

CENTREX SERVICE

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 Robert G. Adams, General Manager
 CC Communications Telephone
 Fallon, Nevada

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CENTREX SERVICE

I. CENTREX SERVICES

A. DESCRIPTION

Centrex Service is a central office based calling service provided for business customers from CC Communication's suitably equipped digital central office facilities. This central office service offering is an alternative to, or an enhancement of, customer key and/or PBX systems.

Centrex Service consists of access lines, intragroup calling lines, basic features, and optional features. Basic features are offered in a package group plus additional offerings. Optional features are individually priced. Centrex Service does not include any customer premises equipment.

Centrex equipment permits lines connected to the service to dial each other and to dial outgoing calls directly. Incoming calls are received by direct inward dialing from the calling party to the station line or through a console attendant.

Centrex Services are provided using single party business Access lines in conjunction with Common Calling Group lines for additional stations in the Centrex Group. The number of access lines in a group determines the maximum number of connections at a given time to the exchange network. If all of the Access Lines in a Centrex Group are busy, the Common Calling Group Lines may be used for calling station to station or activate features within the group.

B. REGULATIONS AND CONDITIONS

- as
1. Centrex is furnished for a minimum period and/or charge of one month, or defined by customer's service plan. (C)
 2. A Centrex customer must subscribe to a minimum of two Centrex lines.
 3. Centrex is offered subject to the availability of outside plant and/or Central Office facilities.
 4. One directory listing is provided without charge for each Centrex Line.
 5. Customers who subscribe to Centrex for more than 20 lines may, at CC Communication's discretion, be offered pricing on an individual case basis. The rate will be offered in writing to the customer for acceptance. With the exception of the individual case basis rates, all other rates, charges, and regulations specified herein will continue to apply.
 6. Reduction/Waiver of service establishment charges may be offered as follows:
At CC Communication's discretion, the non recurring service establishment charges may be reduced or waived during promotional campaigns.
 7. 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 Toll calls via Call forwarding or Call Transfer Features.

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CENTREX SERVICE

I. CENTREX SERVICES

B. REGULATIONS AND CONDITIONS (Cont.)

8. This Centrex Service does not include terminal equipment on the customer's premises.
9. Unless specifically exempted, Centrex service shall be subject to all general regulations applicable to the provision of service by CC Communications as stated in the general tariff.

C. FEATURES AND SERVICES

All Centrex station lines will be equipped with the standard features as set forth in paragraph

C.1. Additional optional features may also be selected and are priced separately.

1. Classic Package Includes:

- a) Direct Inward Dialing
- b) Direct Outward Dialing
- c) Touch Tone
- d) Intercom Dialing
- e) Call Hold
- f) Three-Way Calling
- g) Call Transfer
- h) Standard Dialing Plan

2. Classic Package Optional Features. The Classic Package includes a choice of Four additional optional features listed below.

- a) Call Forwarding
 - 1.) Variable (All Calls)
 - 2.) Busy Line
 - 3.) No Answer
 - 4.) Remote Activation of Call Forwarding
 - 5.) Incoming Only
 - 6.) Within Group Only
- b) Call Park
 - 1.) Basic
 - 2.) Enhanced Different
 - 3.) Enhanced Own
- c) Call Pickup
 - 1.) Group
 - 2.) Directed
- d) Individual Speed Dialing
 - 1.) 8-code
 - 2.) 30-code
- e) Group Speed Dialing
 - 1.) 8-code
 - 2.) 30-code
- f) Voice/Data Protection
- g) Call Waiting
 - 1) Call Waiting
 - 2) Call Waiting With Cancel
- h.) Repeat Dialing

CENTREX SERVICE

I. CENTREX SERVICES

C. FEATURES AND SERVICES

2. Optional Features (Cont.)

- i.) Hunt Group
- j.) Night Number
- k.) Toll Restriction
- l.) Call Trace
- m.) Call Return
- n.) Do Not Disturb
- o.) Do Not Disturb with PIN
- p.) Stop Hunt
- q.) Make Busy
 - 1) Line
 - 2) Group
- r.) Fixed Call Address
- s.) Distinctive Ringing

- 3. Optional Features individually priced;
 - a.) Caller ID - public or within group
 - b.) Voice Mail
 - 1) Economy
 - 2) Standard
 - 3) Premium
 - c.) Semi-Restricted Line (Per Line)
 - d.) Fully Restricted Line (Per Line)
 - e.) Business Group Dialing Plan
Customized Dialing Plan

D. DEFINITIONS

1. Standard Features

- a. Direct Inward Dialing
Allows Centrex users to directly receive incoming calls without the assistance of an attendant.
- b. Direct Outward Dialing
Enables Centrex users to call outside the Centrex group directly without the assistance of an attendant.
- c. Touch Tone
Digital Dial Tone
- d. Intercom Dialing
Allows Centrex stations users to call other stations within their Centrex groups by dialing abbreviated codes.
- e. Call Hold
Provides the capability to temporarily place a call on hold. The line is then free to originate another call.
- f. Three-Way Calling
Allows the subscriber to add a third party to an existing telephone conversation.
- g. Call Transfer
Allows a subscriber to transfer any established call to another line within or outside the Business group.

CENTREX SERVICE

I. CENTREX SERVICES

D. DEFINITIONS (Cont.)

2. Optional Features

a. Call Forwarding1. Variable (All Calls)

Permits the subscriber to program, change and cancel Call Forwarding to allow for automatic transfer of all calls made to their line to an alternate destination.

2. Busy Line

Provides the capability to automatically forward incoming calls (originating from an outside group) destined to a busy subscriber to a predetermined subscriber within the same customer group.

3. Don't Answer

Automatically transfers all incoming calls that encounter a no answer condition to a customer programmable alternate destination.

4. Remote Activation of Call Forwarding

Remote activation of calling features allows a subscriber to activate and deactivate call forwarding features on their line from a remote directory number.

5. 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.

6. 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.

b. Call Park

Call Park allows the subscriber to "park" any call against either his/her own intercom number or another intercom number within the same business group (BG).

c. Call Pick-Up

Permits subscriber to answer incoming calls to another station within the same call pick-up group by dialing a feature activation code.

d. Individual Speed Dialing1. 8 Code

Allows a subscriber to store up to 8 frequently dialed numbers so that they can be dialed automatically by using a single digit code.

2. 30 Code

Allows a subscriber to store up to 30 frequently dialed numbers so that they can be dialed automatically by using a two-digit code.

e. Group Speed Dialing1. 8-Code

Allows a group of subscribers to share a list of up to 8 frequently dialed numbers so that they can be dialed automatically by using a single digit code.

2. 30-Code

Allows a group of subscribers to share a list of up to 30 frequently dialed numbers so that they can be dialed automatically by using a two-digit code.

f. Voice/Data Protection

This option prevents interruptions such as Call waiting tones or operator verification tones from occurring when the station is busy.

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CC Communications Telephone
Fallon, Nevada

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CENTREX SERVICE

I. CENTREX SERVICES
D. DEFINITIONS

2. Optional Features (Cont.)

g. 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.

Cancel Call Waiting

Cancel Call Waiting enables the telephone user to remotely disable/enable their call waiting feature. This is used primarily by telephone customers who operate a computer over telephone lines and do not wish to receive call waiting calls while their line is in use by the computer. This feature may only be ordered if call waiting is ordered.

h. Repeat Dialing

Repeat Dialing permits the subscriber to dial a code to have the phone continuously attempt to redial a number that the subscriber tried to call and reached a busy signal. The busy line will be checked intermittently for 30 minutes. When the line is free, the subscriber will be alerted with a special ringing, and when the receiver is picked up by the subscriber a call will automatically be made. Repeat Dialing can also be used to redial the last number called. The subscriber can continue to make and receive calls while the feature is activated.

i. Hunt Group

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 Reissued 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.

j. Night Service

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

k. 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.

l. Call Trace

Call Trace permits the customer to automatically request a trace of an obscene, threatening or harassing call by dialing a special code to have CC Communications record the originating caller's telephone, the date and time of the call, as well as the date and time of the customer initiated trace. The information is stored by the telephone company and disclosed only to proper authorities conducting an investigation.

CENTREX SERVICE

I. CENTREX SERVICES

D. DEFINITIONS

2. Optional Features (Cont.)

m. Call Return

Call Return permits the subscriber to dial a code and have a call automatically returned to the last party who called or attempted to call the subscriber. Upon dialing the code, an announcement discloses the last incoming number, unless the call was marked private (see Detariff Services IV Section G - Call Blocking)

n. Do Not Disturb

This feature prevents incoming calls from terminating at the subscribers line and diverts them to either a busy tone (if you do not program a personal identification number) or an announcement if you do program a PIN which indicates that the phone is in the Do Not Disturb status. The announcement instructs the caller to enter the PIN override code. An optional Distinctive Dial Tone may be provided to remind you that this feature is activated.

o. Do Not Disturb with PIN

PIN number allows an override of the Do Not Disturb feature. Only incoming callers who know the PIN and are calling from a Tone dial telephone can override the Do Not Disturb feature by entering the PIN.

p. Stop Hunt

Allows the members of a hunt group to defeat the hunting sequence.

q. Make Busy

Allows a subscriber to make an individual station appear busy to incoming calls. Activating the feature at a station causes the hunt to skip that station.

r. Fixed Call Address

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.

s. Distinctive Ringing

Allows the subscriber to identify certain call types by applying a distinctive ringing cadence to calls on the line. Distinctive Ringing produces a different ringing cadence for intragroup and DID calls that terminate to a line within a customer group.

t. Caller ID

Caller ID permits the subscriber to view an incoming calling party's telephone number before answering. After the Reissued ringing cycle, the subscriber will receive the telephone number of the calling party as well as the current date and time. If the calling party has chosen to designate the telephone number as private or has originated the call outside the Caller ID serving area, the calling number will not be displayed.

u. Voice Mail

Voice Mail Service is a software controlled system located in the Telephone Company's Central Office. The system records and stores voice messages for subsequent playback in a voice mailbox arrangement.

CENTREX SERVICE

I. CENTREX SERVICES

D. DEFINITIONS

2. Optional Features (Cont.)

v. Semi-Restricted Line

Prevents the ability to make calls to and/or receive calls from stations outside the Business Group. It is able to make and/or receive outside calls indirectly by way of the attendant, or via other features such as Call Forwarding and Call Transfer.

w. Fully-Restricted Line

Prevents the ability to make calls to and/or receive calls from outside the Business Group.

x. 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.

II. PRICE LIST

A. CENTREX LINE RATES

1. The monthly rates for Centrex lines specified below include the following standard features: Direct Inward Dialing, Direct Outward Dialing, Touch Tone, Intercom Dialing, Call Hold, Three-Way Calling, Call Transfer, Standard Dialing Plan and a choice of four additional features. Prices do not include FCC Subscriber Line charge or the Hearing Impaired Surcharge (TDD).

Plan	<u># Lines</u>	<u>NRC</u>	<u>MRC</u>	
Classic Package	02 - 20 (each Line)		16.50	(D)
Classic Package	21 & over		16.50	(C)
Custom Package			ICB*	(N)
* See section I.B.5. on ICB rate arrangements.				
2. Service Orders				
	Initial Service Order Work (each order)		-refer to	(C)
	Subsequent Service Order for Additions and Changes		Tariff 17	(C)
3. Central Office/Line connection Charge				
	Reissued Line		-refer to	(C)
	Additional Lines		Tariff 17	(C)

B. FCC SUBSCRIBER LINE CHARGE/HEARING IMPAIRED SURCHARGE

The FCC Subscriber Line charge will be assessed based upon the total number of Centrex lines to which the customer subscribes. Refer to Tariff #17 Section I.A.4 for Subscriber Line Charge Rate and Section I.A.16 for the Hearing Impaired Surcharge.

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CENTREX SERVICE

II. PRICE LIST (cont.)

C. OPTIONAL FEATURES

- | | | |
|-----------------------------|--|--------|
| 1. | Monthly Rate for optional features beyond the Four features in the Classic Package - Per Feature, Per Line, Per Month. | \$0.85 |
| a) Call Forwarding | | |
| | 1.) Variable (All Calls) | |
| | 2.) Busy Line | |
| | 3.) No Answer | |
| | 4.) Remote Activation of Call Forwarding | |
| | 5.) Incoming Only | |
| | 6.) Within Group Only | |
| b) Call Park | | |
| | 1.) Basic | |
| | 2.) Enhanced Different | |
| | 3.) Enhanced Own | |
| c) Call Pickup | | |
| | 1.) Group | |
| | 2.) Directed | |
| d) Individual Speed Dialing | | |
| | 1.) 8-code | |
| | 2.) 30-code | |
| e) Group Speed Dialing | | |
| | 1.) 8-code | |
| | 2.) 30-code | |
| f) Voice/Data Protection | | |
| g) Call Waiting | | |
| | 1.) Call Waiting | |
| | 2.) Call Waiting With Cancel | |
| h.) Repeat Dialing | | |
| i.) Hunt Group | | |
| j.) Night Number | | |
| k.) Toll Restriction | | |
| l.) Call Trace | | |
| m.) Call Return | | |
| n.) Do Not Disturb | | |
| o.) Do Not Disturb with PIN | | |
| p.) Stop Hunt | | |
| q.) Make Busy | | |
| | 1.) line | |
| | 2.) group | |
| r.) Fixed Call Address | | |
| s.) Distinctive Ringing | | |

Group features are priced on the number of lines in the group.

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CENTREX SERVICE

II. PRICE LIST (CONT.)

OPTIONAL FEATURES (Cont.)

2. Optional Features individually priced;

a.) Caller ID - public or within group	4.00
b.)	
1)	
2)	
3)	
c.) Semi-Restricted Line (Per Line)	3.50
d.) Fully Restricted Line (Per Line)	5.00
e.) Business Group Dialing Plan	
Customized Dialing Plan	Non-recurring \$88.00

2. Refer to Detariffed Services Section I - VI. for descriptions and rates of optional services not listed.

3. Refer to Deregulated Direct Sales Tariff # 30 for Customer Provided Equipment and Leased Equipment costs.

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