H.   Centrex Service

H1. Service Description

Centrex Services are communications systems that include the ability for exchange access and intercommunication within the system, plus other features specified by the Telephone Company. Centrex is a Central Office-based business communications service that provides capabilities similar to those offered on a private Branch Exchange, but without requiring switching equipment on the customer's premises. Centrex integrates all of a business customer's lines into a single telecommunications system.

H2. Definition of Features and Options Unique to Centrex Service

  a.   Direct Inward Dialing

       Direct Inward Dialing allows Centrex station users to directly receive incoming calls without the assistance of an attendant.

  b.   Direct Outward Dialing

       Direct Outward Dialing enables Centrex station users to call outside the Centrex group directly without the assistance of an attendant.

  c.   Business Group Automatic Identified Outward Dialing

       Business Group Automatic Identified Outward Dialing provides identification of the calling line or the Centrex Group billing/pilot number on billable calls directed to the public network.

  d.   Intercom Dialing

       Intercom Dialing allows Centrex station users to call other stations within their Centrex groups by dialing abbreviated codes.

  e.   Call Hold

       Call Hold allows a station user to place a call on hold in order to initiate a second call, answer a waiting call, consult privately with another party, or return to the previously held call.

  f.   Three-Way Calling

       Three-Way Calling allows a station user to add a third party to an existing call, and thus

enables a simultaneous conference between parties at multiple locations.

g. Call Transfer

Call Transfer allows a station user to transfer calls to another station by flashing the switchhook and dialing the transfer-to number.

h. Off-Premises Stations

Off-Premises Stations enable a secondary business location to access the same Centrex features and services as the main business location. The secondary locations must be served by the same Digital Central Office as the primary location.

i. Call Forwarding Variable (All Calls)

Call Forwarding Variable enables a station user to divert all incoming calls to another directory number. Activation, deactivation and the forward-to destination are controlled by the station user.

j. Call Forwarding Busy Line

Call Forwarding Busy Line causes all calls to be redirected to an alternate station when the called station is busy.

k. Call Forwarding Don't Answer

Call Forward Don't Answer allows all calls that terminate to a user's station to be redirected to an alternate station after a predetermined number of rings.

l. Call Forwarding Incoming Only

Call Forwarding Incoming Only is an option that can be used with any of the Call Forwarding features (Call Forwarding Variable, Don't Answer, and Busy Line) and allows only incoming calls (calls that originate outside the Centrex group) to be forwarded. Calls from within the group or a private facility are not forwarded.

m. Call Forwarding Within Group Only

Call Forwarding Within Group Only is an option that can be used with any of the Call Forwarding features (Call Forwarding Variable, Don't Answer and Busy Line) and restricts call forwarding to only directory numbers within the same Centrex group, thus

preventing the station user from forwarding calls outside the Centrex group.

n. Call Forwarding Distinctive Ringing

Call Forwarding Distinctive Ringing is a Call Forwarding line option that allows station users to distinguish between forwarded and non-forwarded calls. The distinctive ringing pattern is two short rings. This option is assigned to the base or forwarding station, but is active (rings) on the forward-to station.

o. Call Pick-up

Call Pick-Up permits a station user to answer incoming calls directed to another station within the same pick-up group by dialing an access code.

p. Directed Call Pick-up

Directed Call Pick-up enables a station user to answer a call that is ringing at another station within the Centrex group by dialing an access code and the ringing station number.

q. Call Waiting

Call Waiting provides a burst of tone to inform a station user with a call already in progress that another call is waiting to be answered. The station user may answer the waiting call by hanging up or flashing the switchhook.

r. Cancel Call Waiting

Cancel Call Waiting allows a station user, on a per-call basis, to deactivate Call Waiting by dialing an access code.

s. Voice/Data Protection

Voice/Data Protection allows a station user to inhibit intrusion features such as Call Waiting and Operator Verification, which are directed to that line when it is busy.

t. Do Not Disturb

Do Not Disturb allows a station user to prevent incoming calls from ringing at his/her station by diverting them to a tone or recorded announcement. This feature can be offered with a Personal Identification Number (PIN) override option that selected callers can dial to override Do Not Disturb.

u. Speed Calling 8-Code

Speed Calling 8-Code enables a station user to call a list of up to 8 preselected directory numbers by dialing one-digit codes instead of the directory numbers.

v. Speed Calling 30-Code

Speed Calling 30-Code enables a station user to call a list of up to 30 preselected directory numbers by dialing one-digit codes instead of the directory numbers.

w. Direct Connect Service

Direct Connect Service allows a station user to automatically place a call to a preselected directory number by lifting the receiver off the switchhook. No dialing is required for the calling party to reach the specified destination.

x. Manual Line Service

Manual Line Service automatically places a call to the operator when the station user lifts the receiver off the switchhook.

y. Warm Line

Warm Line provides a time-out option with either Direct Connect Service or Manual Line Service. The time-out interval may be set at 1 to 14 seconds. During the time-out interval, a station user will receive normal dial tone and can originate calls. However, after the time-out interval expires, a call is automatically set up and routed to the specified destination.

z. Customer Access Treatment Code Restrictions

Customer Access Treatment Code Restrictions (CAT Codes) can be used to prevent a Centrex station from dialing certain codes. For example, CAT Codes could be used to prevent a station from gaining access to the public network, using private facilities, or dialing specific stations within the Centrex group.

aa. Semi-Restricted Line

Semi-Restricted Line is prevented from making calls to and/or receiving calls from stations outside the Centrex group. It may, however, make and/or receive outside calls indirectly via the attendant, Call Forwarding, Call Transfer, and Call Pick-up features.

ab. Fully-Restricted Line

Fully-Restricted Line is prevented from making calls to and/or receiving calls from stations outside the Centrex group. It is also prevented from making calls to and/or receiving calls from the attendant, thereby denying it indirect access to/from outside the Centrex group.

ac. Toll Restriction

Toll Restriction blocks the completion of calls that are directed to the outside operator or to numbers outside the local calling area. A Toll Restriction list may be assigned to either an individual line or shared by multiple lines.

ad. Code Restriction

Code Restriction blocks the completion of calls that are directed to customer specified area codes (NPAs) and/or central office codes (NNXs). A Code Restriction list may be assigned to either an individual line or shared by multiple lines.

ae. Outgoing Call Screening

Outgoing Call Screening blocks the completion of calls to specific directory numbers (3, 6, 7, or 10 digit basis). An Outgoing Call Screening may be assigned to either an individual line or shared by multiple station users.

af. Distinctive Alerting/Call Waiting Indication

Distinctive Alerting/Call Waiting Indication allows a Centrex station user to determine the source of incoming calls (from within or outside the business) by the Distinctive Ringing pattern or the Call Waiting tone. Normal ringing and Call Waiting tones are used to identify intra-Centrex group calls. Calls which originate from outside the Centrex group are identified by either two short rings and/or Call Waiting tones.

ag. Business Group Dialing Plan

Business Group Dialing Plan enables a Centrex Group to have a unique dialing scheme which includes Intercom Dialing; access to an attendant, private network and/or special facilities using 1 to 5 digit codes; Single-Digit Dialing; and customized feature activation/deactivation codes. Each Centrex group may use either a standardized or a customized Business Group Dialing Plan.

ah. Special Intercept Announcement

Special Intercept Announcement may optionally be used to address the following conditions:
a) If a Centrex station user dials a code which is not defined or assigned in the Business Group
Dialing Plan, or b) If the call is restricted due to various restriction arrangements (i.e., Semi-
Restricted, etc.).

ai. Paging Access
Paging Access allows selected stations to have dial access to customer-provided
loudspeaker paging equipment. A line or a tie-trunk is required to support the customer's
paging equipment.

aj. Single-Digit Dialing

Single-Digit Dialing permits a Centrex station user to reach a line or facility, or to access a
feature by dialing a single-digit code. The Single-Digit Dialing codes are shared by all users in
a Centrex group and are preprogrammed by the Telephone Company.

ak. Simulated Facility Groups

Simulated Facility Groups restrict the number of simultaneous calls between the Centrex
group and the public network. For example, a 100-line Centrex group could be limited to 20
simultaneous calls to/from the public network. This emulates the physical trunks to a similarly
sized PBX.

al. Night Service

Night Service allows calls directed to the attendant to be re-routed to predesignated station
lines within the same Centrex group when the attendant position is not staffed (i.e., evening
hours, weekends).

am. OutWATS

OutWATS is a form of Direct Distance Dialing service that allows a station user to place long
distance calls to specified geographical areas at reduced rates. Each OutWATS call is
screened to ensure that the call destination is within the band limits of the OutWATS station
user.

an. OutWATS - Simulated Facility Groups

OutWATS Simulated Facility Groups control the number of simultaneous Out WATS calls

that can be made from a business. OutWATS Simulated Facility Groups optionally allow the following capabilities:

    a.   OutWATS - Automatic Flexible Routing

          OutWATS-Automatic Flexible Routing is an OutWATS Simulated Facility Group option which permits calls to be automatically routed to a lower or less expensive OutWATS band.

    b.   OutWATS - Overflow Hunting

          OutWATS-Overflow Hunting is an OutWATS Simulated Facility Group option which permits OutWATS calls to automatically overflow or hunt to a higher band if the Simulated Facility Group associated with the lower band is busy.

ao. Regular Hunting

Regular Hunting or Linear Hunting is performed in a sequential fashion across all members of a Multiline Hunt Group. The search for an idle station starts with the pilot number. If the first station is busy, the group is sequentially hunted until an idle station is found. If there are no idle stations available, the caller receives a busy signal.

ap. Circle Hunting

Circle Hunting allows calls directed to busy stations in the middle of the hunt group to search through to the end of the hunt group and then return to the beginning of the hunt list in search of an idle station. The caller is connected to the first idle station encountered.

aq. Uniform Call Distribution

Uniform Call Distribution is intended to distribute calls evenly among the stations in a Multiline Hunt Group. When a caller is connected to an idle station, the location of the next station is marked as the starting point for hunting when the next incoming call is received. Once hunting begins, it proceeds in a circular manner until an idle station is found.

ar. Preferential Hunting

Preferential Hunting allows any station in a Multiline Hunt Group to have its own (preferential) hunting list. If a call is made to a station with a Preferential Hunting list assigned to it, and that station is busy, the preferential list is first hunted until an idle station is found. If an idle station is not found on the preferential list, the hunt will proceed to the entire hunt

group.

as. Series Completion

Series Completion is similar to Multiline Hunt Service; however, a significant difference between the two services is that Series Completion stations always have their own directory number and their own classes of service. Two different hunting arrangements can be selected with Series Completion: linear or circle.

at. Queuing

Queuing may optionally be used when all stations in a hunt group are busy. When this occurs, a call is placed into a queue. The call remains in the queue until an idle station is located. Up to ten calls can be in queue for a Multiline Hunt Group. Queuing cannot be provided for Preferential Hunt groups or Series Completion groups.

au. Delay Announcements for Queued Calls

Delay Announcements can optionally be used to inform a caller that his or her call has been placed in a queue. The delay announcement can be repeated at regular intervals until an idle station becomes available.

av. Stop Hunt

Stop Hunt allows a station user to stop the normal hunting process at a predetermined point. Activating this feature at a particular station in a Multiline Hunt Group will cause the search for an idle line to stop there.

aw. Make Busy

Make Busy can be used to temporarily make a particular station in a Multiline Hunt Group appear busy to incoming callers. Make Busy causes the hunt to skip over a station during the search for an idle station.

ax. Group Make Busy

Make Busy can be used to temporarily make a group of stations or an entire Multiline Hunt Group appear busy to incoming callers. Make Busy causes the hunt to skip over a group of stations during the search for an idle station and is operated via a physical switch.

ay. Voice Mail Integration

Revised May 1, 2006

Voice Mail Integration allows calls to be redirected to a voice mail system. Call Forwarding Busy Line and Call Forwarding Don't Answer are provided with this feature along with the following capabilities: a) Called party identification (to the voice mail system) on forwarded calls, and b) Message Waiting activation/deactivation (stutter dial tone).

az. Music On Hold

Provides the capability to send music, and/or optionally, a recorded announcement to callers who are awaiting connection to a party to complete their call. It can be used in conjunction with Three-Way Calling, Call Transfer, Call Hold, Call Waiting, Multiline Hunt Service - Queuing, Call Park, and Attendant Camp-On. Music on Hold uses third party vendor equipment to provide the music and/or announcements. A single source service is provided by the telephone company. Special announcement or additional sources require additional services and may incur additional charges.

ba. Call Park

Includes two forms of call parking; 1) parking to directory numbers (Call Park Basic), and 2) parking to queues (Call Park Enhanced). Call Park Basic allows stations to park calls against their directory number (or other directory numbers in the business group). Call Park Enhanced allows stations to park calls into a call park group queue or to a "pseudo" directory number (numbers with no physical line appearance). The parked call may then be retrieved by any station in the customer's call park group or business group by dialing a code and the directory number or queue number against which the call is parked. After a call is parked against a directory number or queue, the parking party is free to originate or receive calls. The class of service of the parking party (in basic operation) or the group queue (in enhanced operation) designates whether the parked caller listens to silence, tone, announcement, or music on hold treatment. Separate feature activation codes permit a call to be parked or to be retrieved from park for both the basic and enhanced types of Call Park.

H3. Availability of Centrex Service

Digital Centrex is a local exchange telecommunications service available from suitably equipped central offices and remote switching units. The telephone company reserves the right to deny service, if central office or cable facilities are not available.

H4. Service Arrangements and Classification of Centrex Service

Centrex Service is a service arrangement that consists of host central office

interface equipment and software located on company premises. This service provides local exchange access, intra-system communications, and feature packages.

Centrex services are classified as business service except as otherwise specified. The service is offered only as a complete service. The exchange access and intercommunication portions of the service are not offered separately.

H5. Service Conditions and Options for Centrex Service

    a. A Centrex customer must have a minimum of two Centrex lines.

    b. The Company will furnish one alphabetical and one classified directory listing on a per Centrex Service summary account, without charge.

    c. The rates and charges shown for Centrex Service apply to establishment of Centrex Service only. Other services may be furnished in connection with this service at rates and charges specified for such services.

H6. Establishing Service

Each request for establishment of a Centrex Service system must be placed in writing by the customer. Should the customer elect to cancel such a request   after   acceptance   by   the Company and before the start of the initial contract period   described below, he may do so subject to notice in writing and payment to the Company for all resulting non-recoverable labor and material costs.

Centrex Service is offered on a contractual basis commencing on the date the service is established. The rates per Centrex Line, Feature Package, and Line/Trunk charges apply each month from the time the system is placed in service until the Centrex Service is discontinued.

H7. Minimum Service Period

The minimum charge period for services provided shall be one year.

H8. Termination Liability

In the event that the Centrex Service is terminated by the customer prior to completion of the initial contract period, the Company will develop the applicable   contract   termination   charge using the formula described below and levy it for payment by the customer.

    a. In the event of termination of Centrex Service during the contract period, the

customer will remain liable for the balance of contract period rates adjusted to their then present worth equivalent, which shall upon any such termination immediately become due and payable in its entirety.

b.   In the event the customer reduces the number of Centrex Service lines initially contracted, by 10 percent or more, the termination liability as specified in a. above is applicable and will be applied to the total number of lines rendered   under the initial contract.

H9. Service Limitations for Centrex Service
   a.   Rotary dial stations are not capable of accessing all Centrex Service features.

   b.   Centrex Service system lines are not eligible for Vacation Service Rates.

   c.   Centrex Service line rates shown herein do not include provisions for stations, station wire or inside wiring maintenance.

   d.   When special central office equipment or features are provided at the request of the customer, special assembly rates and charges may be applied in addition to those shown herein.

   e.   This service contemplates central office equipment operating at the host switch for the home exchange. Where the home exchange is not the host switch or where the Centrex Service involve locations in multiple exchanges, the system as a whole will be treated as if all the locations were part of the host switch serving the home exchange with the greatest number of initial service lines. Once established a move to another host would involve a disconnect and a reconnect. Direct Access connections to and from other than the host exchange, in a multiple exchange environment will be treated as foreign exchange service.

   f.   All exchange lines in a Centrex group must have the same billing arrangement, either flat-rate or measured service (where offered). Intercom calls between lines in a Centrex group are not subject to local measured service.

   g.   When used with Call Forwarding or Call Transfer, the Centrex customer is responsible for the payment of the applicable toll charge for each billable call connected over the public network between the Centrex station and the station at which the call is answered. The charge is applicable to each call answered, including the Call Forwarding set-up call. It also applies to collect and person-to-person calls, which may be refused at the answering station.

H10.   Individual Case Pricing for Large Centrex Systems

Revised May 1, 2006

Customers who subscribe to Centrex for more than 100 lines may, at the Telephone Company's discretion, be offered customer specific pricing on a contract basis. The rate will be offered in writing to the customer for acceptance. An individual service agreement will specify the length of the contract period and the applicable rates.

H11. Features Included in the Basic Centrex Line Rate

The monthly rates for Centrex lines specified below include the following standard features:

Music on Hold
DTMF Signaling
Direct Inward Dialing*
Direct Outward Dialing*
Business Group Automatic Identified Outward Dialing
Intercom Dialing
Call Hold
Three-Way Calling
Call Transfer
Distinctive Ringing
Call Park

NOTE*   Direct Inward Dialing and Direct Outward Dialing capabilities may be limited by Simulated Facilities.

H12.   Per Line Monthly Rates by Quantity

The following per-line rates and charges apply:

Number of Lines	Rates
2 - 6	15.60
7 - 15	15.40
16 - 30	15.20
31 - 50	15.00
51 - 100	14.80
Over 100	14.60

H13.   Service Establishment One Time Charges

Service Establishment Charge $12.00
         Per Line

Other appropriate installation charges set forth in Citizens RSM to the installation of a Centrex Service System up to and including the Network Interface.

H14. Simulated Facilities Rates and Method of Assessment

Rate per Simulated Facility $20.00 per month

The FCC Customer Access Line Charge (CALC) will be assessed based upon the total number of Centrex lines to which the customer subscribes. This amount will be collected by the Telephone Company and forwarded to the National Exchange Carrier Association. However, the Telephone Company will credit the customer for the CALC times the total number of Centrex lines minus the number of Simulated Facilities (including Out-WATS Simulated Facilities) to which the customer subscribes. The customer's net CALC assessment will therefore be based upon the number of simulated facilities used.

H15. Simulated Facilities Equivalency Table

Trunk Equivalency Table

Line Size		Trunk Equivalency
2 - 3	Lines	1
4 - 6	Lines	2
7 - 10	Lines	3
11 - 15	Lines	4
16 - 21	Lines	5
22 - 28	Lines	6
29 - 36	Lines	7
37 - 45	Lines	8
46 - 54	Lines	9
55 - 64	Lines	10
65 - 75	Lines	11
76 - 86	Lines	12
87 - 98	Lines	13
99 - 111	Lines	14
112 - 125	Lines	15
126 - 139	Lines	16
140 - 155	Lines	17
156 - 171	Lines	18
172 - 189	Lines	19
190 - 207	Lines	20
208 - 225	Lines	21
226 - 243	Lines	22
244 - 262	Lines	23
263 - 281	Lines	24

282 - 300 Lines	25
Each additional 18 lines over 300	1 additional

H16.   Chargeable Individual Station Features and Rates

The monthly rates shown below apply to the following individual station features:

Call Forwarding Variable (All Calls)
Call Forwarding Busy Line
Call Forwarding Don't Answer
Call Forwarding Variable Multiple Link (Per Link)
Call Forwarding Busy Line Multiple Link (Per Link)
Call Forwarding Don't Answer Multiple Link (Per Link)
Directed Call Pick-up
Call Waiting
Cancel Call Waiting
Voice/Data Protection
Do Not Disturb
Speed Calling 40-Code
Direct Connect Service/Hot line
Warm Line Service
Automatic Callback
Automatic Recall
Remotely Activated Call Forwarding Variable
Remotely Activated Call Forwarding Busy Line
Remotely Activated Call Forwarding Don't Answer
Selective Call Accept
Selective Call Forward
Selective Call Reject
Wake up Service/Automatic Time Alert

Individual features per line $.60 per feature

H17. Non-Chargeable Individual Station Features

The following individual station features are offered at no charge:

(1)   Semi-Restricted Line
(2)   Fully-Restricted Line
(3)   Call Forwarding Incoming Only (when applied to the appropriate base call forwarding

feature(s) [Call Forwarding Variable, Call Forwarding Busy Line, or Call Forwarding Don't Answer])

4)   Call Forwarding Within Group Only (when applied to the appropriate base call forwarding feature(s) [Call Forwarding Variable, Call Forwarding Busy Line, or Call Forwarding Don't Answer])

H18.   Rates for Additions and Changes to Individual Station Features

Feature Additions/ $2.50 non-recurring
Changes Per Line

H19. Rates for Features Associated with Groups of Lines

a.   Call Pick-up

Per Group $2.00 per month
Per line in Pick-up Group $ .50 per month

b.   Toll/Code Restriction Features:

(1)   Toll Restriction
(2)   Code Restriction
(3)   Outgoing Call Screening

Per List $4.50 per month
Per Line Using List $ .50 per month

Changes to Toll/Code/ $12.00 non-recurring
Outgoing Call Screening Lists

c.   Business Group Dialing Plan

Standard Dialing Plan   No Charge

Customized Dialing Plan $80.00 non-recurring

d.   Special Intercept Announcement

Standard Announcement $24.00 per month

Customer Worded $96.00 per month

Revised May 1, 2006

Announcement

Announcement Trunk $24.00 per month

Changes to Customer $60.00 non-recurring
Worded Announcement

e. Paging Access

Per Paging Circuit $20.00 per month

f. Centrex data base program changes resulting from customer requested work activities, in addition to applicable non-recurring charges.

1. When the change is made to: (1) establish a new line, (2) change the class of service for an existing line, (3) establish or change a line's dial call pickup group assignment for feature series of (4) for any other modification in service.

a. First line programmed or reprogrammed $25.00

b. Each additional line programmed or reprogrammed $2.50

g. When private or special circuit facilities are accessed through Centrex, an interface circuit is required to facilitate signaling control.

Centrex Private Line Interface Circuit per circuit per month $10.25

H20. Rates for Services Associated with Outgoing WATS

a. OutWATS Simulated Facility Group Arrangements

	Monthly Rate	Non-Recurring Charge
Service Establishment Charge - Out WATS Simulated Facility Group Automatic Flexible Routing/Overflow Hunting Arrangement		$30.00
Each Out WATS Simulated	$20.00	

Facility

Rearrangements and changes to $24.00
Simulated Facilities and
routing patterns

b.   Normal Outgoing WATS rates (measured time or full business day) will be charged for
      Out WATS calls.

H21. Rates for Multi-line Hunt Services

a.   Hunting Arrangements

The following monthly rates for hunting arrangements are applied in addition to the
per-line rates for Centrex lines. The non-recurring service establishment charges are
per-hunt group.

	Per Hunt Group	Per Line in Hunt Group	Non-Recurring Charge
Regular Hunting	N/C	$0.50	$24.00
Circle Hunting	$3.50	$0.50	$32.00
Uniform Call Distribution	$5.50	$0.50	$40.00
Preferential Hunting	$3.50	$0.50	$32.00
Series Completion	$3.50	$0.50	$32.00

b.   Changes to Hunting Group Arrangements/Patterns

         Additional Lines/ $12.00 non-recurring
         Change Hunting Order

c.   Hunt Group Options

      (1)   Queuing for Hunt Group $20.00 per month

      (2)   Delay Announcements
             for Queued Calls

             Standard Announcement $24.00 per month

             Customer Worded Announcement $96.00 per month

Revised May 1, 2006

Announcement Trunk $24.00 per month

Each Change to a Customer Worded Announcement
a non-recurring fee of $60.00

3)   Stop Hunt/Make Busy

      Access Code Activation $ .70 per month

      Key/Switch Activation $5.50 per month

H22. Rates for Voice Mail Integration

Per Line Equipped (Includes Call $2.00 per month
Forwarding Busy Line and
Call Forwarding Don't Answer)

NOTE: Call Forwarding BL & DA Multiple Link are not included but may be
added, up to six calls per termination, for an additional charge.

H23. Rates for Use of Centrex Feature Enhancement on a Single Line Service

If the digital Centrex features package is provided as a line enhancement to an applicable
Business Individual Line, or Trunk, the following Feature Service rates apply per line per
month:

Feature Package	Rate
Basic Features Package	$5.15