

CINCINNATI BELL TELEPHONE COMPANY LLC
Nonresidence Service Agreement - Local Telephone Services

Section 5 – Miscellaneous Local Services and Charges

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A. RETURNED CHECK CHARGE

See Cincinnati Bell Telephone Company LLC Exchange Service Tariff, PUCO No. 1, Section 5.

B. LATE PAYMENT FEE

See Cincinnati Bell Telephone Company LLC Exchange Service Tariff, PUCO No. 1, Section 5.

C. RESTORAL OF SERVICE CHARGE

When service of a customer has been temporarily denied in accordance with Section 2, of this Service Agreement, but the contract has not been terminated, or the order to remove the service has not been issued and completed; service will be restored following adjustment of the circumstances that caused the temporary denial and upon the payment of a restoration charge per exchange access line or trunk. If service has been denied for non-payment of charges due, the customer must pay all charges due. Temporary denial status will be maintained for a minimum period of five days, after which the service will be discontinued. Subsequent to the completion of a discontinuance order, service will be reestablished only upon the basis of a new service application.

	<u>Restoration Charge</u>
First Lines, Accounts with Four or More Lines (Note 1)	\$ 18.30
Second and Third Lines, Accounts with Four or More Lines in the Bethany, Cincinnati, Clermont , Hamilton, Harrison, Little Miami, Netonsville , and Williamsburg Exchanges. (Note 2)	18.30
All Other Nonresidence Services, including Accounts with Four or More Lines, Local Service Bundles, Centrex, Prime Advantage, and Trunk Advantage.	18.30

Note 1: Pricing does not apply to first lines in accounts with three or less lines unless the customer purchases Local Service Bundles. See Cincinnati Bell Telephone Company LLC Exchange Service Tariff, PUCO No. 1, Section 3 for rates, terms, and conditions, for nonresidence accounts with three lines or less that do not purchase Local Service Bundles.

Note 2: See Cincinnati Bell Telephone Company LLC Exchange Service Tariff, PUCO No. 1, Section 3 for nonresidence second and third line rates, terms, and conditions, for services outside the Bethany, Cincinnati, **Clermont**, Hamilton, Harrison, Little Miami, **Newtonsville**, or Williamsburg Exchanges.

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D. MAINTENANCE OF SERVICE CHARGE

The Company undertakes to maintain and repair the equipment and facilities which it furnishes to customers pursuant to its tariffs and service agreements. The customer will be responsible for damages to equipment or facilities of the Company caused by the negligence or willful act of the customer.

The customer may not rearrange, disconnect, remove, or attempt to repair, or permit others to rearrange, disconnect, remove, or attempt to repair any equipment or facilities which the Company maintains or repairs without the express consent of the Company.

If trouble develops and the customer has any equipment or facilities which the Company does not maintain or repair, the customer will make appropriate tests to determine whether that equipment or facility is the cause of the trouble before reporting an out of service or other trouble condition to the Company.

Customers will be required to pay the maintenance of service charges, listed below, for visits made by the Company to the customer's premises, when a service difficulty or trouble report results from equipment or facilities not maintained or repaired by the Company. The customer will be advised, before a visit to the premises, of the possibility of a maintenance of service charge.

The Company or its agent will provide a written statement of the time and charges for any maintenance of service charge to the customer or his designated agent before leaving the customer's premises. The Company or its agent will request the customer or designated agent to signify acceptance of the statement of time and charges by signature on the statement.

Maintenance of Service Charge:

- | | |
|--|---------|
| 1. First 15 minutes or fraction thereof: | \$31.50 |
| 2. Each additional 15 minutes or fraction thereof: | 9.00 |

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E. LOCAL SERVICE FREEZE

Local Service Freeze (LSF) will be provided upon customer request to control instances of unauthorized switching of local service.

Only the subscriber to LSF can authorize the removal of LSF from the account to allow for an authorized migration of service to another local service provider.

Approved methods of LSF removal include:

1. Submission of Letter of Agency (LOA) to the Company with the current subscriber's signature.
2. Three-way telephone call with the Company representative, the current subscriber, and the potential new local service provider.
4. Customer's electronically signed authorization.

The Company will adhere to the guidelines for preferred carrier freeze (PCF) for local exchange service, as found in Minimum Telephone Service Standards, Chapter 4901:1-5 O.A.C.

There is no recurring charge or nonrecurring charge to add or remove the LSF.

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F. PUBLIC ANNOUNCEMENT SERVICE

1. General

Use of Company facilities for public announcement service or non-public announcement service is subject to the following conditions:

- a. For purposes of identification, exchange service customers who transmit recorded announcements over facilities provided by the Company must include in the recorded message the name of the organization or individual responsible for the service and the address at which the service is provided.
- b. Customers transmitting factual announcement such as time, weather, stock market quotations, airline schedules, and similar information are excluded from the preceding conditions.
- c. Failure to comply with the provisions of this Service Agreement will be cause for termination of the service.
- d. The Company will reveal on request, to the extent the information is available from its records, the identity of the individual responsible for service with which announcement facilities have been associated.
- e. Public announcement service employing customer-provided terminal equipment will be furnished only where facilities are available and only when the provider purchases as many public announcement service access lines as may be required to adequately serve all calls received without interfering with any of the services offered by the Company. The Company reserves the right to evaluate the effect on facilities usage of public announcement services which may result in long holding times and create equipment blockage in the central office. In the event that the public announcement service causes significant interference, the Company has the right to discontinue service without prior notification to the customer.

2. Responsibility of the Company

The Company will not be responsible for any loss or damage, or for any impairment or failure of the service, arising from or in connection with the use of customer-owned equipment or facilities and not caused solely by the negligence of the Company.

Telephone service furnished by the Company is not represented as adapted to the transmission of prerecorded messages. The use of customer-provided terminal equipment employed for public announcement service in connection with the facilities of the Company is permitted only on the condition that the liability of the Company for damages arising out of mistakes, omissions, interruptions, delays, or errors or defects in transmission, or failures or defects in the Company equipment occurring in the course of furnishing service and not caused by the negligence of the customer, or of the Company in failing to maintain proper standards of maintenance and operation and to exercise reasonable supervision, will in no event exceed an amount equivalent to the proportionate charge to the customer for the period of service during which such mistake, omission, interruption, delay, or error or defect in transmission, or failure or defect in the Company equipment occurs.

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3. Obligation of the Customer

- a. The customer is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performance are used in connection with public announcement service, and from all holders of copyrights, trademarks and patents used in connection with the service.
- b. The customer will be liable for, and will indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from public announcement service or in connection with it, including but not limited to, any loss, damage, expense, or liability resulting from any infringement or claim of infringement, of any patents, trademark, copyright, or resulting from any claim of libel or slander, or any other claims related to the content of the program material.
- c. The customer assumes all financial responsibility including other specific rates and charges under this Service Agreement for all costs involved in providing public announcement service.
- d. The customer has exclusive responsibility and control over the content, quality and characteristics of speech used in the recording. The Company assumes no liability for the quality of, defects in, or contents of the recording. The customer must exclude from the message or announcement any matter whose dissemination is prohibited by law. In the event that the contents of the customer's message or announcement are found to be unlawful by any appropriate law enforcement or regulatory agency, the Company reserves the right to refuse service or to terminate service upon receipt of an order from that agency so directing.

4. Rates and Charges

The monthly rates and nonrecurring charges for public announcement service lines are the same as specified for flat rate nonresidence lines and hunting, where applicable, in this Service Agreement. Additionally, a monthly Network Surcharge applies to each line as specified below. The Network Surcharge does not apply where the customer subscribes to not more than five public announcement service access lines.

	<u>Monthly Rate</u>	<u>USOC</u>
Network Surcharge, per public announcement service line:	\$ 9.36	SUR

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G. DISCOUNTS

1. General

Discounts specified in this section apply only towards the regular monthly rates for flat rate or measured local exchange services lines or analog PBX trunks. The discount in connection with measured service applies to the monthly rate but not to charges for local usage.

2. Municipal, County, and State Departments

A discount of 20 percent from the regular nonresidence rate is allowed to municipal, county, and state departments, and their branches having the qualifications indicated below. The service must be located in the administrative offices of the department or branches, and be used exclusively for municipal, county, or state governmental purposes.

In order to qualify for the discount, a municipal, county, or state department or its branch must be engaged in a governmental function and must derive its principal support from taxes levied by a municipality, county, or state. Municipal, county, or state departments or their branches which are engaged in non-governmental functions of a character similar to private business enterprises, and which do not derive their principal support from taxes levied by a municipality, county, or state, do not qualify for the discount.

3. Public, Parochial, and Private Schools

A discount of 20 percent from the regular nonresidence rates is allowed to municipal, county, and state public schools and to parochial and private schools of the character indicated below. The service must be located in a school or its administrative offices and be used exclusively for school purposes.

A public school, in order to qualify for the discount, must be an elementary, middle or high school, or college with a curriculum of studies customarily provided in a public school, which derives its principal support from taxes levied for school purposes by a municipality, county, or state, and to which enrollment is open to the public generally.

A parochial or private school, in order to qualify for the discount, must be an elementary, middle or high school with a curriculum of studies similar to that customarily provided in a public school.

A discount of 20 percent from the regular Broadband Connect Service rate is allowed to those institutions, which are chartered by the State Board of Education pursuant to Section 3301.16, Revised Code, as well as, two year and four year colleges and universities accredited by the State Board of Regents.

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H. HUNTING - NONRESIDENTIAL

1. General

Hunting Service is the process by which two or more exchange service lines of the same class, served from the same central office and furnished to the same residential customer, are grouped so that incoming calls overflow to the first non-busy line if the called line is busy. A busy signal is not given unless all the grouped lines are busy.

Nonresidential Hunting service may be set up on a serial, sequential or multiline group basis.

Charges for Nonresidential Hunting Service on exchange access lines are applied as indicated herein and are in addition to the regular individual line rate.

2. Rates and Charges

	Monthly <u>Rate</u>	Nonrecurring <u>Charge</u>
Nonresidential Hunting Service, each line	\$11.00	\$ 8.50

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I. SELECTIVE CALL ACCEPTANCE

1. Service Description

Selective Call Acceptance allows a subscriber to establish a list of numbers that are to be accepted on the subscribers' line. When an incoming call is from a telephone number that is on the list, it will be completed. If an incoming call is from a telephone number that is not on the list, it will be routed to a local telephone number that has been predetermined by the subscriber. A Company representative will work with the subscriber to initialize and update the acceptance list. The initialization of the list and any subsequent updates to the list are subject to the nonrecurring charges found in this Part H. The number of telephone numbers that appear on the acceptance list will be subject to subscriber needs and technical feasibility.

Selective Call Acceptance calls will be routed within the local network.

If the network receives a calling party number where the handling of the call has not been predetermined, (i.e. new telephone number), the call will be routed to a predetermined default location, that has been selected by the subscriber.

If the network does not receive the required information necessary to process a call (i.e. out-of-area), the call will be routed to a predetermined default location, that has been selected by the subscriber.

2. Regulations

Provisioning of the element associated with this service is subject to the availability and operational limitations of the equipment and associated facilities.

In the event that a call originates outside the Cincinnati LATA, the company will use its best efforts to maintain compatibility with any carrier required to complete such calls.

A Company technician will review each subscriber line in order to determine technical feasibility and any possible impact to other services that the subscriber has on their line.

Standard network traffic controls within the subscriber's serving central office may limit the number of queries launched to this service. If this occurs, normal call processing will occur as if the subscriber did not have the Selective Call Acceptance service, i.e. calls will not be screened by Selective Call Acceptance.

3. Rates and Charges

	<u>Initial Charge</u>	<u>Monthly Charge</u>	<u>Subsequent Change Charge</u>	<u>USOC</u>
Selective Call Acceptance (Per Service)	\$ 45.00	N/A	\$ 20.00	
Selective Call Acceptance (Per Line)	N/A	\$ 1.00	N/A	SAG

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J. REMOTE CALL FORWARDING

1. General

Remote Call Forwarding (RCF) is a service which allows a call placed from a station (the originating station) to a customer's (the RCF customer) telephone number (the call forwarding location) to be automatically forwarded by Company central office equipment to another station designated by the RCF customer (the terminating station) which is (1) interexchange, (2) local exchange service, (3) 800 Service (Inward Wide Area Telecommunications Service), or (4) foreign exchange service (FX). RCF may be used with foreign exchange service to forward calls via network facilities when the foreign exchange line is busy. This service is available only where the terminating station has incoming-call dial capability.

2. Limitations of the Service

RCF service is offered subject to the availability of suitable facilities.

RCF service is not offered where the terminating station is a coin telephone.

The Company will not provide identification of the originating telephone number to the RCF customer.

Transmission characteristics may vary depending on the distance and routing necessary to complete the remotely forwarded call.

RCF is not represented as being suitable for satisfactory transmission of data.

Regular call forwarding should not be offered as a feature at the RCF terminating station.

Remote Call Forwarding is provided on the condition that the customer subscribes to sufficient RCF features and facilities to adequately handle calls to the terminating station(s) without interfering with or impairing any services offered by the Company. If in the opinion of the Company, additional RCF features at the call forwarding location or facilities at the terminating station are needed, the customer will be required to subscribe for such additional RCF features and facilities. In the event the customer refuses to subscribe for these additional RCF features and facilities, the customer's RCF service will be subject to termination.

3. Regulations

a. Message Charges

The message charges applicable to remotely forwarded calls are comprised of two separate charges:

1. Charge for the portion of the call from the originating station to the call forwarding location

The charge for this portion of a remotely forwarded call will be the charge applicable for the type of call involved.

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2. Charge for the portion of the call from call forwarding location to the terminating station.

The remote call forwarding customer is responsible for the applicable customer-dialed station-to-station toll charge. On local calls, the customer is responsible for the payment of a charge equivalent to the usage rates for originated customer-dialed measured service calls as specified in Section 3, this Service Agreement.

Usage allowances are not applicable to RCF. The preceding charges apply to all calls answered at the terminating station, including person-to-person and collect calls, even though such calls might not be accepted at the answering location.

- b. Number Changes

The initial charge applies each time:

The number is changed at the call forwarding location.

The number to which calls are forwarded is changed at the request of the customer.

- c. Directory Listings

One listing is provided without additional charge in the directory covering the exchange in which the call forwarding central office is located.

- d. Minimum Service Period

The minimum service period for this service is two months.

4. Rates and Charges

The rates and charges shown below are for the remote call forwarding feature only and are in addition to applicable rates and charges for service and equipment with which it is used.

	<u>Initial Charge</u>	<u>Monthly Rate</u>
Remote call forwarding per feature arranged	\$ 45.00	\$ 19.00

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K. DUAL SERVICE

1. Terms and Conditions

Dual Service is a service allows calls to a telephone number to be sent simultaneously to two different addresses served from the same wire center. The provision of Dual Service assures the customer continual service at both locations during the time of a move and will be limited to a maximum of 30 days.

A request for Dual Service occurs on orders for a transfer of service within the same wire center where no telephone number change is involved. Dual Service will be offered subject to the availability of facilities and technical limitations. Dual Service will be available to subscribers of access line service.

The following features are not compatible with Dual Service and will be temporarily unavailable at both locations until Dual Service is no longer subscribed.

- Call Forwarding Busy Line
- Call Forwarding Don't Answer
- Call Tracing
- Call Waiting Deluxe
- Caller ID
- Calling Name and Number
- Repeat Dialing

2. Rates and Charges

Dual Service charges will include the nonrecurring charge below, in addition to the applicable portion of the monthly rate on both lines during the period of service overlap.

<u>Per line or main station line</u>	<u>Nonrecurring Charge</u>
Nonresidence	\$30.00

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L. BILLED NUMBER SCREENING - NONRESIDENCE

1. General

Billed Number Screening is an incoming toll screening service available to subscribers of the Company's local exchange service. This service is intended to prevent the charging of collect, and/or third number billed calls to a customer's telephone number.

2. Regulations

To provide this service, the Company will place the information required to utilize Billed Number Screening in the Line Information Data Base (LIDB) or other databases. In the event a call is placed and charged to a number which should have been prevented by Billed Number Screening, the Company will adjust the charge for the call or calls from the customer's bill and turn the information over to the carrier or operator service provider to determine and arrange for any further billing of such calls. The Company makes no guarantee and assumes no liability arising out of the use, lack of use or misuse of Billed Number Screening by Interexchange Carriers or any other entity. Bill Number Screening is not a central office service but rather a database service. It is only effective in combating toll fraud when the Interexchange Carriers and/or Operator Service Providers access the database(s). The Company is not responsible for calls charged to telephone numbers which should have been prevented by Billed Number Screening that are carried over other carrier's networks or facilities.

Billed Number Screening Service is offered subject to the availability of suitable facilities.

The minimum service period for Billed Number Screening Service is one month.

3. Rates and Charges

The following rates and charges for Billed Number Screening Service are in addition to all other charges.

	<u>Monthly Charge</u>	<u>Non-Recurring Charge*</u>
Option 1: No Collect or Third Number Billing, per Line or Telephone Number Screened	\$ 1.50	\$ 5.00
Option 2: No Third Number Billing, per Line or Telephone Number Screened	1.50	5.00
Option 3: No Collect Billing, per Line or Telephone Number Screened	1.50	5.00

* Only one non-recurring charge per service order is applicable.

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M. CALL FORWARDING DELUXE SERVICE

1. General

- a. Call Forwarding Deluxe Service ("CFD") provides the capability to forward incoming calls to numbers that are unable to utilize the standard call forwarding feature. Call Forwarding Deluxe is primarily designed to forward calls made to DID and DID-type service numbers. However, the service may be utilized on any type of telephone line, trunk and/or channel.
- b. Call Forwarding Deluxe is offered subject to the following limitations:
 - 1. It may be provided only when compatible with the equipment configuration at the customer's premises.
 - 2. It will be provided only where Telephone Company central office and network facilities required to provide Call Forwarding Deluxe are already in place.
 - 3. When calls are being forwarded intra-office, the number of calls that can be forwarded simultaneously is equal to the number of trunks in the customer's system that are arranged to receive calls and are equipped to provide the Call Forwarding Deluxe feature.
 - 4. When calls are being forwarded inter-office, the number of calls that can be forwarded simultaneously is equal to the number of trunks in the customer's system that are arranged to receive calls and are equipped to provide the Call Forwarding Deluxe feature.

2. Rates and Charges

	<u>Initial Charge</u>	<u>Monthly Charge</u>	<u>USOC</u>
Per Individual Number	\$ 30.00	\$ 10.00	WZEA2
Per Number Block (See Note 1)	60.00	20.00	WZEA8

Note 1: This charge applies only when Call Forwarding Deluxe is associated with a complete block of DID numbers (twenty numbers) or Centrex numbers (ten numbers). Any other combination of numbers will be billed at the individual number rate.

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N. NETWORK PROVIDED DIAGNOSTIC SERVICE

1. Network Provided Diagnostic Service is an optional network based monitoring, testing and maintenance service designed to assist customers of regulated services (e.g., Prime Advantage) to identify and correct telecommunications problems that have been determined not to be in the Telephone Company network. The service does not require the Telephone Company to dispatch a repair technician to visit the customer's premises, but provides remote Telephone Company assistance.
2. This service may be ordered by the customer or a vendor operating on behalf of the customer. The vendor must have a Letter of Authorization on file with the Telephone Company in order to place an order.
3. When a customer or vendor reports a problem to the Telephone Company, and the problem is found not to be in the Telephone Company's Network, the customer will be advised that the problem is not in the network. If after being advised the trouble is not in the network, the customer requests the Telephone Company technician provide remote monitoring, testing or maintenance assistance, the customer will be responsible for payment of billable charges for the period of time that the technician spends providing assistance to the customer. If the trouble is found to be in the network, the Telephone Company will make the appropriate repairs at no charge to the customer.
4. Network Provided Diagnostic Service charges also apply when a customer or vendor is not reporting trouble but is requesting remote Telephone Company assistance. In such case there is no free period for network testing to determine if the problem is in the network or at the customers premises.
5. The billable time for Network Provided Diagnostic Service initiated as a result of a request for repair service begins after the Telephone Company completes its normal intra-company testing to determine whether the trouble is in the Telephone Company's network or on the customer's side of the Demarcation Point. There is no billing if the customer chooses to end the contact after the normal intra-company testing is complete and no additional time is spend providing diagnostic services to the customer.
6. Network Provided Diagnostic Service charges apply only for the billable time the Telephone Company spends in diagnosing, monitoring or testing for the customer without dispatching a technician. When the customer requests that Telephone Company personnel be dispatched to make repairs, such service shall be billed on the basis of time and material.
7. If more than one technician is involved with the same request for service, the total amount of time for all technicians involved will be aggregated prior to the distribution of time between the "First Hour or Fraction Thereof" and "Each Additional Quarter Hour or Fraction Thereof" rate categories.

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8. Rates and Charges

	<u>First Billable Hour or Fraction Thereof</u>	<u>Each Additional Quarter Hour or Fraction Thereof</u>
Base Rate (Applies Monday through Friday during hours 8 a.m. to 5 p.m.)	\$ 100.00	\$ 25.00
Overtime Rate (Applies all day Saturday and Monday through Friday all hours except 8 a.m. to 5 p.m.)	120.00	30.00
Premium Overtime (Applies all day Sunday and any Telephone Company Scheduled holiday)	148.00	37.00

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O. SELECTIVE CLASS OF CALL SCREENING SERVICE

1. General

- a. Selective class of call screening service enables a customer, through Telephone Company operator identification, to restrict outgoing toll calls from the customer's station users. Only toll calls which are charged to the called telephone number, a third number, or a Telephone Company calling card account are permitted.
- b. All local calls and calls to Telephone Company numbers such as repair service, directory assistance, and public emergency service numbers such as 911 will be permitted from the establishment.
- c. This service is available only where facilities permit, to colleges or universities, hospitals, hotels, motels, and other such institutions.

2. Rates and Charges

	Service Establishment <u>Charge</u>	Initial <u>Charge</u>	Monthly <u>Rate</u>	<u>USOC</u>
Per establishment	\$ 584.45	---	---	---
Per trunk (toll access) line or special recording trunk equipped	---	\$ 5.85	\$ 7.00	SRG

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P. ORIGINATING LINE NUMBER SCREENING SERVICE

1. General

Originating Line Number Screening (OLN) is a two digit code passed by the Telephone Company's local central office switch with the Automatic Number Identification (ANI) at the beginning of a call that provides information about the line originating the call. The information provided in the two digit code is designed to inform the exchange or interexchange carrier and/or the operator service provider about certain service classes or special characteristics of the billing number associated with the line originating the call. Under this arrangement, operators should accept only those originating toll calls that are made collect, billed to a third number, or billed to a calling card.

2. Regulations

- a. Originating Line Number Screening is offered subject to the availability of suitable facilities and equipment.
- b. The minimum service period for Originating Line Number Screening is one month.
- c. Customers subscribing to Originating Line Number Screening are responsible for all toll calls originating from their line which are not solely carried over the Telephone Company's Facilities.
- d. This service is offered to non-residence (business) individual lines, trunk lines and customer provided Public Telephones access lines such as COCOTs, Coinless and Inmate Service.
- e. If a call originates with the Telephone Company, but is not carried solely over the Telephone Company's facilities, the Telephone Company will send, with an ANI, the two digit code that identifies the call as being selectively screened. The Telephone Company assumes no liability for calls completed by any other entity or carrier, as long as the two digit code accompanies that ANI forwarded to the other entity or carrier. The Telephone Company is responsible for properly handling calls, which are selectively screened, and are not carried over any other carrier's network or facilities.

3. Rates and Charges

The following rates and charges apply to Originating Line Number Screening Service and are in addition to all other customer charges as specified elsewhere in the Service Agreement.

	<u>Initial Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
Per line or trunk equipped	\$ 5.00	\$ 4.50	OLN

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Q. MAKE BUSY OR BREAK HUNT

1. "Make busy" or "break hunt" are two methods of restricting traffic. With these arrangements, a key is provided at the customer's location which either makes certain lines busy or breaks the hunting from certain lines so that calls may be directed to a centralized point or to a specific line or lines. At least one line of a group of exchange service lines must be excluded from "make busy".
2. The features are provided only with individual line service, subject to the availability of facilities. The make busy or break hunt feature uses equipment arrangements in the central office which are considered standard by the Telephone Company.
3. A private line channel for control is required between the serving central office and the customer's location. A closure on the control channel is required at the customer's control location to activate and deactivate the features. The closure is normally provided by an externally mounted locking type key (cut-off key).
4. Provision of these features is based on the serving central office and the customer's control location being in the same central office area. When the serving central office and the customer's control location are not in the same central office area, charges apply equal to the estimated cost for any additional equipment or facilities required to provide the features.
5. The following rates and charges apply in addition to the rates and charges applicable to any other service or equipment:

	<u>Initial Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
a. Make Busy			
First line	\$ 30.50	\$ 11.75	99N11
Each additional line (Note 1)	2.50	4.55	99N12
b. Break Hunt			
First line	30.50	11.75	93B11
Each additional line (Note 1)	2.50	4.55	93B12

- c. For a change from "make busy" to "break hunt" or vice versa, or from one line equipped to another, the initial charge as specified above applies. (Note 1)

Note 1: For subsequent installations, a \$20.00 minimum initial charge will apply for the first line of a group being added.

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R. AUTOMATIC ROUTE SELECTION – BASIC (ARS-B)

1. General

- a. ARS-B is an optional feature available where facilities permit, which allows station users to automatically select the preferred route subscribed to by a customer for network calls, by dialing a preselected code. Alternate routing to other facilities subscribed to by the customer is also provided. This arrangement is available for use with foreign exchange (FX), wide area telecommunications service (WATS), common control switching arrangement (CCSA) off-net, tie, interexchange carrier (IXC) access lines which are compatible with ARS-B and the message telecommunications system (MTS) network, and MTS network facilities. Tie lines and IXC access lines require senderized operation and uniform numbering compatible with the MTS network.
- b. ARS-B is accessed by dialing a single code (1, 2, or 3 digits) which automatically selects the appropriate route (FX, CCSA off-net, tie line, IXC access line, or the MTS Network) to complete the call. If all facilities in the initial route selected are busy, the call will advance to other routes in the selected pattern. Patterns may consist of up to four (4) private routes. If no route is available, the call will route to the MTS Network or overflow tone (customer option). All patterns accessed by a single access code will have the same final route, either the MTS network or overflow tone.
- c. For calls using FX, CCSA off-net, or IXC access line facilities, the routing may be based on a Number Plan Area (NPA) and limited to specified central office codes within the NPA as designated by the customer. This is referred to as Foreign Area Discrete Translation.

2. Definitions

Certain terms as used in this section are defined as follows:

Facility

A facility denotes a specific FX, CCSA, tie line, or IXC access line circuit.

Foreign Area Discrete Translation

Foreign Area Discrete Translation is the screening of a specific group of digits, by the switching equipment, to determine proper call routing.

For example: In the configuration of Automatic Route Selection patterns, the NPA code only is screened to determine the preferred route. This is referred to as 3 digit translation.

Further, where the calls are limited to specific central office designations within the Number Plan Area, the NPA code and the central office code (the first 6 digits) must be screened. This is referred to as 6 digit translation.

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Pattern

A group of routes arranged to be selected in a sequence specified by the customer. For example:

Access Code 9

<u>Pattern #1</u>	<u>Pattern #2</u>	<u>Pattern #3</u>
FX WATS Band 1	FX	
WATS Band 1	WATS Band 2	WATS Band 2
CCSA	CCSA	WATS Band 4
MTS Network	MTS Network	WATS Band 5
		MTS Network

Access Code 182

<u>Pattern #1</u>	<u>Pattern #2</u>	<u>Pattern #3</u>
FX WATS Band 1	IXC	
IXCIXC	WATS Band 1	
WATS Band 3	WATS Band 3	WATS Band 3
Overflow Tone	FX	WATS Band 5
	Overflow Tone	Overflow Tone

Route

A route is a group of one or more facilities of the same type used to complete 7 or 10 digit calls between the same points. (e.g., 1FX to Chicago, or 3 WATS Band 1 lines, or 2 WATS Band 5 lines, or 1 CCSA, etc. A WATS Band 1 and a WATS Band 5 are considered to be two routes. Exception: Where a customer has "WATS Route Advance", the route capacity of a pattern is only reduced by one route.)

Route Selection

The automatic selection of the preferred route as predetermined by the customer, when an access code is dialed by the station user.

3. Regulations

- a. ARS-B is offered only to customers served from central offices equipped to furnish this feature, where facilities permit.
- b. Preferred routes and alternate routing patterns will be specified by the customer.
- c. All rates and charges specified for ARS-B are in addition to the rates and charges for the associated facilities.
- d. The number of patterns required by a customer is governed by the type and variety of facilities to which the customer subscribes.

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- e. A single rate per facility will apply regardless of the number of patterns having access to that facility. The monthly rate specified is applicable to each facility available to the patterns.
- f. Patterns without final route to the MTS network may be offered only if a customer subscribes to a sufficient number of facilities which, in the judgment of the Telephone Company, provide an adequate level of service so as to avoid interfering with the service of others or to prevent others from making or receiving calls over their telecommunications service.
- g. Where a route is used in one pattern, only one translation may be provided per pattern. Where a route is used in two or more patterns, one translation per pattern may be provided subject to the appropriate charges in the Rates and Charges section of this Service Agreement. Where central office code translation is required for more than one number plan area per single facility group or route, rates and charges apply for each number plan area translated.
- h. A group of patterns may have either the MTS network or overflow tone as a final route. A combination of both within the same pattern group, that is, a group of patterns accessed by one code, is not permitted. Dial "9" may be used as an access code only if the patterns accessed have the MTS network as a final route.
- i. Where toll-restricted service lines have access to ARS-B patterns with final route to the MTS network, apply the rate and charge as specified for patterns with overflow to tone in lieu of the rate and charge specified for final route to the MTS Network.

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4. Rates and Charges

	<u>Initial Charge</u>	<u>Monthly Rate</u>	<u>24 Months</u>	<u>USOC</u>
Common Equipment				
Per customer group (Per ESS Switching Equipment, per access code)	\$900.00	\$ 125.00	\$ 125.00	ART
Route Selection Patterns				
Per facility terminated in patterns	1.75	4.75	4.75	AR5
By Number Plan Area code only, with final route:				
to the MTS Network, per pattern, each (Note)	200.00	8.50	8.50	AR9
to overflow tone, per pattern, each	200.00	38.50	38.50	ARG

Note: Where service lines equipped for toll restriction access a pattern, apply the rate and charge as specified for USOC ARG or ARK.

By Number Plan Area code and central office codes, with final route:

to the MTS Network, per pattern, each (Note)	285.00	15.00	15.00	ARH
to overflow tone, per pattern, each	285.00	44.00	44.00	ARK

Note: Where service lines equipped for toll restriction access a pattern, apply the rate and charge as specified for USOC ARG or ARK.

	<u>Initial Charge</u>
Additions and Changes	
Additions, deletions or changes of routes in existing patterns, per pattern *	\$ 200.00
Addition or deletion of a facility to an existing route	1.75
Additions or changes in NPA or central office code routing, per route *	285.00

* Each WATS band is treated as a separate route.

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S. STATION MESSAGE DETAIL RECORDING (SMDR)

1. General

SMDR is an arrangement to provide a record, by service line number, of originating traffic routing over dial type tie lines, FX, CCSA, IXC access lines, and/or the MTS network (toll) for customers served from a central office where facilities have been made available.

The station message detail will include the calling service line number, the called number, date, time of day, duration of call, and the type of facility used (Note). The record will be provided on magnetic tape or floppy diskette to customers requiring message detail for cost allocation and telecommunications system management purposes. The detail will be provided on all facilities in routes selected by the customer for SMDR.

2. Regulations

SMDR may be offered to service lines of customers whose intercom switching is provided by a central office where facilities permit and where the Telephone Company's message billing process has been arranged to provide this optional feature.

SMDR is not represented to be a provision of billing detail. Where tie line, IXC access line, or FX facilities are involved, all such call attempts, whether completed or not, will appear in the SMDR.

Station message detail will be provided on magnetic tape or floppy diskette. The tape density and number of tracks will be those used by the program and data processing system in use by the Telephone Company.

The floppy diskette is only available to accounts with fewer than 45,000 call records per billing period. The diskette will be designed for use with an IBM compatible PC with a 3 1/2 or 1/4 inch, high density disk drive. The call data may be compressed. If compression is used, the customer will be provided with the software necessary to expand the compressed data.

Station message details may be provided on all facilities subscribed to by the customer, including the MTS network (toll), but will not include intercom calls originated by station users. The customer may designate the group or groups of facilities on which SMDR is to be provided.

SMDR is limited to an entry code, the called service line number or called tie line access code, time of day, date, and duration of call. Calls to service lines or tie lines found busy are ordinarily not recorded.

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3. Rates and Charges

	Service Establishment <u>Charge</u>	Initial <u>Charge</u>	Monthly <u>Rate</u>	Monthly Rate, Variable Term Option, <u>24 Months</u>	<u>USOC</u>
Common Equipment per					
Location served by separate switching equipment	---	\$ 505.00	\$ 47.25	\$ 47.25	CMM
Facility Group	---	122.00	---		CMW
Station Message Detail, Per Message, each	---	---	0.009	0.009	
Line Equipment per					
Tie line	\$ 2088.00 (Note)	1.75	4.60	4.60	CMT
Interexchange Carrier access line	2088.00 (Note)	1.75	4.60	4.60	CMZ
Foreign Exchange Line (Note)	2088.00	1.75	4.60	4.60	CMQ
Media Charge					
Floppy Diskette	---	---	3.00	---	
Mag Tape	---	---	55.00	---	

Note: Applicable only at the time the switching equipment is arranged to provide SMDR on the initial tie line, initial foreign exchange line, or interexchange carrier access line for each customer and is applicable to each switching equipment unit so arranged.

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T. KEY EQUIVALENT FEATURES

1. General

Key Equivalent Features are optional features which can effectively perform functions traditionally provided by key equipment when used in certain combinations. However, most of these features can be provided independently of each other. Examples of such features include Call Hold and Call Pickup.

2. Regulations

a. Explanation of Terms

1. Automatic Callback

A service line user who attempts an intercommunicating call to a busy service line will be automatically connected to that line when both the called and calling lines are later idle.

2. Call Forwarding - Busy Line

When certain types of non-intercom calls are originated to a busy service line, the calls are routed to the attendant or a designated service line within the same system.

3. Call Forwarding - Busy Line, Intragroup

When certain types of non-intercom and intercom calls are originated to a busy service line, the calls are routed to the attendant or a designated service line within the same system.

4. Call Forwarding - Don't Answer

When certain types of non-intercom calls which have been originated to a service line are not answered within a prescribed time interval which is dependent upon the arrangement of the serving central office equipment, the calls are forwarded to the attendant or a designated service line within the same system.

5. Call Forwarding - Don't Answer, Intragroup

When certain types of non-intercom and intercom calls which have been originated to a service line are not answered within a prescribed time interval which is dependent upon the arrangement of the serving central office equipment, the calls are forwarded to the attendant or a designated service line within the same system.

6. Call Forwarding Over Private Facilities

A service line user may establish automatic routing of incoming calls designated for that line to a specific private facility when the private facility is terminated in the user's system. As used in this section, the term "private facility" applies to CCSA, EPSCS, ETS, FX, and tie lines arranged for senderized operation, and the local and toll message network.

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7. Call Forwarding - Variable

A station or station set (telephone) user or the attendant may establish automatic routing of certain incoming calls destined for that service line to another service line selected by the user, or to the attendant in the same system.

8. Call Forwarding - Variable, Outside

A station or station set (telephone) user or the attendant may establish the automatic routing of certain incoming calls destined for that service line to another service line selected by the user or to the attendant in the same system; or the user may establish the automatic routing to a number outside the system.

9. Call Hold

A station or station set (telephone) user may usually place any established call involving his or her service line on hold by operating the switchhook and dialing a preset code.

10. Caller ID

Displays the telephone number of the caller after the first ring.

11. Call Pickup

A station or station set (telephone) user may answer calls directed to another service line within the same call pickup group by dialing a preset code.

12. Call Transfer - Unlimited

A station or station set (telephone) user can transfer any established call (incoming, outgoing or intrasystem) to another service line within the same system without assistance from the attendant. This is accomplished by hanging up after utilizing consultation hold and/or add-on, which are integral parts of Call Transfer.

13. Call Transfer - Outside

A station or station set (telephone) user can transfer any established call (incoming, outgoing or intrasystem) to another service line within the same system without assistance from the attendant. This is accomplished by hanging up after utilizing consultation hold and/or add-on, which are integral parts of Call Transfer. A station or station set (telephone) user may also employ add-on and/or consultation hold for any established external call, but cannot transfer the call to another external call.

14. Call Waiting - Originating

When a called service line in the same system is busy, the calling service line will cause an audible tone to be transmitted, indicating a call is waiting.

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15. Call Waiting - Terminating

When a service line is busy, the user will receive an audible tone to indicate that a non-intercom call is waiting.

16. Call Waiting - Terminating, Intragroup

When a service line is busy, the user will receive an audible tone to indicate that either a non-intercom or an intercom call is waiting.

17. Calling Name and Number

On incoming calls, provides for the delivery of the listed name and telephone number associated with the calling party. Information may be displayed on a customer-provided display device attached to the subscriber's line or telephone set. Based on the current technology of the network, the name and telephone number of the calling party may be truncated. This service is not available for electronic or ISDN lines.

18. Dial Call Waiting

When a called service line in the same system is busy, the calling service line user can cause an audible tone to be transmitted to indicate a call is waiting , by dialing a preset code.

19. Directed Call Pickup

Any station or station set (telephone) user can intercept a call which has been answered or is ringing at another service line, provided the called service line is equipped, by dialing a preset code.

20. Directed Call Pickup - Non-Barge-In

Any station or station set (telephone) user may, by selecting a line equipped with this feature and by dialing a preset code, intercept a call which is ringing at another service line, provided the called service line is included in a Call Pick-up Group.

21. Distinctive Ringing and Call Waiting Tone

This feature allows a service line user to determine the type of incoming call before answering it by associating a distinctive ringing pattern or distinctive call waiting tone pattern with the particular call type.

22. Reminder Ring

This feature provides a distinctive ringing signal on a service line at the time a call is forwarded, whenever the service line is equipped with Call Forwarding--Variable or Call Forwarding Over Private Facilities and the call forwarding feature is activated.

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- b. These features are furnished subject to the availability of facilities and capacity.
- c. The Call Hold and/or Call Pickup feature is common to each service line in a multiline hunt group. Consequently, rates and charges specified for these features apply to each service line in the same multiline hunt group.
- d. Call Waiting - Terminating and Call Forwarding - Busy Line are mutually exclusive on the same line.
- e. Lines arranged for both Call Forwarding - Busy Line and Call Forwarding - Don't Answer must forward to the same designated line. At the time a service line is initially equipped for Call Forwarding - Don't Answer, it will be arranged for a predetermined number of ringing cycles to be completed before the incoming call is forwarded.
- f. Calls forwarded to lines outside the system can be subject to local and toll message charges. These calls are also subject to transmission limitations.
- g. The Call Hold feature can be provided only on service lines equipped with the Call Transfer feature.
- h. Equipping any service line with Call Transfer--Unlimited or Outside will require all service lines within the same system or group also to be equipped. Call Transfer--Unlimited or Outside cannot be provided on a service line unless the line is also equipped with Call Transfer - Individual.
- i. Equipping any service line with Call Waiting--Terminating, Intragroup will require all service lines within the same system or group that are equipped with Call Waiting--Terminating also to be equipped with Call Waiting--Terminating, Intragroup.
- j. When Call Forwarding - Variable, Outside is provided on any service line within the same system or group, all service lines within the same system or group equipped with Call Forwarding--Variable must be equipped for Call Forwarding - Variable, Outside.
- k. Automatic Callback is only operational for intercommunication calls between service lines served by the same customer group. Only one Automatic Callback request is permitted the calling and called service lines at one time. Once requested, it will remain active for a period not to exceed 30 minutes unless deactivated by the calling service line.
- l. The Call Forwarding Over Private Facilities routing of calls to FX and CCSA network access lines requires special central office modification. Initially, this optional service feature will not be available for the routing of calls via any facility, Automatic Route Selection pattern, or switching service network involving FX. When the central office equipment is subsequently modified, the routing will be made available to the customer at no additional charge.

The Call Forwarding Over Private Facilities routing of calls to Enhanced Private Switched Communications Service (EPSCS) and Electronic Tandem Switching (ETS) requires special central office modifications separate from the modification specified above.

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Initially, this optional service feature will not be available for the routing of calls via EPSCS and ETS. When the central office equipment is subsequently modified, the routing will be made available to the customer at no additional charge.

Incoming local and toll message network and inward WATS calls to service lines arranged for Call Forwarding Over Private Facilities routing are subject to the appropriate charges for such calls and a common recorded announcement is furnished to inform the caller that the call is being forwarded.

Calls forwarded to the local and toll message network and WATS are subject to the appropriate charges for such calls.

When the Attendant Control of Facilities optional service arrangement has been activated, so that calls routed to a specific private facility by the Call Forwarding Over Private Facilities feature are denied, access, those calls will be routed instead to a common recorded announcement which refers the caller to the system's attendant.

- m. When Reminder Ring is requested to be added to a service line and the line is or will be equipped with Call Forwarding--Variable or Call Forwarding Over Private Facilities, the initial charge as specified in "Rates and Charges" following applies per service line affected.
- n. Distinctive Ringing and Call Waiting Tone are furnished in different classes which permit service line users to identify the source of calls. These three classes identify:

<u>Class</u>	<u>Call Source</u>
A	Intercommunication
B	Direct inward dialed local and toll Attendant completed CCSA access line Tie line
C	Preemptible SCAN access line Dial Call Waiting Call Waiting--Originating 51A Console night service arrangement

Distinctive ringing is furnished to indicate the source of calls to idle service lines. Distinctive tone is furnished to indicate the source of calls to busy service lines equipped for Call Waiting optional service features.

A distinctive ring/tone is furnished to each class and is used to identify all call sources within each class.

Class A ring/tone is not furnished separately and is included at no additional charge to service lines arranged for Class B ringing/tone. Class C ringing/tone may be furnished separately or in association with Class B ringing/tone.

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Class C tone associated with Call Waiting--Originating or Dial Call Waiting will only be provided where all service lines in the same customer group are commonly arranged for Class C tone.

Where a customer's system is equipped with a 51A Console and is arranged for Class B ringing/tone, Class C ringing will be provided at no additional charge to identify night service arrangement extended calls to service lines.

- o. Caller ID is available for customers with Centrex Service. This feature will only be available from appropriately equipped Central Offices. This feature will not be included in any current Custom Calling discounts.
- p. Calling Name and Number will deliver the calling party's name and number information, except when the calling party name and/or number is not accessible to the network because of where the call originates or when the calling party invokes a per call or per line blocking feature which prevents the name and/or telephone number from being passed.

The subscriber to Calling Name and Number service will be responsible for the provision of the display device which shows the calling party's name and telephone. The installation, repair and technical capability of the device in functioning with Calling Name and Number service will be the responsibility of the subscriber. The telephone Company assumes no liability and will be held harmless for any incompatibility of this equipment to perform satisfactory with network features associated with this service.

Calling Name and Number service is offered in appropriately equipped central offices and is available with individual nonresidence and residence lines. It is available for customers with Centrex Service.

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3. Rates and Charges

	Service Establishment <u>Charge</u>	Initial <u>Charge</u>	Monthly <u>Rate</u>	<u>24 Months</u>	<u>USOC</u>
Automatic Callback					
Common equipment, per system	\$500.00	\$60.00	\$ 42.00	\$ 42.00	ACY
Per service line equipped	---	4.00	0.80	0.80	SAK
Call Forwarding					
Busy line, per line	---	6.00	0.55	0.55	E6G E6GNC
Busy line, intragroup, per line	---	6.00	0.55	0.55	E6G E6GUR
Don't answer, per line	---	6.00	0.95	0.95	E9G E9GNC
Don't answer, intragroup, per line	---	6.00	0.95	0.95	E9G E9GUR
Busy line and don't answer, per line	---	6.00	1.10	1.10	E5ENC
Busy line and don't answer, intragroup, per line	---	6.00	1.10	1.10	E5EUR
Call Forwarding over private facilities					
Common equipment per system	435.00	61.10	130.00	130.00	EAY
Per service line equipped	---	3.50	5.50	5.50	EAP
Variable, per line	---	6.00	1.10	1.10	EAT
Variable, outside, per line	30.00 *	6.00	1.35	1.35	E40

* Applies once per system

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	Service Establishment <u>Charge</u>	Initial <u>Charge</u>	Monthly <u>Rate</u>	<u>24 Months</u>	<u>USOC</u>
Call Hold, per line	---	\$ 6.00	\$ 1.70	\$ 1.70	EAB
Call Pickup, per Call Pickup Group	---	1.60	1.40	1.40	E3N
Call pickup, per line	---	6.00	0.65	0.65	E3P
Directed call pickup, per line	---	6.00	1.70	1.70	DMA
Call Transfer					
Unlimited, per line	---	1.60	0.40	0.40	E2H
Outside, per line	\$ 30.00 *	1.60	0.55	0.55	E9A
* Applies once per system					
Call Waiting					
Terminating, per line	---	6.00	1.25	1.25	ESXNC
Terminating, intragroup, per line	30.00 *	6.00	1.65	1.65	E6N
* Applies once per system					
Originating, per line	---	6.00	1.95	1.95	ESZ
Dial, per line	---	6.00	0.65	0.65	E6C
Directed Call Pickup - Non-Barge-In, per line	---	6.00	0.65	0.65	E6D
Distinctive Ringing and Call Waiting Tone					
Common equipment for either or both Class B and C ringing/tone, per system	145.00	100.00	45.00	45.00	DRR
Class B ringing/tone, per service line equipped	---	3.50	1.40	1.40	BRT

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	<u>Service Establishment Charge</u>	<u>Initial Charge</u>	<u>Monthly Rate</u>	<u>24 Months</u>	<u>USOC</u>
Class C tone, per service line equipped with Call Waiting - Originating or Dial Call Waiting	---	\$3.50	\$0.80	\$0.80	ODT
Class C ringing/tone per preemptible SCAN access line terminal	---	3.50	0.80	0.80	CCN
Reminder Ring					
Furnished with the initial installation of Call Forwarding – Variable or Call Forwarding Over Private Facilities optional service features	---	---	---	---	
Furnished following the initial installation of Call Forwarding - Variable or Call Forwarding Over Private Facilities optional service features, per service line	---	2.40	---	---	
Caller ID	---	6.50	5.00		NXD
Calling Name and Number	---	6.50	7.00		NXM

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U. SPEED CALLING

1. Regulations

a. Explanation of Terms

1. Speed Calling 6

A service line user can place calls to a repertory of six telephone numbers by dialing a unique code. Telephone numbers, including routing codes, are limited to a maximum of sixteen digits. Number changes in the list can be made where equipment permits, by the customer's dialing a preset code.

2. Speed Calling 30

A service line user can place calls to a repertory of thirty telephone numbers by dialing a unique code. Telephone numbers, including routing codes, are limited to a maximum of sixteen digits. Number changes in the list can be made where equipment permits, by the customer's dialing a preset code.

b. These features are furnished subject to the availability of facilities and capacity.

c. The Speed Calling feature is common to each service line in a multiline hunt group. Consequently, rates and charges apply to all service lines in the same multiline hunt group.

d. The option of Speed Calling--6 or 30 is not available to an individual service line when that line is in a multiline hunt group. All lines in the same multiline hunt group must use the same Speed Calling--6 list or Speed Calling--30 list.

e. The maximum number of lists available for Speed Calling--30 is 100 per customer group.

2. Rates and Charges

	<u>Initial Charge</u>	<u>Monthly Rate</u>	<u>24 Months</u>	<u>USOC</u>
Speed Calling 6, per list	\$ 6.00	\$ 1.10	\$ 1.10	ESHC6
First line accessing list	1.60	0.55	0.55	EST1L
Additional lines accessing list, each	1.60	0.30	0.30	ESTAL
Speed Calling 30, per list	6.00	5.25	5.25	ESHC3
First line accessing list	1.60	0.55	0.55	ESF1L
Additional lines accessing list, each	1.60	0.30	0.30	ESFAL

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V. UNIFORM CALL DISTRIBUTION

1. General

Uniform Call Distribution is a hunting arrangement available to lines arranged in a multiline hunt group. Incoming calls to the line (main hunt) number of the group will hunt throughout the lines in a fixed sequence, except that once a call has been completed to a line, a pointer within the switching equipment will advance to the next idle line. The next incoming call will go directly to that line if it is still available. If it is not, the call will either be directed to the next idle line in the hunting sequence or, if all lines in the hunting group are busy, it will receive a busy tone.

2. Regulations

a. Explanation of Terms

1. Calls Waiting Indication

A feature in the switching equipment which provides control for lamp indicators located on a customer's premises to indicate that calls have been waiting in queue longer than a specified time limit. Up to three separate lamp indicators may be provided to indicate different lengths of delay.

2. Delay Announcement

A feature in the switching equipment which provides for a recorded message to be given to calls waiting in queue longer than a customer specified time interval (6-42 seconds in six second increments).

3. Make Busy (Group and/or Line)

A feature in the switching equipment through which all lines in the UCD group or individual lines within the UCD group can be artificially made busy by manually operating a key or keys located on a customer's premises.

4. Queuing (UCD/Q)

Reserves space within the switching equipment for incoming calls to the UCD main line hunt number to be held in their order of arrival if all lines within the UCD group are busy, and there is sufficient reserved space for the calls.

5. Uniform Call Distribution (UCD)

Provides even distribution of incoming message network and/or intercommunicating calls to the group of lines designated as part of the UCD group.

b. This feature and options are furnished subject to the availability of facilities, capacity, and compatibility.

c. Individual lines in the UCD group may have line numbers assigned so that calls may be directed to them. Calls directed to these lines, except the main line hunt group number, will not have access to any of the UCD group features.

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- d. All call forwarding features as specified in this Service Agreement cannot be provided on lines in a UCD group with the queuing option. However, Call Forwarding--Busy Line can be provided in conjunction with Group Make Busy. This provision will negate the queuing option and can be provided only with the lead line number of the group (group option).
- e. Call Pickup and Call Hold may be provided to lines in the UCD group on a group basis only. When provided, each line in the group will be subject to the rates and charges for the feature(s). However, Call Pickup is not compatible with the queuing option.
- f. The call waiting audible indication is not available to lines in a UCD group.
- g. Speed Calling 6 and Speed Calling 30 may be provided to lines in a UCD group on a group basis only. Each line in a UCD group will be equipped for speed calling; consequently, each line will be subject to the rates and charges specified in this section for the speed calling feature. However, Speed Calling 6 and Speed Calling 30 cannot both be provided to the same service line in a UCD group.
- h. Optionally, a customer may subscribe to Group Make Busy, Line Make Busy, and UCD queuing. Instead of Line Make Busy, Directed Call Pickup as specified in this section may be provided to the UCD group in order for calls directed to unoccupied lines to be answered from another location. When queuing is added to a UCD group, delay announcement and calls waiting lamp indication can also be provided.
- i. Any other optional service and/or features which are compatible with UCD and UCD/Q may be provided, subject to rates and charges specified in this section or elsewhere in this Service Agreement.

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3. Rates and Charges

	<u>Initial Charge</u>	<u>Monthly Rate</u>	<u>24 Months</u>	<u>USOC</u>
Per hunt group	\$ 55.00	---		A6T
Service line in the hunting group, each	6.00	\$ 0.55	\$ 0.55	A6V
Queue slot, each				
Common equipment	165.00	7.00	7.00	A8A
Service line arranged for queuing, each	1.60	4.30	4.30	A82
Queue slot, each	22.00	2.00	2.00	A83RA
Line Additive for incoming call queuing				
Restricted Centrex or service line additive for incoming call queuing	1.60	50.75	50.75	A6Z
Exchange access additive for each Centrex service line in the queue	1.60	43.10	43.10	A6W
Intercom additive for each Centrex service line in the queue	1.60	7.65	7.65	A6Y
Calls waiting indication, per unique timing state	106.50	4.15	4.15	A66CE
Delay announcement				
Per announcement (limit one)	63.70	61.00	61.00	A8GCE
Per announcement trunk	119.70	9.05	9.05	A8GAT
Per service line	1.60	2.25	2.25	A8GST
Make busy arrangements				
Per group	125.00	2.20	2.20	A9A
Per service line	63.70	2.20	2.20	A6G