONAL FEATURES, (Cont'd.)

S. CENTREX CUSTOMER CHANCE FEATURE (CCCF), (Cont'd.)

PROVISIONS (CSR and MACSTAR), (Cont'd.)

TRAINING

Initial training of two Customer employees in the use of the feature is included at the time CCCF is placed in service. Training of additional employees or Customer requested training subsequent to the initial training session, will be on an occasion basis.

Subsequent Software Administration of CCCF by the Telephone Company at the Customer's request will be charged on an occasion basis.

RATES (1)

	<u>Product/Service Charge</u>	<u>Monthly Rate</u>
<u>CCCF-CSR (2)</u>		
Common Equipment, per system	\$3000.00	\$425.00
<u>CCCF-MACSTAR (2)</u>		
Common Equipment, per system (3)		
- 1 - 200 lines	\$900.00 (4)	\$107.00
- 201 - 500 lines	\$900.00 (4)	\$160.00
- 501 - 1500 lines	\$2200.00 (4)	\$224.00
- 1501 lines and above	\$2200.00 (4)	\$345.00
Subsequent Training/Software Administration, per occasion	\$470.00 (5)	
Customer Requested ID/Password Greeting and/or "Nod" Change	\$130.00	

Notes:

- (1) Full Product/Service Charges apply upon Customer requested conversion to/from CSR/MACSTAR where facilities in the Central Offices permit as determined by the Telephone Company.
- (2) Applies in addition to applicable Centrex Feature Processing Service Charge and Feature Change Charge per line as shown in this tariff.
- (3) Common Equipment line size refers to the total number of lines per Centrex system.
- (4) The Product/Service Charge applies when CCCF is initially installed. The charge does not apply as monthly rates change due to growth.
- (5) Each occasion not to exceed two half-day sessions or eight hours total.

---

COMPETITIVE LOCAL EXCHANGE CARRIER

---

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

11.6 CENTREX SERVICE, (Cont'd.)

11.6.3 CENTREX OPTIONAL FEATURES, (Cont'd.)

T. AUTOMATIC MESSAGE LINK (AML)

GENERAL DESCRIPTION

The Automatic Message Link (AML) feature enables Customer-provided Voice Store and Forward (VSF) and Simplified Message Desk (SMD) systems to automatically interact and connect with Centrex Service via a data-link.

Within the Centrex system, AML is identified as special multi-line hunt group(s) with a dedicated link(s). Multi-line hunt groups may share a data-link. The data-link terminates in a Customer-provided modem at the Customer's premises. This modem must conform to the Electrical Industries Association (EIA) standard RS232C interface requirements and must:

- operate in a half or full duplex, asynchronous mode,
- use even parity error detection and standard ASCII code.

When a Centrex system is equipped for AML and a call is placed to a Centrex line equipped with Call Forwarding - Don't Answer, Busy Line and/or Variable and is subsequently transferred to a Customer's messaging system or a call is directly placed to a messaging system, the data-link simultaneously transmits the following information:

- the called number,
- the type of Call Forwarding or direct call indication,
- the calling number, if within the Centrex system,
- the message system and message desk terminal numbers.

This information may then be used by the VSF system to activate a recorded announcement, allow the caller to leave a message simply by speaking, and place and store the message in the called party's "mailbox". This same information may be used by the live attendant on a SMD system to identify the called party, provide unique, source-related responses to the caller, and store the caller's message.

COMPETITIVE LOCAL EXCHANGE CARRIER

---

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

11.6 CENTREX SERVICE, (Cont'd.)

11.6.3 CENTREX OPTIONAL FEATURES, (Cont'd.)

T. AUTOMATIC MESSAGE LINK (AML), (Cont'd.)

GENERAL DESCRIPTION, (Cont'd.)

The Customer-provided messaging system may be directly accessed to input new instructions or to retrieve messages. AML provides a message waiting indicator which can be activated, if provided, by the messaging system.

Additional options available to the multi-line hunt group(s) of Centrex lines include but are not limited to Uniform Call Distribution, Queuing, Recorded Announcements, Make Busy, at rates specified in other Sections of this tariff.

PROVISIONS

The Customer has the responsibility for determining the quantity of Centrex lines in the multi-line hunt group(s) based on anticipated traffic and call handling capabilities of the Customer's messaging system. The Customer must contract for an adequate number of multi-line hunt group lines and related Customer-provided premises equipment to permit the use of service without injurious effect on general telephone service.

Premier Messaging Services Interface (PMSI) is available to Centrex Customers at rates and regulations as specified in this Company's Messaging Services Interface/Premier Messaging Services Interface tariff.

RATES

	<u>Product/Service Charge</u>	<u>Monthly Rate</u>
Common Equipment per data link (1)	\$3,000.00	\$265.00

NOTE:

- (1) In addition, Special Services Tariff rates apply for at least one 3002 channel (for each AML data link) to the Customer's modem from the central office and for the Centrex lines in the multi-line hunt group(s) accessing the Customer's messaging system. The number of 3002 channels required is dependent upon the Customer's configuration.

A Feature Processing Service Charge applies when adding or deleting the message waiting indicator.

---

COMPETITIVE LOCAL EXCHANGE CARRIER

---

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

11.6 CENTREX SERVICE, (Cont'd.)

11.6.3 CENTREX OPTIONAL FEATURES, (Cont'd.)

U. CENTREX CALL ARRANGEMENT

GENERAL

Centrex Call Management (CCM) is an optional feature arrangement which provides a detail record of originating calls, placed by Centrex stations, attendants and compatible Special Services users, over Foreign Exchange (FE) dial tone lines, WATS, compatible Special Services and/or the Message Telecommunications Service (MTS) toll network. Summary records are provided on local calls and directory assistance calls placed over Centrex main station lines.

CCM offers Customers three types of call detail:

Unrated Detail - The call detail is provided by originating station number and includes date, time of day, calling number, called number, call duration.

Rated Detail - In addition to the level of detail provided with the Unrated Detail, Rated Detail will provide an estimated charge for originating calls. The rating will be based on standard industry rating tables. Interexchange Carrier (IXC) identification and facility type utilized in completing the call is also provided.

Managerial Reports Package - Managerial Reports provide Customers with rated call detail in a report format. The standard reports package includes but is not limited to the following:

- Call Summary Reports
- Call Ranking Reports
- Call Detail Reports

LOCAL USAGE DETAIL, OPTIONAL/STAND-ALONE FEATURE

---

COMPETITIVE LOCAL EXCHANGE CARRIER

---

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

11.6 CENTREX SERVICE, (Cont'd.)

11.6.3 CENTREX OPTIONAL FEATURES, (Cont'd.)

U. CENTREX CALL ARRANGEMENT, (Cont'd.)

LOCAL USAGE DETAIL, OPTIONAL/STAND-ALONE FEATURE

Local Usage Detail (LUD) recording may be provided as an optional feature of CCM, MDR or as a stand-alone feature. LUD is an arrangement which provides a detail record of measured local, flat rated and metropolitan calls on a per station basis. The detail record includes the calling station number, the called station number, date, time of day, length of call, call band, time of day rate classification, and amount of rate.

When provided as a Stand-Alone Feature the record of Local Usage Detail on the Customer's telephone bill is provided in two formats, magnetic tape and telephone bill.

PROVISIONS

Provision of detail records is not intended or represented to be provision of billing details. No rating or other cost allocation function is furnished on a per message basis.

In order to identify the originating location of calls originated by compatible Private Line users, a station number must be assigned for the compatible Private Line Facility group. A maximum of 24 digits can be recorded on the compatible Private Line facility detail record.

When provided with CCM the record of Local Usage Detail is provided in magnetic tape form (based on standard Industry Tables) and/or on the paper reports basis. The magnetic tape form is available only to those Customers who already subscribe to CCM. The magnetic tape is in the tape density and format used by the Telephone Company Revenue Accounting Office furnishing the tape(s). If a Customer requests LUD details in magnetic tape form and/or paper reports message charges for each would apply.

---

COMPETITIVE LOCAL EXCHANGE CARRIER

---

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

11.6 CENTREX SERVICE, (Cont'd.)

11.6.3 CENTREX OPTIONAL FEATURES, (Cont'd.)

U. CENTREX CALL ARRANGEMENT, (Cont'd.)

PROVISIONS, (Cont'd.)

LUD is not available for FX lines. LUD charges are applicable in addition to usage charges.

This feature is not provided on residence-rated student or patient lines.

CCM Detail Records provided on mag tape or paper reports are available on a calendar month basis only, and are not available on a Customer billing month basis.

CCM is offered only where facilities permit. Local Usage Detail is available where facilities permit.

Call Detail Records are provided where carrier record information is compatible with Centrex Call Management formatting.

The Customer must designate the services (described above) and the group or groups of facilities on which CCM is to be provided and CCM detail will be provided on all such services and facilities. The Telephone Company will not be responsible for, or liable to, the Customer for errors in detail which result from improper service or facility designations by the Customer.

Customers must subscribe to this service for a minimum contract period of three (3) months. When a CCM system is disconnected within the contract period, termination charges apply. Termination charges will not apply for CCM systems moved to a location in the same or different central office. Termination charges will be determined based on the monthly rate in effect at the time the service is disconnected and will be due for the remainder of the contract period. These termination charges will be based on the monthly rate and not on the per message rates.

The Customer will be charged for the number of call records processed.

Customers who select multiple options will be charged for each of the options.

COMPETITIVE LOCAL EXCHANGE CARRIER

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

11.6 CENTREX SERVICE, (Cont'd.)

11.6.3 CENTREX OPTIONAL FEATURES, (Cont'd.)

U. CENTREX CALL ARRANGEMENT, (Cont'd.)

SERVICE ESTABLISHMENT CHARGES AND MONTHLY RATES

	<u>Non-Recurring Charge</u>	<u>Monthly Rate</u>
Service Establishment Charge, per Centrex system		
2-200 line Customers	\$300.00	-
201 and over	\$500.00	-
Monthly Mag Tape, Unrated	-	\$52.00
Rated	-	\$52.00
Monthly Paper, Managerial Reports Package	\$46.00	
Weekly Mag Tape, Unrated	\$133.00	
Per Message,		
Unrated - 1 to 100,000 messages	-	\$0.01
over 100,000 messages	-	\$0.0050
Rated - 1 to 100,000 messages	-	\$0.015
over 100,000 messages	-	\$0.0075
Managerial Reports Packages -		
1 to 100,000 messages	-	\$0.02
over 100,000 messages	-	\$0.0075

COMPETITIVE LOCAL EXCHANGE CARRIER

---

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

11.6 CENTREX SERVICE, (Cont'd.)

11.6.3 CENTREX OPTIONAL FEATURES, (Cont'd.)

U. CENTREX CALL ARRANGEMENT, (Cont'd.)

PRODUCT/SERVICE CHARGES AND MONTHLY RATES

	<u>Product/Service Charge</u>	<u>Monthly Rate</u>
Local Usage Detail (LUD) with MDR or CCM		
- Initial establishment of LUD		
First station line equipped for LUD	\$100.00	-
Additional station line equipped for LUD, each	\$7.00	-
- Adding LUD to additional station lines after the service has been established		
First station line equipped for LUD	\$100.00	-
Additional station line equipped for LUD	\$7.00	-
Stand Alone LUD (1)		
- Stand alone LUD per message on the telephone bill, each	\$0.02	

NOTE:

(1) In addition to the per message charge, the LUD initial establishment charge is applicable.

COMPETITIVE LOCAL EXCHANGE CARRIER

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

11.6 CENTREX SERVICE, (Cont'd.)

11.6.3 CENTREX OPTIONAL FEATURES, (Cont'd.)

U. CENTREX CALL ARRANGEMENT, (Cont'd.)

NON-RECURRING CHARGES

Subsequent Additions and Changes

Subsequent to the initial CCM installation, this non-recurring charge applies when CCM is added to one or more of the Customer's facility groups and/or to change any options (i. e. , unrated to rated reports, etc.)

	Non-Recurring Charges
2-200 Lines	\$75.00
201-and over	\$125.00

V. CENTREX AUTOMATIC CALL DISTRIBUTION (ACD)

1. Centrex Automatic Call Distribution Service is a Centrex optional feature which provides equitable distribution of large volumes of incoming calls to available call answering positions of the Customer (agent positions served by the system. The switching function and distribution of calls is performed in a Telephone Company central office. The Standard Features described in this tariff are included with this service.

Centrex ACD Service can also provide an optional data stream of call events to a compatible Customer provided computer. The Customer can use the computer to prepare management information reports. This feature also enables the Customer to reassign agents to different ACD splits (groups) within the same Centrex ACD system and to modify their ACD system parameters (i.e. Number of calls in queue) using various Customer changeable programmed instructions to the Centrex ACD system.

A Centrex ACD system consists of agent and supervisor positions that share common central office equipment and a common ACD central office identification.

---

COMPETTITIVE LOCAL EXCHANGE CARRIER

---

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

11.6 CENTREX SERVICE, (Cont'd.)

11.6.3 CENTREX OPTIONAL FEATURES, (Cont'd.)

V. CENTREX AUTOMATIC CALL DISTRIBUTION (ACD), (Cont'd.)

2. FEATURES

Standard Features

Abandoned Call Clearing  
ACD Directory Number  
Agent Key  
Agent Log In/Log Out  
Answer Agent  
Answer Emergency  
Automatic Overflow  
Call Delay Announcement  
Call Source Identification  
Call Supervisor  
Call Transfer/Three Way Calling to ACD  
Called Number Display  
Display Queue Status  
Emergency Alert  
Incoming Call Queue  
Make Set Busy  
Multi-Stage Queue Status Display  
Night Service  
Night Service Control  
Not Ready  
Position Status Display  
Queue Slots (up to 30% of ACD positions)  
Queue Status  
Service Supervising  
Zip Tone

Optional Features

Additional Secondary Directory Numbers  
CompuCALL Data Stream  
Management Information Data Stream  
Queue Slots (in excess of 30% of ACD positions)

---

COMPETITIVE LOCAL EXCHANGE CARRIER

---

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

11.6 CENTREX SERVICE, (Cont'd.)

11.6.3 CENTREX OPTIONAL FEATURES, (Cont'd.)

V. CENTREX AUTOMATIC CALL DISTRIBUTION (ACD), (Cont'd.)

3. FEATURE DEFINITIONS

Abandoned Call Clearing - provides for the removal of a call when a caller abandons either while in an agent queue or after the call is presented to an agent position.

ACD Directory Numbers - provides unique directory numbers used to receive incoming ACD calls.

Agent Key - provides the supervisor with the capability to call a specific agent.

Agent Log In/Log Out - allows the end user to assign a digital code to each individual member of an ACD group that would be used as an identification code.

Answer Agent - permits the supervisor to answer calls from agents.

Answer Emergency - supplies an emergency indication to a supervisor and optionally an automatic conference when an agent activates an emergency key.

Automatic Overflow - allows the Customer to specify both the maximum number of calls that can be queued and a maximum anticipated waiting time before newly arriving calls will be sent to a Customer specified route instead of being placed in queue.

Call Delay Announcement - provides announcements to callers such as the status of a call (in queue, all positions busy, etc.) when the delay exceeds a Customer specified threshold. This feature may not be used by the Customer to store, playback, and/or forward messages relating to the Customer's internal business.

---

COMPETITIVE LOCAL EXCHANGE CARRIER

---

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

11.6. CENTREX SERVICE, (Cont'd.)

11.6.3 CENTREX OPTIONAL FEATURES, (Cont'd.)

V. CENTREX AUTOMATIC CALL DISTRIBUTION (ACD), (Cont'd.)

3. FEATURE DEFINITIONS, (Cont'd.)

Call Source Identification - provides for the display of the origin identification of the incoming call at the agent's position.

Call Supervisor - allows the agent to contact the supervisor quickly by depressing a single button.

Call Transfer/Three Way Calling to ACD - allows the agent to transfer calls to another ACD agent. Agents equipped with this feature can also establish calls involving three or more parties.

Called Number Display - Provides a display of the directory number dialed to agents using sets with display.

CompuCALL Data Stream - The CompuCALL Data Stream feature provides raw call processing and telephone network data to a Customer-provided host computer system in a format determined by the Telephone Company. Also, the CompuCALL Data Stream feature provides Customer-initiated call processing capability enabling Customers to re-direct or transfer incoming calls, and make outbound calls.

Display Queue Status - allows a supervisor using a set with display to view the current load status statistics for an ACD split (group).

Emergency Alert - allows the agent to immediately conference a supervisor by depressing a single button. The supervisor will also receive an indication that the agent has an emergency.

Incoming Call Queue - allows incoming calls to be placed in a queue when all agents are busy.

---

COMPETITIVE LOCAL EXCHANGE CARRIER

---

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

11.6 CENTREX SERVICE, (Cont'd.)

11.6.3 CENTREX OPTIONAL FEATURES, (Cont'd.)

V. CENTREX AUTOMATIC CALL DISTRIBUTION (ACD), (Cont'd.)

3. FEATURE DEFINITIONS, (Cont'd.)

Make Set busy - allows agents to make their positions not available to receive a new ACD or non ACD call.

Management Information Data Stream - provides raw call processing data to a Customer provided management information system in a format determined by the Telephone Company. Provides Customer change (reconfiguration) capability enabling Customers to reconfigure their system parameters to handle incoming traffic loads.

Multi Stage Queue Status Display - allows ACD agents and supervisors to quickly and easily determine the length of time calls are held in queue before being answered.

Night Service - allows the Customer to route all new incoming calls to a Customer specified destination (a night announcement, another ACD group, an external directory number, etc.). Night Announcements inform callers that the call cannot be completed and to call back at a later time. Night Announcements may not be used by the Customer to store, play back, and/or forward messages relating to a Customer's internal business.

Night Service Control - provides the ability to activate Night Service for one or more agent splits (groups) within the same Customer system.

Not Ready - allows agents to make their positions not available to receive new ACD calls. This allows agents to follow up on transactions without being interrupted by the next call.

Position Status Display - provides basic management information and status of agent positions to administrative personnel.

Queue Slots - a central office facility whereby incoming calls are held waiting the availability of an ACD position.

---

COMPETITIVE LOCAL EXCHANGE CARRIER

---

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

11.6 CENTREX SERVICE, (Cont'd.)

11.6.3 CENTREX OPTIONAL FEATURES, (Cont'd.)

V. CENTREX AUTOMATIC CALL DISTRIBUTION (ACD), (Cont'd.)

3. FEATURE DEFINITIONS, (Cont'd.)

Queue Status - audits incoming call queues to detect overflow. A Customer indicator remains on until the audit determines that the calls for that agent group have resumed normal queuing.

Service Supervising - allows the supervisor to establish a listen only path to an agent and incoming/outgoing call. Service Supervising shall be used by the Customer only in the ordinary course of its business for lawful business purposes to listen to non-personal business calls. The Customer shall notify its agents that Service Supervising has been installed and that calls may be listened to by supervisory employees of the Customer.

Customer must comply with all Federal and State laws and regulations applicable to use of the Service Supervising feature. 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 Customer or its agents, servants or employees to comply with Federal and State laws and regulations applicable to use of the Service Supervising feature.

Zip Tone - provides a short burst of tone sound to alert the agent that an incoming call will be immediately connected.

---

COMPETITIVE LOCAL EXCHANGE CARRIER

---

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

11.6 CENTREX SERVICE, (Cont'd.)

11.6.3 CENTREX OPTIONAL FEATURES, (Cont'd.)

V. CENTREX AUTOMATIC CALL DISTRIBUTION (ACD), (Cont'd.)

4. PROVISIONS

- a. Centrex ACD is an optional feature of Centrex. Customers must provide compatible premises equipment.
- b. Centrex ACD is available under various payment plan options. Multiple payment plans per Customer are permitted.
- c. Payment plans are available on a month to month basis or for periods of 12 to 36, or 37 to 60 months in either high up-front/low monthly or low up-front/high monthly options.
- d. The month to month minimum period is one month.
- e. A Customer must subscribe to and maintain a minimum of ten ACD service positions per Centrex ACD system.
- f. The price of Centrex ACD is varied based on the number of ACD service positions. Prices are determined on a sliding scale. Prices for Customers apply to all ACD service positions (agents, supervisors or other positions associated with the ACD system) as the quantity of ACD positions pass defined price discount levels.
- g. Customers receive 30% queuing based on the total number of ACD service positions. Additional queuing will be available at rates and charges specified in this tariff.
- h. Optional Centrex ACD features are only available on a month to month basis.

---

COMPETITIVE LOCAL EXCHANGE CARRIER

---

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

11.6 CENTREX SERVICE, (Cont'd.)

11.6.3 CENTREX OPTIONAL FEATURES, (Cont'd.)

V. CENTREX AUTOMATIC CALL DISTRIBUTION (ACD), (Cont'd.)

4. PROVISIONS, (Cont'd.)

- i. If Centrex ACD Customers under an existing payment plan contract move or upgrade their service and retain the same or greater number of Centrex ACD service positions, Centrex ACD termination liability will not apply as long as the Customer signs and fulfills the terms of the new payment plan contract of the same or greater duration. However, the Customer must still pay the non-recurring charges applicable to the installation of the service. Centrex ACD termination liability charges will apply to Customers who terminate or disconnect service before expiration of an existing payment plan contract or who cancel a payment plan contract before expiration of its term.

Centrex ACD termination charges will be determined as follows: Average number of ACD service positions (based on a review of actual ACD service positions in service on the second workday in February of each year) multiplied by the applicable payment plan contract multiplied by 80% multiplied by the remaining months of the payment plan contract.

- j. Minimum Line Requirement applies to ACD Customers. In each month of the contract, the Customer must pay for no less than 85% of the largest number of ACD positions in service during the contract.
- k. Suspension of Centrex ACD service is not permitted. If service is disconnected for nonpayment, termination liability charges as described in this tariff apply.

---

COMPETITIVE LOCAL EXCHANGE CARRIER

---

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

11.6 CENTREX SERVICE, (Cont'd.)

11.6.3 CENTREX OPTIONAL FEATURES, (Cont'd.)

V. CENTREX AUTOMATIC CALL DISTRIBUTION (ACD), (Cont'd.)

4. PROVISIONS, (Cont'd.)

Centrex ACD termination charges will be determined as follows: ,  
(Cont'd.)

1. Centrex ACD Termination Liability charges do not apply for: 1) a change in the length of the payment plan, provided the Customer selects a new service period equal to or longer than the former service period and for the same or greater number of Centrex ACD service positions, or 2) for moves within the same central office serving area.
- m. Centrex Main Station Line Termination Liability applies for Centrex Main Station Lines as stated in the appropriate sections of the Centrex tariff.
- n. Upon expiration of the payment plan contract period, Customers may continue their service with either a month to month or 12-36 month payment plan at the prevailing monthly rate at that time. Customers choosing a 12-36 month extension must pay a one-time service continuation charge identified in this tariff.
- o. Nonrecurring- charges apply when converting from a month to month to a 12-36 or 37-60 month payment plan.
- p. The following call status announcements are provided with basic Centrex ACD service and are up to 15 seconds in length per announcement:
  - 1 Initial Call Delay Announcement per Customer ACD system,
  - 1 secondary Call Delay Announcement per Customer ACD system,
  - 1 Night Service Announcement per Customer ACD system.

---

COMPETITIVE LOCAL EXCHANGE CARRIER

---

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

11.6 CENTREX SERVICE, (Cont'd.)

11.6.3 CENTREX OPTIONAL FEATURES, (Cont'd.)

V. CENTREX AUTOMATIC CALL DISTRIBUTION (ACD), (Cont'd.)

4. PROVISIONS, (Cont'd.)

- q. Cancellation of a payment plan contract is effective upon receipt by the Telephone Company of written notification from the Customer 30 days prior to cancellation, termination or disconnection. The Customer agrees to pay the premature termination liability charges as specified in this tariff as if service had been disconnected or terminated on the date such notification was received.
- r. Centrex ACD service requires special Central Office Equipment and will only be provided where facilities permit.
- s. Applicable tariff rates will apply for all listed directory numbers associated with this service.

5. RATES AND CHARGES

Centrex ACD is available under three different payment plans. The Customer may subscribe to ACD agent positions on a month to month basis, under a 'High Up-Front/Low Monthly payment plan contract or a "Low Up-Front/High Monthly" payment plan contract.

Service agreements may be for 12 to 60 months with an option for continuation at the end of the service agreement period.

COMPETITIVE LOCAL EXCHANGE CARRIER

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

11.6 CENTREX SERVICE, (Cont'd.)

11.6.3 CENTREX OPTIONAL FEATURES, (Cont'd.)

V. CENTREX AUTOMATIC CALL DISTRIBUTION (ACD), (Cont'd.)

5. RATES AND CHARGES, (Cont'd.)

Applicable rates are:

a. Payment Plans

(i) MONTH TO MONTH

	<u>Monthly Rate</u>	<u>Product/Service Charge</u>
ACD Service per agent position	\$50.00	\$150.00

(ii) HIGH UP-FRONT/LOW MONTHLY OPTION

<u>Months</u>	ACD Service per agent position		<u>Product/ Service Charge</u>
	<u>Monthly Rate (1)</u>		
	<u>12-32</u>	<u>37-60</u>	
Up to 100 positions	\$10.00	\$8.50	\$600.00
up to 199 positions	\$9.75	\$8.35	\$600.00
up to 299 positions	\$9.50	\$8.15	\$600.00
up to 399 positions	\$9.25	\$8.00	\$600.00
400 to 800 positions	\$9.00	\$7.75	\$600.00

NOTE:

(1) The rate for the largest number of ACD agent positions in service per ACD system applies to all agent positions in the Customer's ACD system.

COMPETITIVE LOCAL EXCHANGE CARRIER

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

11.6 CENTREX SERVICE, (Cont'd.)

11.6.3 CENTREX OPTIONAL FEATURES, (Cont'd.)

V. CENTREX AUTOMATIC CALL DISTRIBUTION (ACD), (Cont'd.)

5. RATES AND CHARGES, (Cont'd.)

a. Payment Plans, (Cont'd.)

(iii) LOW UP-FRONT/HIGH MONTHLY OPTION

<u>Months</u>	<u>ACD Service per ACD position</u>		<u>Product/ Service Charge</u>
	<u>12-32</u>	<u>37-60</u>	
Up to 100 positions	\$27.00	\$26.00	\$50.00
up to 199 positions	\$26.00	\$25.00	\$50.00
up to 299 positions	\$25.00	\$24.00	\$50.00
up to 399 positions	\$24.00	\$23.00	\$50.00
More than 399 positions	\$23.00	\$22.00	\$50.00

b. CENTREX ACD OPTIONAL FEATURES

	<u>Monthly Rate</u>	<u>Product/Service Charge</u>
Management Information System, CompuCall Raw Data, per ACD Link (2)	\$100.00	\$200.00

NOTES:

- (1) The rate for the largest number of ACD positions in service per ACD system applies to all ACD positions in the Customer's ACD system.
- (2) A suitable 9600 baud, full duplex channel as determined by the Telephone Company is required for this service. Rates can be found in the appropriate section of the tariff.

COMPETITIVE LOCAL EXCHANGE CARRIER

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

11.6 CENTREX SERVICE, (Cont'd.)

11.6.3 CENTREX OPTIONAL FEATURES, (Cont'd.)

V. CENTREX AUTOMATIC CALL DISTRIBUTION (ACD), (Cont'd.)

5. RATES AND CHARGES, (Cont'd.)

b. CENTREX ACD OPTIONAL FEATURES, (Cont'd.)

	<u>Monthly Rate</u>	<u>Product/Service Charge</u>
Queue Slots (in excess of 30% of ACD positions), per slot	\$3.00	\$15.00
Additional Secondary Directory Numbers, per Number (1)	\$3.00	\$25.00

c. Service Continuation

Upon expiration of an existing Centrex ACD payment plan contract, the Customer may add another 12-36 month term. The following one-time charges will apply.

	<u>Product/Service Charge</u>
Extend an existing payment plan for an additional 12-36 months Per System	\$100.00

d. A Feature Processing Service charge as shown in this tariff will apply if the Customer requests the Telephone Company to rearrange or change ACD service positions within the same Centrex ACD system.

NOTE:

(1) Not required for Secondary Members of a Multiple Appearance Directory Number (MADN) Group.

COMPETITIVE LOCAL EXCHANGE CARRIER

---

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

11.6 CENTREX SERVICE, (Cont'd.)

11.6.3 CENTREX OPTIONAL FEATURES, (Cont'd.)

W. LAST NUMBER REDIAL

The Last Number Redial feature enables subscribers to redial their last called number (up to 24 digits), by depressing a single key or by dialing an access code rather than the entire number.

The following rates will apply:

	Product/Service <u>Charge</u>	Monthly <u>Rate</u>
Last Number Redial, per line equipped	\$15.00	\$0.26

X. DIAL DICTATION ACCESS

Permits access to and control of Customer-owned dictation equipment. The Customer accesses a dictation machine by dialing an access code assigned by the Telephone Company. After the dictation machine is accessed, the Customer controls the machine by dialing control digits.

The following rates will apply:

	Product/Service <u>Charge</u>	Monthly <u>Rate</u>
Centrex Dial Dictation Interface Circuit, each*	\$30.00	\$22.55

\* In addition a voice grade channel and, when the make busy option is requested, a metallic channel is required.

COMPETITIVE LOCAL EXCHANGE CARRIER

---

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

11.6 CENTREX SERVICE, (Cont'd.)

11.6.3 CENTREX OPTIONAL FEATURES, (Cont'd.)

Y. CALL FORWARDING-BUSY LINE-OUTSIDE(1)

A fixed arrangement which routes incoming calls to another specified line if the intended line is in use. With this arrangement, more than one station line can forward to a common station line. Call Forwarding-Busy Line-Outside is available only where facilities permit.

The following rates will apply:

	<u>Monthly Rate</u>	<u>Product/Service Charge</u>
Call Forwarding-Busy Line-Outside, per line		\$ .06
Call Forwarding-Busy Line-Outside, per system (2)		
Up to 20 station lines		\$0.72
21 to 50 station lines		\$1.60
51 to 100 station lines		\$3.65
101 to 500 station lines		\$25.60
More than 500 station lines		\$66.60

NOTES:

(1) The Feature Processing Charge applies for each service order required.

(2) Per System charges are based on the total number of lines in the system, not the number of lines equipped with the feature.

COMPETITIVE LOCAL EXCHANGE CARRIER

---

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

11.6 CENTREX SERVICE, (Cont'd.)

11.6.3 CENTREX OPTIONAL FEATURES, (Cont'd.)

Z. CALL FORWARDING-BUSY LINE AND DON'T ANSWER-OUTSIDE (1)

A fixed arrangement which routes incoming calls to another specified line. Lines arranged for both Call Forwarding-Busy Line-Outside and Call Forwarding Don't Answer-Outside must forward to the same designated line for both types of call forwarding. Call Forwarding-Busy Line and Don't Answer-Outside is available where facilities permit.

The following rates will apply:

	<u>Product/Service Charge</u>	<u>Monthly Rate</u>
Call Forwarding-Busy Line and Don't Answer-Outside, per line		\$0.06
Call Forwarding-Busy Line and Don't Answer-Outside, per system (2)		
Up to 20 station lines		\$0.72
21 to 50 station lines		\$1.60
51 to 100 station lines		\$3.65
101 to 500 station lines		\$25.60
More than 500 station lines		\$66.60

NOTES:

- (1) The Feature Processing Charge applies for each service order required.
- (2) Per System charges are based on the total number of lines in the system, not the number of lines equipped with the feature.

COMPETITIVE LOCAL EXCHANGE CARRIER

---

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

11.6 CENTREX SERVICE, (Cont'd.)

11.6.3 CENTREX OPTIONAL FEATURES, (Cont'd.)

AA. CALL FORWARDING-DON'T ANSWER-OUTSIDE (1)

A fixed arrangement which routes incoming calls to another specified line if the intended line is unanswered, after approximately three ringing cycles. This feature is not provided on lines of a UCD group with queuing. Call Forwarding-

Don't Answer-Outside is available only where facilities permit.

The following rates will apply:

	<u>Monthly Rate</u>	<u>Product/Service Charge</u>
Call Forwarding-Don't Answer-Outside, per line		\$0.06
Call Forwarding-Don't Answer-Outside, per system (2)		
Up to 20 station lines		\$0.72
21 to 50 station lines		\$1.60
51 to 100 station lines		\$3.65
101 to 500 station lines		\$25.60
More than 500 station lines		\$66.60

NOTES:

- (1) The Feature Processing Charge applies for each service order required.
- (2) Per System charges are based on the total number of lines in the system, not the number of lines equipped with the feature

COMPETITIVE LOCAL EXCHANGE CARRIER

---

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

11.6 CENTREX SERVICE, (Cont'd.)

11.6.3 CENTREX OPTIONAL FEATURES, (Cont'd.)

AB. CALL TRANSFER-INDIVIDUAL ALL CALLS-OUTSIDE (1)

A station user may transfer any call to another station line of the system, the attendant or a station line outside the system by operating the switch-hook and dialing the intended line. On obsolete systems where All Calls is not provided, only DID calls can be transferred. Call-Transfer-Individual-All Calls is available, per line, where facilities permit.

The following rates will apply:

	<u>Monthly Rate</u>	<u>Product/Service Charge</u>
Call Transfer-Individual- All Calls-Outside, per line		\$0.06
Call Transfer-Individual- All Calls-Outside, per system (2)		
Up to 20 station lines		\$0.72
21 to 50 station lines		\$1.60
51 to 100 station lines		\$3.65
101 to 500 station lines		\$25.60
More than 500 station lines		\$66.60

AC. SWITCHED REDIRECT SERVICE

This service is available to Centrex Customers as an optional feature. See the tariff, for regulations and rates.

NOTES:

- (1) The Feature Processing Charge applies for each service order required.
- (2) Per System charges are based on the total number of lines in the system, not the number of lines equipped with the feature.

COMPETITIVE LOCAL EXCHANGE CARRIER

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

11.6 CENTREX SERVICE, (Cont'd.)

11.6.3 CENTREX OPTIONAL FEATURES, (Cont'd.)

AD. ROUTING CONTROL

1. Description

Routing Control

Routing Control directs Centrex-originated calls made to destinations outside the Centrex System to alternative private or public facilities to provide efficiencies in traffic handling. Up to three alternative routes, Primary Route, Alternate Route and Second Alternate Route, may be specified by the Customer.

Time-of-Day Routing

Time-of-Day Routing permits the preprogrammed selection of the Primary Route, Alternate Route and Second Alternate Route to vary based on the time of day or day of week.

Example of a Routing Control Matrix

Destination	Time	Day	Default	Primary Route	Alternate Route	2nd Alt. Route
466	1	A	Block	1234	5678	2345
703974	2	B		3456	7890	9876
900			Block			
	TIME			DAY		
	1 08:00-17:00			A M-F		
	2 09:00-12:00			B TU		

---

COMPETITIVE LOCAL EXCHANGE CARRIER

---

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

11.6 CENTREX SERVICE, (Cont'd.)

11.6.3 CENTREX OPTIONAL FEATURES, (Cont'd.)

AD. ROUTING CONTROL, (Cont'd.)

2. Provisions

Routing Control

Routing Control is available on outgoing calls only.

The traffic routing choices are provided by and the responsibility of the Customer.

Up to three alternative routes can be specified for a call; the Primary Route, Alternate Route and Second Alternate Route.

Time-of-day and day-of-week variances in the Routing Control are provided by and are the responsibility of the Customer.

---

 COMPETITIVE LOCAL EXCHANGE CARRIER
 

---

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

11.6 CENTREX SERVICE, (Cont'd.)

## 11.6.3 CENTREX OPTIONAL FEATURES, (Cont'd.)

## AD. ROUTING CONTROL, (Cont'd.)

3. Rates	Product Service <u>Charge</u>	Monthly <u>Rate</u>
1 to 49 Centrex Lines		
month to month	\$500.00	\$29.70
12-36 months	\$500.00	\$28.70
37-60 months	\$500.00	\$27.70
61-96 months	\$500.00	\$26.60
97-120 months	\$500.00	\$25.60
50 to 199 Centrex Lines		
month to month	\$500.00	\$97.40
12-36 months	\$500.00	\$92.30
37-60 months	\$500.00	\$87.10
61-96 months	\$500.00	\$82.00
97-120 months	\$500.00	\$76.90
200 to 399 Centrex Lines		
month to month	\$500.00	\$195.00
12-36 months	\$500.00	\$185.00
37-60 months	\$500.00	\$174.00
61-96 months	\$500.00	\$164.00
97-120 months	\$500.00	\$154.00
400 or more Centrex Lines		
month to month	\$500.00	\$410.00
12-36 months	\$500.00	\$385.00
37-60 months	\$500.00	\$359.00
61-96 months	\$500.00	\$333.00
97-120 months	\$500.00	\$308.00
Time-of-Day Routing	\$30.00	-
Additions, Changes and Deletions to Routing Control per Route	\$30.00	-

COMPETITIVE LOCAL EXCHANGE CARRIER

---

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

11.6 CENTREX SERVICE, (Cont'd.)

11.6.3 CENTREX OPTIONAL FEATURES, (Cont'd.)

AE. GROUND START CENTREX SERVICE

1. Description

Ground Start-Provisioned Centrex Service is a method of signaling on Customer lines in which one side of the two-wire line (typically the "Ring" conductor of the Tip and Ring) is momentarily grounded to obtain dial tone.

2. Provisions

Centrex lines with ground start provisioning will be provided in accordance with the parameters stated in this tariff.

The Telephone Company assumes no liability for the limitations of CPE equipment-feature signaling due to the operating and transmission factors for ground start provisioning.

Ground start provisioning is offered where facilities permit.

All other applicable regulations for Centrex Service, as specified in this tariff.

3. Rates

The following rates apply for Ground Start-Provisioned Centrex Service:

	<u>Product/Service</u> <u>Charge</u>	<u>Monthly</u> <u>Rate</u>
Ground Start Provisioning, each Centrex line		\$5.00

For the associated Feature Processing Service Charge, see of this tariff.

---

 COMPETITIVE LOCAL EXCHANGE CARRIER
 

---

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

11.6 CENTREX SERVICE, (Cont'd.)

## 11.6.3 CENTREX OPTIONAL FEATURES, (Cont'd.)

## AF. CENTREX SPLIT BILLING

## 1. Description

Centrex Split Billing is an optional service which permits existing Centrex Customers to split their monthly Centrex bill into multiple bills for their existing Centrex lines. New Centrex Customers or existing Centrex Customers adding additional lines, which are to be billed separately, are not covered by this Supplement.

## 2. Rates

In addition to the applicable Rates and Charges in the tariff, the following rate applies for Centrex Split Billing:

	<u>Product/ Service Charge</u>
Centrex Split Billing, each separate bill rendered	\$100.00

---

COMPETITIVE LOCAL EXCHANGE CARRIER

---

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

11.6 CENTREX SERVICE, (Cont'd.)

11.6.3 CENTREX OPTIONAL FEATURES, (Cont'd.)

AG. CENTREX CUSTOMER EDUCATION SERVICES

1. Description

Centrex Customer Education Services is a service available to any Centrex Customer on the use of their Centrex service at their premises.

2. Rate Schedule

	Product/Service Charge <sup>(1)</sup>
Centrex Customer Education Services	ICB

Note (1): Rates to be established on a case-by-case basis to meet specified Customer requirements.

---

COMPETITIVE LOCAL EXCHANGE CARRIER

---

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

11.6 CENTREX SERVICE, (Cont'd.)

11.6.3 CENTREX OPTIONAL FEATURES, (Cont'd.)

AH. CENTREX ULTRA FORWARD<sup>(1)</sup>

1. Description

Ultra Forward allows Customers to activate, deactivate, or change his or her call forwarding service from a remote location. This service is available only where facilities permit as determined by the Telephone Company.

2. Provisions

Centrex Ultra Forward provides Centrex Customers with a remote access call forwarding-variable service. Centrex Ultra Forward can be accessed from any touch-tone or tone-signaling-capable telephone.

Customers dial a remote access directory number and are then guided by voice messages to enter information such as their Centrex number equipped with the Centrex Ultra Forward feature, a Personal Identification Number (PIN) , and the number to which calls will be forwarded.

Calls forwarded by this feature are subject to local or long distance message charges and are the responsibility of the Customer.

Transmission performance quality cannot be guaranteed on forwarded calls.

When Centrex Ultra Forward is active, it will override all other Telephone Company central office based call forwarding services.

The remote access capability may experience occasional interruptions in service. The Telephone Company is not liable for damaged if for any reason, the service is inoperable.

COMPETITIVE LOCAL EXCHANGE CARRIER

---

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

11.6. CENTREX SERVICE, (Cont'd.)

11.6.3 CENTREX OPTIONAL FEATURES, (Cont'd.)

AH. CENTREX ULTRA FORWARD <sup>(1)</sup>, (Cont'd.)

3. Rates <sup>(2)</sup>

	<u>Product/Service Charge<sup>(1)</sup></u>	<u>Monthly Rate</u>
Centrex Ultra Forward per line	\$10.00	\$6.00

Note:

(1) No charge if installed initially with the associated Centrex line.

(2) Centrex Feature Processing Charges do not apply.

COMPETITIVE LOCAL EXCHANGE CARRIER

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

11.6 CENTREX SERVICE, (Cont'd.)

11.6.4 CENTREX ALTERNATE SERVING WIRE CENTER

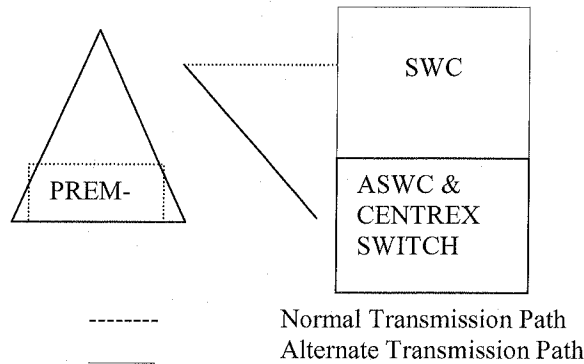
A. GENERAL

Alternate Serving Wire Center (ASWC) is an optional feature which provides a direct transmission path (via a Fiber Optic Feeder Cable) for Centrex Service between the Customer's designated premises and a serving wire center separate from the normal serving wire center.

B. TERMS AND CONDITIONS

1. The Telephone Company will designate the serving wire center to be used as the alternate. The ASWC feature is available where contiguous wire center serving areas with interconnecting fiber feeder routes exist. Where facilities are not available, special construction rates may apply. Where service is available, provisioning is based on a negotiated interval.
2. The rate for Alternate Serving Wire Center, as specified following, applies per point of termination, and is in addition to the Station Line Rates and Charges for each Centrex Line provided over the alternate path.

Example: Rate application for a Centrex service connecting a Customer premises via ASWC.



Rate Elements  
 1 Centrex Station Line  
 1 ASWC

Applicable Charges  
 Monthly and nonrecurring  
 Monthly

---

COMPETITIVE LOCAL EXCHANGE CARRIER

---

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

11.6 CENTREX SERVICE, (Cont'd.)

11.6.4 CENTREX ALTERNATE SERVING WIRE CENTER, (Cont'd.)

B. TERMS AND CONDITIONS, (Cont'd.)

3. The Customer premises and the ASWC must be located in the serving territory of the Telephone Company.
4. In addition to the limitation of availability based on interconnecting facilities, all availability conditions for the underlying Centrex service also apply.
5. All other terms and conditions of Centrex Service apply.

C. RATES FOR CENTREX ALTERNATE SERVING WIRE CENTER

1. Rate Provisions

- a. All rates and charges for Local Exchange service are based on those of the alternate serving wire center providing the Centrex service.
- b. All initial service establishment charges for Centrex service at the ASWC are applicable.
- c. The station mileage charge is based on the airline miles for each Centrex main station line to the ASWC.
- d. ASWC must be ordered with groups of 24 Centrex lines through the first 96 lines. After 96 lines, additional service can be ordered in any quantity required.
- e. Any future additions, disconnects or changes may not result in less than 24 Centrex lines per group for a point of termination with 96 or less lines.
- f. When a Customer requests that facilities be routed via an ASWC to a Centrex in a different wire center, applicable FX charges for the channel mileage from the ASWC to the wire center providing the Centrex service apply.

COMPETITIVE LOCAL EXCHANGE CARRIER

---

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

11.6 CENTREX SERVICE, (Cont'd.)

11.6.4 CENTREX ALTERNATE SERVING WIRE CENTER, (Cont'd.)

C. RATES FOR CENTREX ALTERNATE SERVING WIRE CENTER, (Cont'd.)

2.	Rates	Monthly <u>Rates</u>
	Centrex C.O. Station Lines	
	- per point of termination	
	<u>Up to 10 quarter miles (Customer premises to ASWC)-</u>	
	First 96 lines	
	Each 24 line group	\$145.00
	Over 96 lines	
	Each line	\$ 6.00
	<u>Over 10 quarter miles (Customer premises to ASWC)</u>	
	First 96 lines	
	Each 24 line group	\$ 24.00
	Over 96 lines	
	Each line	\$ 1.00

---

COMPETITIVE LOCAL EXCHANGE CARRIER

---

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

11.6 CENTREX SERVICE, (Cont'd.)

11.6.5 CENTREX CUSTOM PACKAGE SERVICE

A. GENERAL

Centrex Custom Package Service is Centrex Service furnished from compatible electronic type switching equipment located on-Telephone Company premises and includes the facilities necessary for intercommunication between Centrex lines within the Customer's system, Local Exchange Service (access via assumed dial 191), direct in-dialing to Centrex lines, identification and billing of outgoing long distance messages by line number where such billing is done by the Telephone Company, Touch- Tone Calling Service, and intercept to the main listed number.

Centrex Custom Package Service lines sharing a common intercom arrangement and a primary Directory listing Will be considered a Centrex Custom Package Service System. A system must have a minimum of two and may not exceed a maximum of thirty Centrex Custom Package Service lines. Centrex Custom Package Service is classified as a business service and is offered only as a complete service. The exchange access, intercommunication and features are not offered separately.

B. PROVISIONS

1. Explanation of Terms

Primary Location

The primary location of each Centrex Custom Package system is the area served by the wire center in which the Centrex Custom Package system's dial switching equipment is located.

Secondary Location

A secondary location is any location other than the primary location.

---

COMPETITIVE LOCAL EXCHANGE CARRIER

---

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

11.6 CENTREX SERVICE, (Cont'd.)

11.6.5 CENTREX CUSTOM PACKAGE SERVICE, (Cont'd.)

B. PROVISIONS, (Cont'd.)

2. A Centrex Custom Package Service line includes the following features:

- Call Restrictions
- Intercommunication
- Speed Calling Short
- Station Line Hunting
- Three-Way Calling

3. The following Centrex features may be selected by Customers at their option for each of their Centrex Custom Package lines for no additional charge:

- Automatic Callback Calling
- Call Forwarding - Busy Line - All Calls
- Call Forwarding - Don't Answer - All Calls
- Call Forwarding - Variable - All Calls (w/Reminder Ring) Call Pickup/Call Hold
- Call Transfer - Individual - All Calls,(Inside/Outside) Call Waiting Originating
- Call Waiting Terminating (With Tone Block)
- Consultation Hold - All Calls
- Direct Inward/Outward Dialing
- Directed Call Pickup with Barge In or Non-Barge In
- Distinctive Ringing

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

COMPETITIVE LOCAL EXCHANGE CARRIER

---

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

11.6 CENTREX SERVICE, (Cont'd.)

11.6.5 CENTREX CUSTOM PACKAGE SERVICE, (Cont'd.)

B. PROVISIONS, (Cont'd.)

4. Centrex Custom Package Service Customers may select one of the following line arrangements for each of their Custom Package lines:

Unrestricted  
 Long Distance Message Restriction  
 Fully Restricted (Intercommunication Only)  
 700/900/Audiotex Blocked (Originating)

5. Local Usage Options

Standard and Valu-Pak local usage options, as described in Pa. P.U.C.-Nos.-180A, 182A, 185B and 185C, are available with Centrex Custom Package Service. One local usage package per Centrex Custom Package main station line is available, subject to a maximum number of packages per system as stated below:

<u>System Size</u>	<u>Maximum Number of Local Usage Packages Per System</u>
Up to 20 Lines	15
21 - 30 Lines	30

6. Transfers from other Centrex Service

No Product/Service Charges will apply for existing lines and features when a Customer elects to change from other Centrex Service and Electronic Service Package for Small Business Customers (ESP-SB) to Centrex Custom Package Service providing they are not moving and have completed any current revenue guarantees. Any current termination liability applicable to the existing Centrex Service will apply.

---

COMPETITIVE LOCAL EXCHANGE CARRIER

---

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

11.6 CENTREX SERVICE, (Cont'd.)

11.6.5 CENTREX CUSTOM PACKAGE SERVICE, (Cont'd.)

B. PROVISIONS, (Cont'd.)

7. Transmission Requirements

A Centrex Custom Package main station line is loop start with a 300-400 Hz. bandwidth. The transmission design objectives are a maximum loop resistance of 1300 ohms and no more than 5 DBMS transmission loss at 1004 Hz. Transmission requirements other than those specified may be available if facilities permit at rates developed on an Individual Case Basis.

8. When a Customer requests a new Centrex Custom Package Service system that requires the installation of additional outside plant or central office facilities and where, in the judgment of the Telephone Company, it is practicable to provide such facilities, the Customer will be charged the cost of providing the necessary additional facilities, in addition to the standard rates and charges for Centrex Custom Package Service. The costs for any additional facilities required will be computed on the incremental difference between the costs of new facilities and the costs of existing facilities.

9. Incoming Toll Free Service Access Arrangement incoming calls on Toll Free Service access lines can be terminated on a Centrex Custom Package Service System incoming calls terminated in this manner may be transferred to other lines of the same Centrex Custom Package Service System.

10. Off-Premises Lines

Centrex Custom Package Service lines can be provided at a separate Customer premises. No mileage charges apply to different lines of the same Centrex Custom Package Service system that are located at different premises but situated within the same wire center serving area. However, 2000 and 2012 channel mileage charges apply to different lines of the same Centrex Custom Package system located at different premises and situated in different wire center serving areas.

---

COMPETITIVE LOCAL EXCHANGE CARRIER

---

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

11.6 CENTREX SERVICE, (Cont'd.)

11.6.5 CENTREX CUSTOM PACKAGE SERVICE, (Cont'd.)

B. PROVISIONS, (Cont'd.)

11. Centrex Custom Package Optional Central office Features

The features may be available where Telephone Company facilities permit at the rates specified in 11.6.5.C following. Feature descriptions and provisions are as specified in this tariff.

12. Optional Centrex Digital Features

Centrex Digital Service will be provided at the Customer's option where the Centrex is served from a compatible digital central office and where Telephone Company facilities permit at the rates specified in 11.6.5.C following. Centrex Digital feature descriptions and provisions are as specified in this Section. Only those Centrex Digital Features specified in 11.6.5.C following will be available under Centrex Custom Package service.

13. Split Billing Arrangement

Split billing provides Centrex Custom Package Customers with multiple bills for their Centrex Custom Package 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.

Each location or individual billing number may have one or more Centrex Custom Package lines. The Centrex Custom Package system fails below two lines, it is no longer considered a Centrex Custom Package system and must be converted to Business Dial Tone Lines.

Only one free Directory listing will be provided per Centrex Custom Package system, regardless of the numbers of individual billing numbers or number of bills.

Directory listings for separate, individual billing numbers will be charged at tariff rates.

---

COMPETITIVE LOCAL EXCHANGE CARRIER

---

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

11.6 CENTREX SERVICE, (Cont'd.)

## 11.6.5 CENTREX CUSTOM PACKAGE SERVICE, (Cont'd.)

## B. PROVISIONS, (Cont'd.)

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

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.

14. Custom Package Customers must contact the Telephone Company to request the Anonymous Call Rejection (ACR) feature for Caller ID/Caller ID Deluxe Service.15. Rewarding Connections

Centrex Custom Package with Rewarding Connections is an account level discount plan available to Centrex Customers who presubscribe all lines on an account to Verizon's IntraLATA Toll Service. Rewarding Connections offers a discount off of the Custom Package 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 Custom Package is not altered in any way.

Customers must presubscribe all Custom Package and non-Custom Package lines on an account to Bell Atlantic's IntraLATA Toll Service. If a Customer should presubscribe any line of their account to another IntraLATA toll carrier, the discount for all lines will be discontinued.

Customers with Rewarding Connections may add lines to their Custom Package system and will receive the same discount per line on the additional lines. Except as specified above, all other terms and conditions as specified in Section 2 for Centrex Custom Package service preceding apply.

All other terms and conditions for Rewarding Connections apply.

---

COMPETITIVE LOCAL EXCHANGE CARRIER

---

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

11.6 CENTREX SERVICE, (Cont'd.)

11.6.5 CENTREX CUSTOM PACKAGE SERVICE, (Cont'd.)

B. PROVISIONS, (Cont'd.)

16. Customer Satisfaction Guarantee

Customers subscribing to this Centrex Custom Package Service are entitled to a full credit of any charges directly associated with the establishment of the service as well as the monthly charges billed for the service, through the date of disconnect. In addition, Customers who are not satisfied with their Custom Package Service may have their previous Bell Atlantic Service reinstalled, at no cost, in accordance with the following terms and conditions:

The Customer must request that the Telephone Company disconnect the service within 30 calendar days of installation.

Customers who had no previous service and subsequently elect to have their Custom Package Service disconnected will be converted by the Telephone Company to Bell Atlantic Business Dial Tone Lines or Trunks at no cost to them. Customers will not be permitted to convert to a service which has been "Grandfathered".

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

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

Each Customer will be entitled to a credit refund, one time per service.

The Customer Satisfaction Guarantee applies to the service as a whole and, not the individual features offered with this service.

The Customer Satisfaction Guarantee does not extend to any Customer Provided Equipment (CPE) used in conjunction with this service, nor does it apply to Time and Material charges incurred. The Customer Satisfaction Guarantee does not apply to the installation of temporary service.

---

COMPETITIVE LOCAL EXCHANGE CARRIER

---

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

11.6 CENTREX SERVICE, (Cont'd.)

## 11.6.5 CENTREX CUSTOM PACKAGE SERVICE, (Cont'd.)

## C. RATES

1. Centrex Custom Package Service Lines, each

	<u>Per Month</u>
Exchange Access	\$ 13.50
Intercommunication Lines, each Primary/Secondary ++ Location Restricted/Unrestricted	<u>\$9.00</u>
Total	\$ 22.50

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

++ In addition, rates and charges as specified for series 2000, type 2012 channels apply between the Centrex Custom Package System's serving wire center and the wire center serving the Customer's secondary location.

COMPETITIVE LOCAL EXCHANGE CARRIER

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

11.6 CENTREX SERVICE, (Cont'd.)

11.6.5 CENTREX CUSTOM PACKAGE SERVICE, (Cont'd.)

C. RATES, (Cont'd.)

2. Centrex Custom Package Optional Central Office Features\*

	Product/ Service <u>Charge</u>	Usage <u>Charge</u>	Monthly <u>Charge</u>
Call Block	\$10.00		\$1.50
Call Trace #		\$1.00	
Priority Call	\$10.00	-	\$1.50
Repeat Call	\$10.00		\$1.50
Return Call	\$10.00		\$1.50
Select Forward	\$10.00		\$1.50
Caller ID w/ Anonymous Call Rejection**			
When purchased without the Feature Package	\$10.00		\$6.00
When purchased with the Feature Package	\$10.00		\$5.00
Caller ID Deluxe/w/Anonymous Call Rejection**			
When purchased without the Feature Package	\$10.00		\$7.00
When purchased with the Feature Package	\$10.00		\$5.75
Feature Package, includes Call Block, Priority Call, Repeat Call Return Call, and			
Select Forward	\$10.00		\$4.00
Ultra Forward	\$10.00		\$6.00

\*\* The description and regulations for Caller ID/Caller ID Deluxe, including blocking, can be found in this tariff. Customers must contact the Telephone Company to request Anonymous Call Rejection as part of Caller ID/Caller ID Deluxe.

\* Centrex feature processing charges do not apply.

# Per trace attempt successfully completed. Limit one activation per attempt.

+ Not applicable if installed initially with the associated Custom Package line.

COMPETITIVE LOCAL EXCHANGE CARRIER

---

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

11.6 CENTREX SERVICE, (Cont'd.)

11.6.5 CENTREX CUSTOM PACKAGE SERVICE, (Cont'd.)

C. RATES, (Cont'd.)

3.	Digital Non-button Set Features (Non-electronic set)	Product/ Service Charge		
	Call Park	\$15.00	\$0.25	
	Directed Call Park	\$15.00	\$0.25	
	Executive Busy Override	\$15.00	\$0.25	
	Last Number Redial.	\$15.00	\$0.25	
	Non-button Set Feature Package #	\$15.00	\$0.50	

4. Usage charges

No local calling usage allowance is included in the Centrex Custom Package Message or Measured rate schedule. Usage charges apply as specified in the Local Exchange Services Tariff.

5. Product/Service Charges

Product/Service Charges for Centrex Custom Package will be the same as those for Centrex Service as specified in this Section.

No Product/Service Charges will apply for Centrex Custom Package Digital Features if installed initially with the Centrex Custom Package System. If installed subsequent to the installation of the Centrex Custom Package System, the appropriate Product/Service Charges as specified in this Section apply.

The Feature Processing Service Charge, as described in this Section, applies to Customer-requested changes, i.e., adding, dropping, changing, or rearranging features or existing Centrex Custom Package lines.

6. Foreign Exchange Service

Rates and charges are as specified for Foreign Exchange Service.

NOTES:

- o Centrex feature processing charges do not apply to Custom Package digital features.
- + Not applicable if installed initially with the associated Custom Package line.
- # Includes Call Park, Directed Call Park, Executive Busy Override and Last Number Redial.

---

COMPETITIVE LOCAL EXCHANGE CARRIER

---

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

11.6 CENTREX SERVICE, (Cont'd.)

## 11.6.5 CENTREX CUSTOM PACKAGE SERVICE, (Cont'd.)

## C. RATES, (Cont'd.)

7. Participants in the Centrex Custom Package with Rewarding Connections plan will receive a usage discount. In addition, Centrex Custom Package Customers are eligible for the following monthly recurring 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 - \$1,000.00	\$2.50
\$1,000.01+	\$3.50