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**5. EXCHANGE SERVICES**

**5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS AND NETWORK ACCESS  
REGISTERS**

**5.3.3 FLAT RATE TRUNKS**

**C. Rate Stability Plan - Flat PBX Trunk**

**2. Terms and Conditions (Cont'd)**

- f. Termination charges will apply if the customer violates the terms and conditions of the Rate Stability Plan or the Rate Stability Plan is terminated for cause by the Company.
  - A customer will be considered to have violated the terms and conditions of the Plan if the customer cancels service during the term of the Rate Stability Plan or reduces the number of trunks at the customer location to a level 20% below that in service at the rate stability initiation.
  - The Rate Stability Plan may be terminated for "cause" if the Company provides the customer with 30 days written notice specifying the cause for termination and the customer does not comply with the requirements specified in the notice within the 30 day period. "Cause" constitutes any customer material breach of the terms of the Plan including, but not limited to, failure to pay applicable charges on time.
- g. Termination charges will be applied as specified in the Termination Liability/Waiver Policy set forth in 2.2.14.B., preceding.
- h. Additional trunks purchased during the rate stability period can be incorporated into the terms of the existing Plan without renegotiating the Plan. If a lower rate is applicable due to the additional number of trunks, the larger discount will be applied once the trunks are in service, until the conclusion of the Plan.
- i. If a customer's business is moved during the Plan period, the Plan may remain in effect as long as the new location is served by the Company and the minimum number of PBX trunks is maintained. If a customer qualifies for distance sensitive pricing, charges at the new location will reflect the distance associated with that new location.

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**5.3.3 FLAT RATE TRUNKS**

C. Rate Stability Plan - Flat PBX Trunk

2. Terms and Conditions (Cont'd)

j. In the event a customer's business is sold, the Rate Stability Plan may be transferred to the new owner, if the following conditions are met:

- The Company is notified in advance of the sale and a "Change of Responsibility" form is issued;
- The new customer assumes the liabilities and terms of the existing Plan which are in effect at the time of transfer;
- Existing facilities remain in place;
- A "Change of Responsibility" agreement is signed by both parties and notarized; and
- The transfer of responsibility is accepted by the Company.

k. The nonrecurring charge to establish or transfer service will be the same in amount and application as applies for trunks.

l. Once the Rate Stability Plan period ends, the customer may negotiate a new Plan or continue service under month-to-month rates in effect at that time.

3. Rates

a. Rates will be applied on a "stairstep" scale. This means a separate rate will be applied to a customer's first 1-20 trunks; a lower rate will be applied to the same customer's next 21-50 trunks; and a distance sensitive rate will be applied to 51 trunks and over. Rates will be developed on an individual case basis for 51 trunks and over for service located over 20 miles from the central office.

b. The Hunting line rate as described in 5.2.5, preceding, also applies for Rate Stabilized Flat PBX trunks so equipped.

[1] This page cancels Original Pages 43 and 44.



**5. EXCHANGE SERVICES**

**5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS AND NETWORK ACCESS  
REGISTERS (CONT'D)**

**5.3.4 DIRECT-INWARD-DIALING (DID) SERVICE**

A. Description

*DID* Service is a special trunking arrangement which permits incoming calls from the exchange network to reach a specific PBX station directly without attendant assistance.

B. Terms and Conditions

1. *DID* Service is available in those central offices which have been equipped for the service.
2. Foreign central office mileage charges shall apply if the customer is provided *DID* Service from a central office other than the normal serving central office.
3. Construction charges shall apply where central office facilities or equipment are not available.
4. The charges applicable to *DID* Service contemplate the use of standard Company equipment and serving arrangements. When equipment or service of a special type is requested and provided, rates and charges based on the additional costs involved to meet the requirements of each case shall apply.
5. Where *DID* Service is requested on more than one group of central office lines, each group shall be charged for separately. The *DID* Service desired must be provided on all lines within the group.

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**5. EXCHANGE SERVICES**

**5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS AND NETWORK ACCESS  
REGISTERS**

**5.3.4 DIRECT-INWARD-DIALING (DID) SERVICE**

**B. Terms and Conditions (Cont'd)**

6. Sequential numbers may be assigned if blocks of numbers are available and at the discretion of the Company.

A *DID* sequential number block is a group of 20 telephone numbers in numeric order. The last digit of the first number within the block is a 0, and the last number within the number block must include an odd number in the sixth digit and a 9 in the last digit.

7. One primary directory listing will be furnished with *DID* Service. Additional listings of departments, locations, titles, and individuals may be provided at the charges and in accordance with the terms and conditions set forth in other Sections of this Catalog.
8. The rates and charges specified are in addition to the rates and charges for other services or facilities with which this service is associated. It is the customer's responsibility to ensure that the CPE selected is compatible to operate with *DID* Service.
9. Customers to *DID* Service shall be responsible for the mechanical or manual interception of calls placed to station lines or numbers not connected for service.
10. *DID* Service is offered with switching vehicles served by trunk service. Answer Supervision is required from the customer's switching vehicle.

**C. Rates and Charges**

Special promotions may be available to customers who subscribe to *DID* trunk terminations waiving nonrecurring charges. The periods and provisions of such promotions will be determined by the Company. The promotion(s) shall not exceed three months annually.

**5. EXCHANGE SERVICES**

**5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS AND NETWORK ACCESS  
REGISTERS**

**5.3.4 DIRECT-INWARD-DIALING (DID) SERVICE**

C. Rates and Charges (Cont'd)

1. *DID* Service

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• In-only <i>DID</i> Trunk Termination (Dial or DTMF Pulse Signal from CO), each[1,2]	NDT	\$67.90	\$43.65
• In-Only Analog Trunk provisioned for <i>DID</i> Call Transfer Trunk Circuit Termination, each[3]	NAR	67.90	43.65
• Two-Way Digital <i>DID</i> Trunk Termination with answer supervision (Dial or DTMF Pulse Signal from CO), each[1,2,4]	ND2	67.90	43.65
• Two-way, four-wire analog <i>DID</i> Trunk Termination (Dial or DTMF Pulse Signal from CO), each[1,5]	NAY	67.90	43.65

- [1] Does not require touch-tone service on the Exchange PBX trunk with *DID* Service.
- [2] In addition, an exchange *DID*/PBX or *DID*/DSS trunk rate as specified in 5.3 or 15.1, following, applies.
- [3] In addition, a PBX trunk (USOC: TRH1X), specified in 5.3.3, preceding, is required. Certain switch limitations may apply.
- [4] Only available on DSS trunks.
- [5] In addition, a PBX trunk (USOC: THHCX), as specified in 5.3.3, preceding, is required.

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**5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS AND NETWORK ACCESS  
REGISTERS**

**5.3.4 DIRECT-INWARD-DIALING (DID) SERVICE**

C. Rates and Charges (Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
2. <i>DID</i> Telephone Numbers			
• Nonsequential telephone number, each	NHN	\$ 0.97	\$0.14
• <i>DID</i> block of 20 sequential telephone numbers, per block	NGS	14.55	2.91

3. Reserving Telephone Numbers

Customer requests for (a) specific number(s) will be assessed the Custom Number Service charges specified in 5.7.7, following. The charges will not be applicable when the customer requests a sequential number block consecutive to a current sequential number block. Only 1 Custom Number Service charge will be applied per sequential number block.

	<b>USOC</b>		<b>MONTHLY RATE</b>
• Nonsequential number, per number[1]	NHNRN		\$0.15
• Sequential number block, per block[1]	NGQ		3.00

[1] Charges apply only if the customer does not currently subscribe to *DID* Service. Customers currently subscribing to *DID* will be charged the NHN or NGS rate and charges as appropriate.

**5. EXCHANGE SERVICES**

**5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS AND NETWORK ACCESS  
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**5.3.4 DIRECT-INWARD-DIALING (DID) SERVICE**

C. Rates and Charges (Cont'd)

4. Change Charges

The following nonrecurring charges are applied to rerouting of telephone numbers to another trunk or trunk group or when changing the number of digits outpulsed to the PBX or to change DTMF signaling to DP or vice versa or to building an additional route index that points to the customer's trunk group resulting in full use of DID numbers to work with a PBX.

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>
• Rerouting of telephone numbers, per number	N/A	[1]
• Changing number of digits outpulsed, per change	REAGM	\$ 50.00
• Changing signaling, per change	REAGN	50.00
• Digit Manipulation, per route index	PT3DM	1,000.00

[1] Same nonrecurring charge as specified for initial installation of *DID* telephone numbers.

**5. EXCHANGE SERVICES**

**5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS AND NETWORK ACCESS  
REGISTERS**

**5.3.4 DIRECT-INWARD-DIALING (DID) SERVICE (CONT'D)**

D. Optional Features

1. Expanded Answer for 1A/1E ESS Central Offices

a. Description

Expanded Answer enables customers with Call Forwarding - Don't Answer or Call Forwarding - Busy Line/Don't Answer to forward their unanswered calls to a *DID* station number. This feature includes common equipment and Call Completion Software Positions.

b. Terms and Conditions

- (1) Expanded Answer is furnished only in 1A/1E ESS central offices where adequate and suitable facilities are available. Central offices will be equipped with this feature at the discretion of the Company.
- (2) The Expanded Answer common equipment includes two Call Completion Software Positions (CCSP). Additional CCSPs may be required if the volume of calls attempting to complete to the *DID* station number exceeds the processing limitations of the software.
- (3) Both the *DID* station number and the number equipped with the Call Forward-Don't Answer or Call Forward - Busy Line/Don't Answer feature must be in the same central office.

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**5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS AND NETWORK ACCESS  
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**5.3.4 DIRECT-INWARD-DIALING (DID) SERVICE**

D. Optional Features

1. Expanded Answer for 1A/1E ESS Central Offices (Cont'd)

c. Rates and Charges

Applicable Business Service Charges, specified in Section 3 of this Catalog, apply in addition to Expanded Answer nonrecurring charges.

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Common equipment, including first two CCSPs	FT3CX	\$250.00	\$ 30.00
• Each <i>DID</i> station number equipped	FT5	2.50	0.30
• Additional CCSPs			
- Third CCSP	FT3A1	—	60.00
- Fourth CCSP	FT3A2	—	95.00
- Fifth CCSP	FT3A3	—	110.00
- Sixth CCSP	FT3A4	—	120.00
- Seventh CCSP	FT3A5	—	135.00
- Eighth CCSP	FT3A6	—	150.00
- Ninth CCSP	FT3A7	—	160.00
- Tenth CCSP	FT3A8	—	200.00
• Addition or removal of CCSP subsequent to initial installation of of common equipment, per order[1]	PT3CT	90.00	—

[1] Only applies for removal if Expanded Answer remains in service.

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**5. EXCHANGE SERVICES**

**5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS AND NETWORK ACCESS  
REGISTERS**

**5.3.4 DIRECT-INWARD-DIALING (DID) SERVICE**

D. Optional Features (Cont'd)

2. *DID* Trunk Queuing

a. Description

*DID* Trunk Queuing is an arrangement whereby incoming calls that are placed to station lines within a *DID* system can be held in queue if all trunks between the central office switch and the customer's PBX are busy. Calls in queue will be held in their order of arrival until a trunk becomes available. Calls in queue are served on a first-in first-out basis. Calls held in queue will hear ringing until answered.

b. Optional Features

Delay Announcement

This option allows for incoming calls held in queue to hear a recorded announcement after a predetermined amount of time. The announcement can be accessed a maximum of four times and the customer has the option of providing their own announcement or a standardized Company announcement. Depending upon the customer's choice, ringing, silence or music will be returned after each announcement.

Music on Queue

This option allows for customer provided music to be played to customers held in queue after a recorded announcement has been accessed. This option can only be provided with Delay Announcement.

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**5. EXCHANGE SERVICES**

**5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS AND NETWORK ACCESS  
REGISTERS**

**5.3.4 DIRECT-INWARD-DIALING (DID) SERVICE**

D. Optional Features

2. *DID* Trunk Queuing (Cont'd)

c. Terms and Conditions

- (1) *DID* Trunk Queuing and its associated options will only be provided where adequate and suitable CO facilities exists.
- (2) The provision of this feature requires that the customer subscribe to a sufficient number of facilities to adequately handle the volume of incoming calls.
- (3) The customer must purchase one queue slot for each call the customer wants to hold in queue. For example, a customer wanting to hold two calls in queue when all lines are busy must have two queue slots in the queue group.
- (4) The music on queue option requires a Voice Grade channel between the serving central office and a customer-provided music source at the customer's premises.
- (5) The customer must specify the length of time a call is held in queue before going to delay announcement. The customer must also specify the number of announcements (maximum of four) and the amount of time between announcements. Changes to these values may only be made through the issuance of a service order.

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**5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS AND NETWORK ACCESS  
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**5.3.4 DIRECT-INWARD-DIALING (DID) SERVICE**

- D. Optional Features  
2. *DID* Trunk Queuing (Cont'd)

d. Rates and Charges

Service Charges specified in Section 3 of this Catalog, apply in addition to the following nonrecurring charges.

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• Queuing			
- Per <i>DID</i> Station number equipped	UQQ	\$ 2.50	\$ 0.25
- Per queue group	UQQPG	175.00	-
- Per queue slot in group	UQQPQ	-	15.00
- Change in quantity of queue slots in queue group, per group	REAE9	100.00	-
• Delay Announcement	N/A	[1]	[1]
• Music on Queue	N/A	[2]	[2]

[1] Use rates and charges specified for Uniform Call Distribution - Delay Announcement.

[2] Use rates and charges specified for Uniform Call Distribution - Music on Queue.

NOTICE  
THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

**5. EXCHANGE SERVICES**

**5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS AND NETWORK ACCESS  
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**5.3.4 DIRECT-INWARD-DIALING (DID) SERVICE**

D. Optional Features (Cont'd)

3. *DID* Call Transfer

a. Description

*DID* Call Transfer allows the user of a specially provisioned In-Only or Two-Way trunk with *DID* to transfer any incoming call to another line or trunk outside of the system and then to leave the connection without disconnecting the call.

b. Promotion

The nonrecurring charge will not apply to customers who subscribe to *DID* Two-Way Call Transfer only during the term of a promotion. The periods and provisions of such promotion will be determined by the Company but will not exceed four months.

c. Rates and Charges

Apply Business service order charge as specified in Section 3 of this Catalog.

	<b>USOC</b>	<b>MONTHLY RATE</b>
• <i>DID</i> Call Transfer, each 2-way trunk equipped, or specially provisioned in-only analog <i>DID</i> trunk equipped	3CW	\$13.00

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**5. EXCHANGE SERVICES**

**5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS AND NETWORK ACCESS  
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**5.3.4 DIRECT-INWARD-DIALING (DID) SERVICE**

D. Optional Features (Cont'd)

4. *CALL PLANNER*

a. Description

A forwarding feature designed for business customers to enable their employees, who work away from the office, to receive their business calls directly at a remote location. The service is uniquely designed to work with *DID* Service. The employee may remotely forward their business calls from any location, and may forward the calls based upon time of day and/or day of week.

b. Terms and Conditions

- (1) *CALL PLANNER* is available to customers who subscribe to PBX trunks which terminate on a *DID* number. The *CALL PLANNER DID* number cannot be the main billing telephone number or a directory listed number.
- (2) Each customer system will be equipped with a number of PBX trunks equipped with *DID* based on a standard Poisson Capacity Table. This table provides the number of trunks for the number of lines in a system. These trunks provide a standard level of usage for the customer system.
- (3) The Company reserves the right to invoke a throttling process that could block calls in order to protect extraordinary traffic loads on the network, in the event that call loads could be hazardous to the network.
- (4) The following are restrictions to forwarding destinations for *CALL PLANNER*:
  - No International numbers - only United States NPAs allowed.
  - No 700, 800, 900, 950 or 976.
  - No N11 or 555-1212.
  - No operator assisted calls (0-, 0+, 00-, 00+, 01+, 10XXX+0, 10XXX+00, 10XXX+0+, 10XXX+01+).
  - No speed dial codes or customized dialing plans.
  - No third-number billed calls.
  - A limit of four destination changes per hour.

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**5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS AND NETWORK ACCESS REGISTERS**

**5.3.4 DIRECT-INWARD-DIALING (DID) SERVICE**

D. Optional Features

4. *CALL PLANNER* (Cont'd)

c. Rates and Charges

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• <i>CALL PLANNER</i>			
- Per <i>DID</i> number	WH2	\$15.00	\$7.95

E. Commercial Mobile Radio Service (CMRS) Providers

Per FCC Order 00-194 effective June 21, 2000, the Company will not bill recurring charges for the use of numbers by CMRS Providers.

	USOC	NONRECURRING CHARGE	MONTHLY RATE
1. Number Activation			
• Charge for activating numbers[1]			
- Nonsequential telephone number, each	NHN	\$ 3.94	-
- Per block of 20 numbers	NGS	31.20	-
- Per block of 100 numbers	RC6BX	19.88	-
2. Numbers			
• Charge for reserving numbers			
- Per block of 20 sequential numbers	NGQ	-	-
- Per block of 100 sequential numbers	NOJA2	60.00	-
• Nonsequential number reservation, per number			
	NHNRN	-	-

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**5.3.4 DIRECT-INWARD-DIALING (DID) SERVICE**

E.2. (Cont'd)

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	<b>USOC</b>	<b>NONRECURRING CHARGE</b>
• Rerouting of number, per number	N/A	[1]
• Changed number of digits outpulsed	REAGM	\$50.00
• Changed signaling, per change	REAGN	50.00

[1] Same nonrecurring charge as USOC's NHN or NGS.

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REGISTERS (CONT'D)**

**5.3.6 NETWORK ACCESS REGISTERS (NARs)**

A. *CENTRON* and Centrex Plus Network Access Registers - Blocked[1]

1. Rates and Charges

Apply the same Service Charges in Section 3 of this Catalog as PBX trunks.

	USOC	MONTHLY RATE PER RATE GROUP		
		1	2	3
• Two Way	EQA	\$27.16 (I)	\$27.16 (I)	\$27.16
• Incoming	EQB	27.16	27.16	27.16
• Outward	EQC	21.53	21.53	21.53
• Toll Access	EQD	21.53 (I)	21.53 (I)	21.53

[1] See 9.1.16 for Centrex Plus - Non-blocked Usage.

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**5. EXCHANGE SERVICES**

**5.4 PREMIUM EXCHANGE SERVICES**

**5.4.3 CUSTOM CALLING SERVICES**

A. Description

Custom Calling Services are comprised of service features associated with Residence or Business individual lines and trunks.

Abbreviated Access

Allows a customer to place a call to a predetermined telephone number by dialing an abbreviated code. Two arrangements are available, namely, Abbreviated Access, one-digit or Abbreviated Access, two-digit.

The customer shares a speed call list with their Abbreviated Access provider and the provider controls the speed call list and informs clients of the digit(s) to dial to reach the predetermined telephone number.

Anonymous Call Rejection

Anonymous Call Rejection is available with Caller Identification and Last Call Return at no extra charge and prevents incoming calls marked private or anonymous from being completed. Anonymous Call Rejection is placed on the customer's line in the "off" condition. The customer must activate and deactivate the feature by dialing a code.

Calls marked private or anonymous are those calls on which per call blocking or permanent per line blocking has been activated in order to prevent name and telephone number information from passing to the called party. Blocked calls are routed to an announcement that states that the customer does not accept private or anonymous calls and provides further direction to the caller on how to unblock the call.

Call Curfew

Allows the customer the ability to block incoming and outgoing calls. The feature can be turned on and off manually or automatically by pre-set schedules which have been defined by the customer.

When the feature is activated, incoming calls will be blocked and calling party will hear an announcement that the customer is unavailable. For outgoing calls, the customer will hear a fast busy and the call will not be completed. When the feature is not activated, normal call processing will occur.

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**5. EXCHANGE SERVICES**

**5.4 PREMIUM EXCHANGE SERVICES**

**5.4.3 CUSTOM CALLING SERVICES**

A. Description (Cont'd)

Call Forwarding - Busy Line (Expanded)

Allows a customer to have incoming calls forwarded to another predetermined number in a different central office switch if the called number is busy.

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Call Forwarding - Busy Line (External)

Allows a customer to have incoming calls forwarded to another predetermined number outside the customer's system but within the same central office switch if the called number is busy.

Call Forwarding - Busy Line (Overflow)

Allows a customer to have incoming calls forwarded to another predetermined number within the same central office switch if the called number is busy.

Call Forwarding - Busy Line (Programmable)

Allows a customer to have incoming calls forwarded to another number when the called number is busy. The customer can activate and deactivate the forwarding feature by dialing a code as well as establish or change the number to which calls will be forwarded.

Call Forwarding - Busy Line/Don't Answer (Expanded)

Allows a customer to have incoming calls forwarded to another predetermined number in a different central office switch if the called number is busy or if the customer does not answer after a preset number of ringing cycles.

Call Forwarding - Busy Line (External)/Don't Answer

Allows a customer to have incoming calls forwarded to another predetermined number outside the customer's system but within the same central office switch if the called number is busy or to any number within the same central office switch if the customer does not answer after a preset number of rings (where available).

Call Forwarding - Busy Line (Overflow)/Don't Answer

Allows a customer to have incoming calls forwarded to another predetermined number within the same central office switch if the called number is busy or if the customer does not answer after a preset number of rings.

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