

COMPETITIVE LOCAL CARRIER

19. CENTREX SERVICE

19.1 GENERAL

Centrex Service is a central office based service provided from the Company's suitably equipped digital central office facilities. The Company reserves the right to deny service if central office or cable facilities are not available. This offering provides the Customer with a single voice-grade communications channel which is an enhancement to customer key systems and an alternative to the PBX system.

19.2 RATES

(A) FEATURE PACKAGES	MONTHLY MEASURED <u>RATE</u>	MONTHLY FLAT <u>RATE</u>	NON- RECURRING <u>CHARGE</u> ¹
(1) FEATURE PACKAGE I*			
• Monthly	\$18.00 (R)	\$28.00 (R)	\$70.00**
• 1 Year Plan	18.00	28.00	70.00**
• 2 Year Plan	16.00	26.00	70.00**
• 3 Year Plan	15.00	25.00	.00**(R)
(2) FEATURE PACKAGE II*			
• Monthly	19.00 (R)	29.00 (R)	105.00**
• 1 Year Plan	19.00	29.00	105.00**
• 2 Year Plan	17.00	27.00	105.00**
• 3 Year Plan	16.00	26.00	.00**(R)
(3) FEATURE PACKAGE III*			
• Monthly	17.00 (R)	27.00 (R)	40.00**
• 1 Year Plan	17.00	27.00	40.00**
• 2 Year Plan	15.00	25.00	40.00**
• 3 Year Plan	14.00	24.00	.00**(R)

* See Special Conditions (D) and (E) for Feature list and descriptions.

** Per Customer Group. See Special Condition (A)(2).

¹Non-recurring charges are in addition to Multi-element charges in Section 13.

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COMPETITIVE LOCAL CARRIER

19. CENTREX SERVICE - (Cont'd)

19.2 RATES - (Cont'd)

(B) OPTIONAL FEATURES:

Optional Features monthly rates are applicable on Network Access lines unless otherwise noted. These features can be added to measured or flat rate Feature Package I or II. Each rate level is rated on a stand alone basis. [See Special Condition (F) for feature descriptions.]

	<u>MONTHLY RATE</u>	<u>NON- RECURRING CHARGE</u>	
(1) MULTI-LINE HUNTING:			
<ul style="list-style-type: none"> • Circular, Multiple Position, Pilot, Regular, Series Completion, and Uniform Call Distribution 			
<ul style="list-style-type: none"> • Each Hunt Group 	- -	\$35.00**	(T)
<ul style="list-style-type: none"> • Each Line 	\$.80	6.00**	(T)
(2) MUSIC ON HOLD			
<ul style="list-style-type: none"> • Company provided music source 			
- per line	.60	5.00**	(T)
<ul style="list-style-type: none"> • Customer provided music source* 			
- per term	15.95	7.00**	(T)

* Circuit required. See Special Condition (B)(5).

** When the customer chooses a 3 Year Plan option, the non-recurring charge shown above will not apply. (N)
(N)

(Continued)

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19. CENTREX SERVICE - (Cont'd)

19.2 RATES - (Cont'd)

(B) OPTIONAL FEATURES - (Cont'd)

	<u>MONTHLY RATE</u>	<u>NON- RECURRING CHARGE</u>
(3) QUEUED UNIFORM CALL DISTRIBUTION (QUCD) [See Special Condition (F)]		
QUCD With Announcement:		
• C.O. Based, Single Generic Announcement	\$34.40	\$125.00
Hunting:		
- Each Group	--	35.00
- Each Line:		
- Uniform Call Distribution	1.00	6.00
- Circular	1.00	6.00
• Customer-Premises, Each Announcement* (4 Maximum)	45.15	325.00
Hunting:		
- Each Group	--	35.00
- Each Line:		
- Uniform Call Distribution	1.00	6.00
- Circular	1.00	6.00
Music-On-Que:		
• C.O. Based	50.40	120.00 [#]
• Customer-Premise*	57.00	325.00 [#]

*Circuit required. See Special Condition (B)(5).

#Non-recurring Charge is not applicable when installed at same time as Queuing With
Announcement.

Material omitted now located in Section 2, Sheet 73.4.

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19. CENTREX SERVICE - (Cont'd)

19.2 RATES - (Cont'd)

(B) OPTIONAL FEATURES - (Cont'd)

	<u>MONTHLY RATE</u>	<u>NON- RECURRING CHARGE</u>
(4) PRIVATE FACILITIES ACCESS:		
• Tie Trunks Access*		
- each line	\$58.50	\$168.00
• Dial Transfer to Tie Lines		
- per group	12.95	35.00
• Trunk Dial Transfer		
- per group	1.25	35.00
(5) TOLL RESTRICTION:		
• Total Restriction or InterLATA Restriction or Interstate Restriction		
- per line	3.50	- -

(C) MISCELLANEOUS CHANGE CHARGE:

• Change, rearrange or modify Centrex Feature Offerings		
- Each Customer Group	- -	30.00
- Each Line	- -	5.00

* Access types include Automatic, Non-senderized, Non-tandem, and senderized trunks. Circuit required. See Special Condition (B)(5).

Material omitted now located in Section 2, Sheet 73.5.

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COMPETITIVE LOCAL CARRIER

19. CENTREX SERVICE - (Cont'd)

19.3 SPECIAL CONDITIONS

(A) LIMITATIONS

- (1) All equipment provided by the customer must be compatible with the services and equipment provided by the Company.
- (2) A Customer Group is defined as individual lines that share a common dialing plan.
- (3) Rotary dial stations may not be capable of accessing all Centrex services.
- (4) The Company will determine the central office configuration to conform to the Company's standards. Any request to deviate from these standards will be examined on an individual case basis.
- (5) The Company makes no guarantee and assumes no liability for accuracy, performance or non-performance of the Centrex Service. Credit adjustments for interruptions of service will be made in accordance with the provisions outlined in Section 19, "Service Interruptions."

(B) RATE REGULATIONS

- (1) Each request for establishment of a Centrex service system must be placed in writing by the customer. Should the customer elect to cancel such request after acceptance by the Company and before the start of the initial contract period, when applicable, may do so subject to notice in writing and payment to the Company for all resulting non-recoverable labor and material costs.
- (2) The rates and charges shown for Centrex service apply to establishment of Centrex service only. Other services, as provided for in the Tariffs of the Company, may be furnished in connection with this service at rates and charges as specified for such services.

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COMPETITIVE LOCAL CARRIER

19. CENTREX SERVICE - (Cont'd)

19.3 SPECIAL CONDITIONS - (Cont'd)

(B) RATE REGULATIONS - (Cont'd)

(3) The Company will furnish one alphabetical and one classified directory listing without charge for each Network Access Line. Additional listings will be provided in accordance with the provisions outlined in Section 9, "Directory Services".

(4) Centrex line rates shown herein do not include provisions for stations or inside wire maintenance.

(5) Channels between the customer's premises and the central office which regularly serves that premises for the following services will be furnished at the rate of one channel termination at rates shown in SureWest Telephone's Cal. P.U.C. 1, Section 17.2, Tie Trunks Access, Music on Hold (customer provided), QUCD with Announcement (customer premises), and Music-on-Que (customer premises). (T)

(C) REMOTE SWITCHING AT CUSTOMER'S PREMISES:

If remote units are required to provide switching capabilities for intra-communication purposes, they may be located on Company provided sites located on the customer's premises. Any remote units and all system cabling used in association with Centrex Services are provided by and remain the property of the Company.

Remote units suitable space includes provisions for atmospheric control, which encompasses the following environmental requirements: (1) dust free, (2) controlled temperatures ranging from 50 to 86 degrees Fahrenheit, and (3) relative humidity of 20% minimum and 55% maximum.

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COMPETITIVE LOCAL CARRIER

19. CENTREX SERVICE - (Cont'd)

19.3 SPECIAL CONDITIONS - (Cont'd)

(C) REMOTE SWITCHING AT CUSTOMER'S PREMISES - (Cont'd)

Commercial power necessary to operate the remote units, if required, located on the customer's premises shall be provided by the customer.

In addition to the Network Access Line rates, a charge to cover the cost of providing facilities to connect the remote switch at the customer's location to the Company's central office, will be established on an individual case basis.

(D) FEATURE PACKAGES

Each Feature Package includes a flat or measured rate Network Access line. Customer may choose any number of features within the applicable group.

<u>FEATURES</u>	<u>PACKAGES</u>		
	<u>I</u>	<u>II</u>	<u>III</u>
Automatic Callback	X	X	
Call Forwarding			
- All Calls Variable	X	X	X
- All Calls Busy	X	X	
- All Calls Don't Answer	X	X	
- Busy Line Incoming Only	X	X	
- Don't Answer Incoming Only	X	X	
Incoming Only	X	X	
Within Group Only	X	X	
Call Hold	X	X	X
Call Park	X	X	
Call Pickup	X	X	X
Call Transfer Individual			
- All Calls	X	X	X
- Individual Incoming Only	X	X	
- Internal Only	X	X	

Material omitted now located in Section 2, Sheet 73.8.

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19. CENTREX SERVICE - (Cont'd)

19.3 SPECIAL CONDITIONS - (Cont'd)

(D) FEATURE PACKAGES - (Cont'd)

<u>FEATURES</u> - (Cont'd)	<u>PACKAGES</u>		
	<u>I</u>	<u>II</u>	<u>III</u>
Call Waiting			
- All Calls Terminating	X	X	
- Incoming Only	X	X	
Cancel Call Waiting	X	X	
Distinctive Ringing Tone Orig Term	X	X	X
Intercom Dialing	X	X	X
Speed Calling (6 numbers) -			
- Individual or Shared	X	X	X
Three-Way Calling			
Add-on Consultation Hold Incoming Only			X
Call Waiting Originating			X
Conference Calling 6-Way			X
Dial Call Waiting			X
Directed Call Park			X
Directed Call Pickup			X
Fully Restricted - Orig/Term			X
ON/OFF Hook Queuing - Originating			X
Remote Activation of Call Forwarding			X
Semi-Restricted - Orig/Term.			X
Speed Calling (30 numbers) – Shared or Individual			X

(E) PACKAGE FEATURE DESCRIPTIONS:

Add-on Consultation Hold - Incoming Only:

Provides Three-Way Calling restricted to incoming DID calls.

Automatic Callback:

Allows the party encountering a busy station to be automatically notified when the station, within the same Centrex Group, becomes idle.

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COMPETITIVE LOCAL CARRIER

19. CENTREX BUSINESS SERVICE - (Cont'd)

19.3 SPECIAL CONDITIONS - (Cont'd)

(E) PACKAGE FEATURE DESCRIPTIONS - (Cont'd)

Call Forwarding - Busy:

Automatically transfers all incoming calls that encounter a busy condition to a customer programmable alternate destination. *Feature not compatible with Hunting.*

Call Forwarding Busy Line - Incoming Only:

Provides that only incoming DID calls are forwarded to the specified business group line on busy. Intragroup call attempts and attempts from private facilities to terminate to the busy line receive busy treatment. *Feature not compatible with Hunting.*

Call Forwarding - Don't Answer:

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

Call Forwarding - Don't Answer-Incoming Only:

Only forwards incoming DID calls to the group lines when the calls are not answered after a customer-specified number of seconds. Intragroup calls and calls from private facilities continuously ring the idle line.

Call Forwarding - Incoming Only:

Only forwards calls terminating from outside the group via DID. Intragroup terminations and terminations from private facilities result in busy treatment when the line is off-hook and ringing when the line is idle.

Call Forwarding - Variable:

Permits the customer to program, change and cancel Call Forwarding to allow for automatic transfer of all calls made to party's line to alternate destination.

Call Forwarding - Within Group Only:

Restricts the directory number dialed during activation to be intragroup extension numbers only.

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19. CENTREX BUSINESS SERVICE - (Cont'd)

19.3 SPECIAL CONDITIONS - (Cont'd)

(E) PACKAGE FEATURE DESCRIPTIONS - (Cont'd)

Call Hold:

Provides the functional capability to temporarily place a call on hold. Line is then free to originate another call.

Call Park:

Allows a party on a call to park a call (similar to placing the call on hold) against the party's own directory number or extension.

Call Pick-up:

Allows party to answer a call that has been directed to another party within the same Centrex Group.

Call Transfer Individual - All Calls:

Allows a party to transfer any established call to another line within or outside the Centrex Group.

Call Transfer Individual - Incoming Only:

Allows a party to transfer an incoming call to another party in the same Centrex Group.

Call Transfer Internal Only:

Allows a party to transfer any established intragroup call to another party within the same Centrex Group.

Call Waiting - Incoming Only:

Allows a party to be alerted when another party calls while already involved in a call. **This feature is identical to Call Waiting-Terminating except that intragroup calls are not call waited.**

Call Waiting - Originating:

Allows a party to direct a call waiting tone toward a busy called party in the same group. This feature is automatically invoked anytime a busy intragroup line is encountered.

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COMPETITIVE LOCAL CARRIER

19. CENTREX SERVICE - (Cont'd)

19.3 SPECIAL CONDITIONS - (Cont'd)

(E) PACKAGE FEATURE DESCRIPTIONS - (Cont'd)

Call Waiting - Terminating:

Allows a party to be alerted when another party calls while already involved in a call.

Cancel Call Waiting:

Allows a party with Call Waiting to inhibit the application of call waiting tone for the duration of one call.

Conference Calling - Six Way:

Allows a party to establish a conference call involving up to five (5) other parties to be connected together on the same call without attendant assistance.

Dial Call Waiting:

Allows originating party to invoke call waiting service on selected intragroup calls by dialing an access code followed by the extension number of the party to be call waited.

Directed Call Park:

Allows the party to park a call against their own directory number or direct the call to be parked against another party's directory number within the Business Group. If a parked call is not retrieved within a specified interval, the party which parked the call will be rung back.

Directed Call Pickup With Barge-in:

Allows a party to answer calls directed to a specific line from any other line in the same Centrex Group by dialing a unique answer code and the extension number of the line to be answered.

Directed Call Pickup Without Barge-in:

Feature is identical to the Directed Call Pickup (with Barge-in), except if the line being picked up has already been answered, the party dialing the pickup code is routed to reorder rather than permitted to barge in on the established connection.

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COMPETITIVE LOCAL CARRIER

19. CENTREX SERVICE - (Cont'd)

19.3 SPECIAL CONDITIONS - (Cont'd)

(E) PACKAGE FEATURE DESCRIPTIONS - (Cont'd)

Distinctive Ringing:

Allows customer's to distinguish between inside calls from outside calls and priority calls by the sound of the ring.

Fully Restricted - Orig/Term:

Provides the capability to restrict a Group line from originating and/or receiving any calls from outside the group as well as calls to/from an attendant.

Intercom Dialing:

In conjunction with the special dialing plan, permits party to use abbreviated dialing when calling other parties in the same Centrex Group.

On/Off Hook Queuing for Outgoing Trunks:

Allows on-hook or off-hook queuing for busy outgoing trunks. With on-hook queuing the station is notified with a distinctive ring when a trunk is available. With off-hook queuing the user remains off-hook until the trunk is available.

Remote Activation Call Forwarding:

Provides the means to activate/deactivate, from a remote location, those call forwarding features which can be activated/deactivated by dialed codes.

Semi-restricted - Orig/Term:

Provides the capability to restrict a Centrex Group line from originating and/or receiving any calls from outside the group. The station can be included in a call outside of its group via call transfer, three-way, or attendant.

Speed Calling:

Allows customer to dial up to either 6 or 30 selected numbers using abbreviated dialing.

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COMPETITIVE LOCAL CARRIER

19. CENTREX SERVICE - (Cont'd)

19.3 SPECIAL CONDITIONS - (Cont'd)

(E) PACKAGE FEATURE DESCRIPTIONS - (Cont'd)

Three-Way Calling:

Allows a customer to add a third party to an existing conversation.

(F) OPTIONAL FEATURE DESCRIPTIONS AND CONDITIONS:

Hunting:

For hunting services associated with Queuing, Announcements and Music-on-Que, refer to "Queued Uniform Call Distribution."

• Circular Hunting:

Regardless of the point of entry, hunting begins at the dialed number and continues sequentially through the hunt group until the last member is checked. Busy tone is returned if all members in the hunt group are busy.

• Multiple Position Hunting:

Provides the ability to distribute calls over a group of console positions, each of which can handle several types of calls (e.g., dial "O" LDN). Each position has dedicated terminals (in lieu of call indicator lamps) for receiving the different types of incoming calls. If an idle terminal of the incoming call type is not available, the incoming call is queued and given audible ringing tone and/or delay announcement until an appropriate terminal becomes available.

• Pilot Hunting:

Hunting is activated only if the "pilot" directory number is dialed. Dialing any other number within the hunt group will not activate hunting.

• Regular Hunting:

Hunting begins at the member directory number dialed and continues sequentially through the group until an idle member is found or to the last member in the group. Unless the first member is dialed in the group, only a portion of the group is hunted.

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19. CENTREX SERVICE - (Cont'd)

19.3 SPECIAL CONDITIONS - (Cont'd)

(F) OPTIONAL FEATURE DESCRIPTIONS AND CONDITIONS - (Cont'd)

Hunting - (Cont'd)

• Series Completion:

A type of line hunting in which directory numbers are grouped into a prearranged ordered list. Up to eight (8) lines can be included in a hunt group. When a call is placed to a busy number, hunting is done through the ordered list until an idle line is encountered or the end of the list is reached.

The directory numbers list does not have to be sequential; however, the office codes must be in the same switch.

• Uniform Call Distribution:

A type of line hunting that provides an even distribution of incoming calls among the available members of a hunt group.

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COMPETITIVE LOCAL CARRIER

19. CENTREX SERVICE - (Cont'd)

19.3 SPECIAL CONDITIONS - (Cont'd)

(F) OPTIONAL FEATURE DESCRIPTIONS AND CONDITIONS - (Cont'd)

Private Facilities Access

• Tie Trunks Access:

Provides connection of two or more business customer locations. They can be terminated on an attendant console for direct access or have dial access. The attendant can seize the trunk directly and dial digits into the trunk. Dial access can also be provided to business group stations. Digits dialed, after the access code, are sent to the distant customer group switch. This switch treats the digits as if originated by another station located on that customer switch. Digits received over a tie trunk are subject to the normal origination treatment as applicable to business group lines. Tie trunks can have line feature and be equipped for flash repeating capabilities between the two switches. The follow types of tie trunks can be provided:

- **Automatic tie trunks** terminate automatically upon seizure to a predesignated station at the distant customer location.
- **Nonsenderized (Tandem) tie trunks** use a switching method whereby the station user directly controls, in stages, the routing of an outgoing tie trunk call through the originating as well as any intermediate switches.
- **Nontandem tie trunks** are customer-dedicated 1-way or 2-way trunks between two switches without any intermediate switching.
- **Senderized (Dial Repeating) tie trunks** use a switching method whereby outpulsed signals are transmitted in response to information received from another part of the system.

• Dial Transfer to Tandem Tie Line:

Makes the Call Transfer feature compatible with tie lines (trunks). Allows a party, with normal access to tie lines, capability of dialing a call through the tie line and transfer the original call to it.

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19. CENTREX SERVICE - (Cont'd)

19.3 SPECIAL CONDITIONS - (Cont'd)

(F) OPTIONAL FEATURE DESCRIPTIONS AND CONDITIONS - (Cont'd)

Private Facilities Access - (Cont'd)

• Trunk Dial Transfer:

Provides the Call Transfer-Individual feature to tie trunks.

Music on Hold:

Allows a customer to optionally provide music to calls on hold. Music may be applied to a call during ringing or after answer when the call is placed on hold.

When the music source is provided by the customer, a local channel as defined in SureWest Telephone's Schedule Cal. P.U.C. No. 1, Section 17.2, is required. (T)

Toll Restriction:

Permits the customer to disallow certain stations to originate calls to particular toll areas. The calling line is usually directed to a recorded announcement or given reorder tone when restricted call is dialed. The three (3) restriction types available are:

- Total - Permits local calling only
- InterLATA - Permits IntraLATA calling only
- Interstate - Permits Intrastate calling only

Queued Uniform Call Distribution (QUCD):

• Queuing With Announcement:

Queuing permits calls, in excess of available lines in a QUCD group, to be held in the central office and distributed in their order of arrival to lines in the QUCD group as the lines become available.

- C.O. Based Announcement:

A single generic non-barge-in announcement returned to the calling party after a call has been queued.

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19. CENTREX SERVICE - (Cont'd)

19.3 SPECIAL CONDITIONS - (Cont'd)

(F) OPTIONAL FEATURE DESCRIPTIONS AND CONDITIONS - (Cont'd)

Queued Uniform Call Distribution (QUCD) - (Cont'd)

- Queuing With Announcement - (Cont'd)

- Customer-Premise Announcement:

- Maximum of four (4) separate announcements provisioned per customer group. In addition to the above Rates and Charges a local channel as defined in SureWest Telephone's Schedule Cal. P.U.C. No. 1, Section 17.2, is required for each separate announcement.

- Hunting:

- QUCD is a hunting arrangement providing uniform terminating call distribution or circular hunting to members of a multi-line hunt group associated with announcement service.

- Music-on-Que:

- This feature is an enhancement to the Queuing with Announcement that provides music as an additional delay treatment.

- For the provisioning of customer-premises music source, a local channel, as defined in SureWest Telephone's Schedule Cal P.U.C. No. 1, Section 17.2, is required.

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COMPETITIVE LOCAL CARRIER

20. INTEGRATED SERVICE

20.1 GENERAL

Integrated Service (IS) is a local telecommunications service that provides integrated voice/data communications capability for the transmission of circuit switched voice, circuit switched data and packet switched data on an incoming and outgoing basis over measured Centrex Service lines or Individual measured Network Access lines utilizing Integrated Service Digital Network (ISDN) architecture.

20.2 RATES

	<u>MONTHLY MEASURED RATE</u>	<u>NON- RECURRING CHARGE**</u>
FEATURE PACKAGES		
[See Special Conditions (A) & (B)]		
CENTREX FEATURE PACKAGE		
CENTREX Access Line, Feature Package II* (2B+D) 2B-Channels Circuit Switched Voice D-Channel Signaling, Circuit Switched Data		
• Monthly	\$34.00 (R)	\$240.00
• 1 Year Plan	34.00	240.00
• 2 Year Plan	32.00	120.00
• 3 Year Plan	30.00	- -
NETWORK ACCESS FEATURE PACKAGE		
Measured Network Access Line, (2B+D) 2B-Channels Circuit Switched Voice D-Channel Signaling, Circuit Switched Data		
• Monthly	39.00 (R)	135.00
• 1 Year Plan	39.00	135.00
• 2 Year Plan	37.00	67.50
• 3 Year Plan	35.00	- -

* See Section 19, "Centrex Service," Special Conditions (D) and (E) for Feature list and descriptions.

** Non-recurring charges are in addition to Multi-element charges in Section 13.

(Continued)

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COMPETITIVE LOCAL CARRIER

20. INTEGRATED SERVICE - (Cont'd)

20.2 RATES - (Cont'd)

OPTIONAL FEATURES	<u>MONTHLY RATE</u>	<u>NON-RECURRING CHARGE*</u>
ADDITIONAL CALL APPEARANCE, each		
• Monthly	\$.50	\$10.00
• 1 Year Plan	.50	10.00
• 2 Year Plan	.50	5.00
• 3 Year Plan	.50	--
ADDITIONAL TERMINAL TO MULTI-POINT BRI, EACH		
• Monthly	3.00	48.00
• 1 Year Plan	3.00	48.00
• 2 Year Plan	3.00	24.00
• 3 Year Plan	3.00	--
SECONDARY-ONLY NON-SHARED DIRECTORY NUMBER, each		
• Monthly	3.00	25.00
• 1 Year Plan	3.00	25.00
• 2 Year Plan	3.00	12.50
• 3 Year Plan	3.00	--
ROUTING DIRECTORY NUMBER, each		
• Monthly	3.00	2.00 (R)
• 1 Year Plan	1.50 (R)	2.00 (R)
• 2 Year Plan	1.50 (R)	1.00 (R)
• 3 Year Plan	1.00 (R)	--

(T)

* Non-recurring charges are in addition to Multi-element charges in Section 13.

(Continued)

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COMPETITIVE LOCAL CARRIER

20. INTEGRATED SERVICE - (Cont'd)

20.3 SPECIAL CONDITIONS

(A) RATE REGULATIONS

- (1) Integrated Services (IS) is a local telecommunications service that provides integrated voice/data communications capability for the transmission of circuit switched voice, circuit switched data and packet switched data on an incoming and outgoing basis over Centrex Service Lines and/or Individual Network Access Lines utilizing Integrated Services Digital Network (ISDN) architecture.
- (2) Each phone equipped with a shared directory number must have its own line (Primary Directory Number).

(B) RESPONSIBILITY OF THE CUSTOMER

The customer is responsible for providing compatible premises equipment in order to utilize the IS offering. All customer provided equipment used to interface with IS service is required to conform with the Technical Reference Specification as used by the Company and found in the following Technical References:

<u>Subject</u>	<u>Technical Reference</u>	<u>Source</u>
Basic Rate Interface (BRI)	AT&T 235-900-301	1-800-432-6600
Customer Premises Planning Guide	AT&T 533-700-100	1-800-432-6600

(C) LIMITATIONS

- (1) Variations in the switching and control equipment used may cause differences in the operation or availability of certain features.
- (2) Line Extensions, either on-premises or off-premises, are not offered with IS services.
- (3) This service is only available where central office or cable facilities are available and operating conditions permit.

(Continued)

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COMPETITIVE LOCAL CARRIER

20. INTEGRATED SERVICE - (Cont'd)

20.3 SPECIAL CONDITIONS - (Cont'd)

(C) LIMITATIONS - (Cont'd)

- (4) The Company makes no guarantee and assumes no liability for accuracy, performance or non-performance of the Integrated Services. Credit adjustments for interruptions of service will be made in accordance with the provisions outlines in Section 2.1.19, "Rule 19 - Service Interruptions."

(D) FEATURE/PACKAGE DESCRIPTION

Feature Packages include (2B+D) Channels, Bridging, Delay and Abbreviated Ringing, Intercom*, Incoming Call Line Identification*, Key System Coverage for Analog Lines, Manual Exclusion (Privacy), Outgoing Call Line Identification*, Three (3) Primary Directory Number Appearances, Two (2) Shared Directory Number Appearances, and Time and Date Display.

(2B+D) Channels

Provides the ability to originate and terminate voice switched calls over two (2) 64 kbps "B" channels and signaling messages over the 16 kbps "D" channel.

Bridging

Allows the user to connect onto a currently active call by pressing the active call appearance button on the Multi-button Key Telephone set and going off-hook. Bridging is inhibited if Manual Exclusion is activated at a Multi-button Key Telephone set engaged in the active call.

Delay and Abbreviated Ringing

Alerts a Multi-button Key Telephone set for a predetermined interval before ringing another designated Multi-button Key Telephone set.

* Feature not provided with Individual Network Access Lines.

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COMPETITIVE LOCAL CARRIER

20. INTEGRATED SERVICE - (Cont'd)

20.3 SPECIAL CONDITIONS- (Cont'd)

(D) FEATURE/PACKAGE DESCRIPTION - (Cont'd)

Incoming Call Line Identification

Provides calling party data on calls originated from analog and digital line within the same customer group. This feature is available only with Centrex Service. Feature consists of two main functions:

- Calling Number Delivery:

Transmits data on an incoming call from the originating line to the terminating station set. A called party receives the Directory Number of the calling party and the date and time of the call at various stages during the call.

- Directory Number Privacy:

Prevents delivery of the Directory Number to the calling party. There are two types of service: "all-call" and "per-call" Directory Number Privacy. In the "all-call" mode, the Directory Number is not sent unless the user precedes the call with an activation code. In the "per-call" mode, to prevent the delivery of the Directory Number the user would have to precede the call with an activation code.

Intercom

Allows the customer to originate a call using only the intercom feature button. Each intercom feature button is associated with an intercom group. For automatic intercom, there can be a maximum of four (4) intercom feature buttons per set. This feature is available only with Centrex Service.

Key System Coverage of Analog Lines

Allows an analog station set to share calls with the IS station set.

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COMPETITIVE LOCAL CARRIER

20. INTEGRATED SERVICE - (Cont'd)

20.3 SPECIAL CONDITIONS- (Cont'd)

(D) FEATURE/PACKAGE DESCRIPTION - (Cont'd)

Manual Exclusion (Privacy)

Allows the customer to inhibit other stations from picking up a call on hold or bridging onto a call that is active at that station.

Outgoing Call Line Identification

Provides the party originating the call with information about the called party within the same customer group. This feature is available only with Centrex Service.

Primary Directory Number Appearances

Provides for three (3) appearances (i.e., telephone button and lamp) of the primary directory number on the station equipped with compatible premises equipment.

Shared Directory Number Appearances

Provides for two (2) appearances of a Directory Number other than the Primary Directory Number assigned to the station equipped with compatible premises equipment.

Time and Date Display

Displays the time and date.

(Continued)

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COMPETITIVE LOCAL CARRIER

20. INTEGRATED SERVICE - (Cont'd)

20.3 SPECIAL CONDITIONS- (Cont'd)

(E) OPTIONAL FEATURES

Additional Call Appearance

Allows additional call appearances of the customer's primary and/or shared directory numbers.

Additional Terminals to a Multi-point BRI

Allows the user to add up to a maximum of eight (8) terminals to a single BRI, seven (7) more than is currently provided in Feature Package II.

Secondary-Only Non-shared Directory Number

A directory number that appears on only one (1) terminal.

Routing Directory Number

(T)

Allows users to establish/assign a unique "D" and/or "B" packet switch directory number.

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COMPETITIVE LOCAL CARRIER

21. PRIMARY RATE INTERFACE SERVICE - (Cont'd)

21.2 RATES - (Cont'd)

	<u>MONTHLY RATE</u>	<u>NON- RECURRING CHARGE</u>
(D) OPTIONAL FEATURES - (Cont'd)		
(2) PACKET SWITCHED DATA [See Special Condition 21.3 (C)] (16 Logical Channels)		
• Per Interface	--	\$175.00*
• Each Channel	\$129.15	--
• Closed User Group		
Each Group	3.00	60.00*
Each Member	1.00	6.00*
• Permanent Virtual		
Circuit, Each	3.00	85.00*
• Additional Logical Channels		
Each	2.00	15.00*
• Calling Number Delivery		
Channels, Each	4.50	--
(3) ALTERNATE ROUTING		
- Each Route	10.00	45.00*
(4) ENHANCED ALTERNATE ROUTING		
- Each Route	40.00	80.00*
(5) PRI ROUTING DIRECTORY NUMBER,		
Each		
• Monthly	3.00	2.00
• 1-Year Plan	1.50	2.00
• 2-Year Plan	1.50	1.00
• 3-Year Plan	1.00	--
(E) CHANGES OR ADDITIONS		
• changes or additions to existing trunk groups in a system, per occasion, per trunk group	--	90.00

(N)
|
(N)

* When the Customer chooses a 3 Year Plan option, the non-recurring charges shown above will not apply.

Material omitted now located on 2nd Revised Sheet 142.

(Continued)

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COMPETITIVE LOCAL CARRIER

21. PRIMARY RATE INTERFACE SERVICE - (Cont'd)

21.3 SPECIAL CONDITIONS

(A) AVAILABILITY

This service is only available where equipment and operating conditions permit. The features of this service may vary by serving Central Office switch.

(L)
|
(L)

(B) RATE REGULATIONS

Rates and charges for accessible services are found in the appropriate tariff and are in addition to applicable Primary Rate Interface charges. Accessible services are network exchange services that provide access to the Public Switched Network.

(C) FEATURE / SERVICE DESCRIPTIONS

B-CHANNEL PACKET SWITCHED DATA

Permits the assignment of a dedicated B-channel for the exclusive use of transporting packet data. Once assigned, a B-channel cannot be used for any other service until the customer orders a change.

Other Options are also available such as Closed User Group, Permanent Virtual Circuit, and Additional Logical Channels.

CIRCUIT SWITCHED VOICE/DATA

This feature allows 64 kbps clear channel switching voice and circuit switched data service types to share B-channels.

(L) Material formerly located on 3rd Revised Sheet 141.

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COMPETITIVE LOCAL CARRIER

21. PRIMARY RATE INTERFACE SERVICE - (Cont'd)

21.3 SPECIAL CONDITIONS - (Cont'd)

(C) FEATURE / SERVICE DESCRIPTIONS - (Cont'd)

HIGH CAPACITY FACILITY

The Facility will be ordered, provided and rated in accordance with SureWest Telephone's Schedule Cal. P.U.C. No. 1, Section 7.2.5. Shared use occurs when Local Exchange Access Services are provided over the same High Capacity facility through a common interface. As each Local Exchange Access Service is ordered, the High Capacity Channel Termination monthly rates will be reduced accordingly (e.g., 1/24th for each Local Exchange Access Service). The customer must place an order for each individual Local Exchange Service utilizing the shared Facility and specify channel(s) for each service. (T)

PRIMARY RATE INTERFACE

Provides twenty-three (23) individual 64 kbps B-channels and one 64 kbps D-channel. The B-channels are bearer channel that carry digitized customer traffic (voice, data, etc.) at 64 kbps. The D-channel is a signaling channel used to control and route B-channel traffic. (T)

Additional interface and optional features may be added to the serving arrangement.

(D) OPTIONAL FEATURES

Addition Logical Channel

Provides an additional originating only outgoing logical channel for a packet switching user. Allows the customer to assign up to 15 logical channels for D-channel packet switching and 126 logical channels for B-Channel packet switching.

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COMPETITIVE LOCAL CARRIER

21. PRIMARY RATE INTERFACE SERVICE - (Cont'd)
21.3 SPECIAL CONDITIONS - (Cont'd)
(D) OPTIONAL FEATURES – (Cont'd)

Alternate Route

Allows customer to specify an alternate trunk group where an incoming Primary Rate Interface (PRI) call may be directed when all channels are busy, or when there is a loss of continuity with the premises equipment.

Subject to technical capabilities and operating condition, this feature may be assigned to a PRI, SuperTrunk arrangement, or DID trunk group residing in the same central office switch. Only one Alternate Route may be selected per PRI arrangement.

Call By Call Access

Allows a trunk (channel) group to have multiple features assigned. Any member in a call-by-call feature trunk group can be used for any call-by-call feature subscribed to by the group.

Calling Number Delivery

Allows a channel(s) within a group to receive the calling party directory number (DN) to the PBX or Host computer. The DN is transported in the packetized signaling information on the D-channel.

Closed User Group

Allows users to establish sub-networks within which the members of the closed user group can communicate. Communication with users, external to the closed user group is not permitted. A user can belong to multiple closed user groups.

Enhanced Alternate Route

Automatically routes incoming calls to a predetermined telephone number in the Public Switched Network when the Primary Rate Interface (PRI) trunk group is busy or when continuity is lost between the central office and the customer provided equipment. Enhanced Alternate Routing is available where technical capabilities and operating conditions permit.

Material omitted now located on Original Sheet 144.1.

(Continued)

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COMPETITIVE LOCAL CARRIER

21. PRIMARY RATE INTERFACE SERVICE - (Cont'd)

21.3 SPECIAL CONDITIONS - (Cont'd)

(D) OPTIONAL FEATURES – (Cont'd)

Permanent Virtual Circuit

Allows packet switching to be implemented over a dedicated logical channel without needing call setup or clearing.

(L)
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(L)

PRI Routing Directory Number

An assigned, individual, and terminating-only directory number that will route to the PRI group.

(N)
|
(N)

(L) Material formerly located on 2nd Revised Sheet 144.

(Continued)

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COMPETITIVE LOCAL CARRIER

22. REMOTE CALL FORWARDING

22.1 GENERAL

Remote Call Forwarding Service (primary access) is an arrangement which includes the furnishing of a network address (telephone number) to an applicant or customer, which will permit three (3) simultaneous calls completed to another network address. Each additional path permits one (1) additional simultaneous call. Each Remote Call Forwarding Service may have a maximum of ninety-six (96) additional paths.

22.2 RATES

Remote Call Forwarding Service shall be consistent with the rates and specifications as shown in SureWest Telephone's tariff Schedule Cal. P.U.C. No. A26.

(T)

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COMPETITIVE LOCAL CARRIER

23. DIRECT INWARD DIALING SERVICE

23.1 GENERAL

Direct-Inward-Dialing Service (DID) is an equipment arrangement in the Company's central office to provide inward-dialing from the exchange network directly to stations of the system located on the customer's premises.

23.2 RATES

	<u>MONTHLY RATE</u>	(D) (D)	NON- RECURRING <u>CHARGE</u> ¹
Each 20 direct inward dialing station numbers			
• Month-to-month	\$14.00 (R)	(D)	\$75.00
• 1 Year Plan ²	14.00		30.00
• 2 Year Plan ²	14.00		12.50
• 3 Year Plan ²	14.00 (R)		--
• 5 Year Plan ²	10.00	(D)	--
Each 100 direct inward dialing station numbers			
• Month-to-month	40.00 (R)	(D)	100.00
• 1 Year Plan ²	40.00		100.00
• 2 Year Plan ²	40.00		50.00
• 3 Year Plan ²	40.00 (R)		--
• 5 Year Plan ²	35.00	(D)	--

¹ Non-recurring charges are in addition to Multi-element charges in Section 13.

² See SPECIAL CONDITIONS (A)(4) for Basic Termination Charges.

NOTE: DID services subscribed prior to November 1, 2008, are exempt from SPECIAL CONDITIONS (A)(4), Basic Termination Charges.

(T)
(T)

23.3 SPECIAL CONDITIONS

(A) LIMITATIONS

- (1) This service is furnished where operating conditions and the availability of facilities permit.

(Continued)

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COMPETITIVE LOCAL CARRIER

23. DIRECT INWARD DIALING SERVICE - (Cont'd)(N)

23.3 SPECIAL CONDITIONS - (Cont'd)

(A) LIMITATIONS - (Cont'd)

- (2) Direct Inward Dialing Service must be provided on all lines in an exchange trunk group arranged for inward service. (L)
- (3) Direct inward dialing station numbers may be listed in the directory at charges, rates and conditions as set forth in SureWest Telephone's Cal. P.U.C. Schedule A15, "Directory Listings." (L)
- (4) The basic termination charge for this service is based on the number of years in the customer-selected plan and will be reduced by one thirty sixth (1/36) for each full month from the in-service date of the direct inward dialing service. Should a reduction in the service be requested, the last equipment arrangement provided will be considered to be the first removed. Termination charges do not apply to Grandfathered DID service. (N)
- (5) Intercepting of numbers assigned to the customer that are vacant or not in use by the customer is the responsibility of the customer. Attendant or suitable machine intercept shall be arranged in customer-provided switching systems. (N)

(B) RATE REGULATIONS

The charges and rates herein contemplate the use of Company-provided Central Office switching equipment and serving arrangements. When equipment or service of a special type is requested and provided, charges and rates based on costs involved to meet the individual requirements of each case will be made, subject to prior authorization of the California Public Utilities Commission.

(L) Previously located on Sheet 146

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COMPETITIVE LOCAL CARRIER

24. VOLUME DISCOUNT PLANS

24.1 GENERAL

Customers' monthly bill for SureWest Broadband's local and IntraLATA usage (excluding taxes and surcharges) will be discounted, based on the monthly revenue threshold and term commitments reflected in the table below. The discount threshold will be based on the usage amount billed on the customers' current billing, with the discount amount recalculated each billing period. (T)

24.2 RATES

	<u>MONTHLY RATE</u>
(A) \$100 - \$1,000	
• 1 Year Plan	5%
• 2 Year Plan	5%
• 3 Year Plan	5%
(B) \$1,001 - \$2,000	
• 1 Year Plan	10%
• 2 Year Plan	10%
• 3 Year Plan	10%
(C) \$2,000 - Up	
• 1 Year Plan	15%
• 2 Year Plan	15%
• 3 Year Plan	15%

(Continued)

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COMPETITIVE LOCAL CARRIER

25. CONFERENCE CONNECTION

25.1 GENERAL

Conference Connection Service furnishes a single connection between multiple parties utilizing a microprocessor-controlled bridge. Conference Connection Service shall be consistent with the rates and specification as shown in SureWest Telephone's tariff Schedule Cal. P.U.C. No. A46.

(T)
(T)

(Continued)

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COMPETITIVE LOCAL CARRIER

26. PUBLIC ACCESS LINE (PAL) SERVICE

26.1 GENERAL

Public Access Line (PAL) Service is provided pursuant to the rates, terms and conditions of SureWest Telephone found in Schedule Cal. P.U.C. No. A3, Sections 3.2.2(A)(7) and 3.3.2.

(T)

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COMPETITIVE LOCAL CARRIER

27. SWITCHED ALTERNATE ROUTE SERVICE

27.1 GENERAL

Switched Alternate Route Service is a service that, when activated by the Company, will redirect all or part of the customer's incoming switched voice and data calls to the location(s) of the customer's choice.

27.2 RATES

	<u>MONTHLY RATE</u>	<u>NON- RECURRING CHARGE</u>
(A) SERVICE ESTABLISHMENT		
Charge per route		\$150.00
(B) PER TELEPHONE NUMBER EQUIPPED		
[See Special Condition (E)]		
1- 10	\$2.40	
11 - 40	2.00	
41 - 100	1.65	
101 - 500	1.30	
501 - 1000	1.00	
1001+	.75	
(C) REARRANGEMENT		
Per Occasion		50.00
Per Number Changed/Moved		2.00
(D) OPTIONAL FEATURES		
Dedicated Announcement, each	53.00	75.00
Alternate Route, each	10.00	45.00
Enhanced Alternate Route, each	90.00	80.00

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COMPETITIVE LOCAL CARRIER

27. SWITCHED ALTERNATE ROUTE SERVICE - (Cont'd)

27.3 SPECIAL CONDITIONS

- (A) The customer must call the Company to activate/deactivate or make changes in the service.
- (B) This service will be activated/deactivated within one (1) hour upon request during normal working hours as defined in Section 13.2(E)(1). For requests received outside normal working hours, activations/deactivations will be within two (2) hours upon request.
- (C) The Company assumes no liability for the redirecting of calls to numbers that are incorrectly provided to the Company by the customer.
- (D) It is the responsibility of the customer redirecting calls to a third party to obtain, when appropriate, the third party's permission prior to the calls being redirected.
- (E) The monthly rate per line is based on the number of telephone numbers equipped. As the customer moves from one size category to the next, the rate for that size category will apply for all telephone numbers equipped.
- (F) All applicable usage charges for calls between the Switched Alternate Route Service equipped telephone number and the telephone number to which those calls are redirected are the responsibility of the Switched Alternate Route Service customer.
- (G) The customer must have sufficient lines and associated facilities to handle the estimated or actual number of calls without interfering with exchange or toll services.

In the event that there is interference with exchange or toll service, the Company reserves the right to disconnect the service immediately in accordance with the regulations contained in its Tariff.

- (H) Switched Alternate Route Service will not be provided in connection with Public Access Line service.

(Continued)

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COMPETITIVE LOCAL CARRIER

27. SWITCHED ALTERNATE ROUTE SERVICE - (Cont'd)

27.4 FEATURE DESCRIPTION

- (A) **Alternate Route:** Allows customer to specify an alternate route where an incoming call may be directed when all channels are busy, or when there is a loss of continuity with the premises equipment. Subject to technical capabilities and operating conditions, this feature may be assigned to a Primary Rate Interface (PRI) or DID trunk group residing in the same central office switch. Only one Alternate Route may be selected per arrangement.

- (B) **Enhanced Alternate Routing:** Automatically routes incoming calls to a predetermined telephone number in the Public Switched Network when the trunk or group is busy or when continuity is lost between the central office and the customer provided equipment. Enhanced Alternate Routing is available where technical capabilities and operating conditions permit. Incoming calls that have been rerouted will be billed to the switched alternate route service subscriber billing responsibility. All charges for local, message units, zone calling and toll are applicable in accordance with the regularly filed tariff schedules.

- (C) **Dedicated Announcement:** Provides the caller a single, generic, non-charge-in announcement returned to the calling party after a call has been queued.

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COMPETITIVE LOCAL CARRIER

28. PRODUCT GROUPING

28.1 GENERAL

The Company may refer to groups of products and/or services by distinctive, collective phrase(s). These phrases will be used when discussing the Company's product line with customers and in advertisements. The Company shall make available each product and/or service that make up these groups along with the rate and charge information for each individual product and/or service. The Company shall inform its customers that the components of a product/service grouping may be purchased individually at the current tariffed rates for each individual service. Group names will not be included in individual product tariffs. Product groupings are applicable to features contained in the Company's tariff schedules, which the Company may offer to its residential and business customers.

28.2 RATES

	<u>MONTHLY RATE</u>	<u>NON- RECURRING CHARGE¹</u>	
(A) SMALL BUSINESS LOCAL, each line			
- with Centrex Feature Package I per Customer Group*	\$23.50	--	
	--	\$70.00	
- with Centrex Feature Package II per Customer Group*	24.50	--	
	--	105.00	
- with Centrex Feature Package III per Customer Group*	22.50	--	
	--	40.00	
Caller ID With Name Upgrade,			
- additional, each line	2.00	--	
(B) SMALL BUSINESS-II, each line			(N)
Month-to-month	39.99	\$2.00	
1 Year Plan	29.99	2.00	
2 Year Plan	29.99	2.00	
3 Year Plan	24.99	2.00	
Upgrade to Enhanced Voice Mail	2.00	2.00**	
Upgrade to Premium Voice Mail	4.00	2.00**	
Option, add Remote Activation of Call Forwarding	1.00	--	(N)

¹ Non-recurring charges are in addition to Multi-element charges in Section 13.

* A Customer Group is defined as a group of individual lines subscribed by a customer that share a common dialing plan

** The \$2.00 Non-recurring Charge applies the each Small Business-II product group regardless of Voice Mail selected. Further, the \$2.00 Non-recurring Charge applies to Voice Mail upgrades following the initial installation of the product group.

(N)
|
(N)

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COMPETITIVE LOCAL CARRIER

28. PRODUCT GROUPING – (Cont'd)

28.3 SPECIAL CONDITIONS

(A) SMALL BUSINESS LOCAL

(1) DESCRIPTION

The Small Business Local product grouping consists of one (1) Flat Rate Centrex Service network access line with a choice of any one (1) of three (3) Centrex Feature Packages; Package I, Package II, or Package III, and the Custom Calling Basic Feature, Caller ID (Number Only). This product grouping can be upgraded to Caller ID With Name. The Custom Calling Basic Feature within the product grouping does not qualify for a Basic Feature Discount.

(2) CONDITIONS

- (a) The product grouping is available to Business customers having a maximum up to and including fifteen (15) access lines. (C)
- (b) Customers with SuperTrunk or Primary Rate Interface service are excluded from this product grouping.
- (c) Refer to Section 19 of this tariff for descriptions, limitations and conditions of Centrex Service network access lines and Feature Packages.
- (d) Refer to Section 4 of this tariff for descriptions and conditions of Flat Rate Service.
- (e) Refer to Section 5 of this tariff for descriptions and limitations of Custom Calling Features.
- (f) Customer must commit to a 12-month term for this product grouping. The term commences upon the installation, or establishment date, of the customer's first Small Business Local product group. Additional Small Business Local product groups added within the first Small Business Local product group's 12-month term are part of the first-group's term. In the event of

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COMPETITIVE LOCAL CARRIER

28.3 SPECIAL CONDITIONS – (Cont'd)

(A) SMALL BUSINESS LOCAL – (Cont'd)

- (2) CONDITIONS – (Cont'd)
(f) (Cont'd)

early termination, for each Small Business Local product grouping terminated, customers will be charged an Early Termination Fee equal to 100% of the Monthly Rate times the months remaining in the 12-month term. If a customer exceeds their 12-month commitment, the Small Business Local product grouping will continue until such time the customer terminates the product grouping, and no Early Termination Fee will henceforth apply.

- (g) Termination liability will not apply to the customer with the Small Business Local product group if they subsequently subscribe to more than fifteen (15) lines from the Company; accordingly that customer would cease to be eligible for the Small Business Local product group.

(B) SMALL BUSINESS-II

(N)

(1) DESCRIPTION

- (a) The Small Business-II product group consists of one (1) each of the following: (1) Local Exchange Business Service with a Flat Rate Individual Access Line, having all terms and conditions as defined in Schedule Cal. P.U.C. 1-T, Section A3.2. Flat Rate calling is based on Local Calling from the customer's Rate Center, as defined in Schedule Cal. P.U.C. 1-T, Section 4; (2) Regular Mailbox Service-Basic, as described in Schedule Cal. P.U.C.1-T, Section 18; (3) a total of five (5) Basic Custom Calling Services: Call Forwarding, Call waiting/Cancel, Three-way Calling, Call Transfer, and Caller ID with Name, all of which are described in Schedule Cal. P.U.C. 1-T, Section 5. This product group provides an upgrade path from the standard Basic Regular Mailbox Service to either Enhanced or Premium Regular Mailbox Service, as described in Schedule Cal. P.U.C.1-T, Section 18. Further, this product group provides the option of adding the Advanced Custom Calling Service, Remote Activation of Call Forwarding, as described in Schedule Cal. P.U.C. 1-T, Section 5.

(N)

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COMPETITIVE LOCAL CARRIER

28.3 SPECIAL CONDITIONS – (Cont'd)

(A) SMALL BUSINESS-II – (Cont'd)

(N)

(2) CONDITIONS

- (a) The Basic Custom Calling Service features within this product group are not eligible for the Basic Feature Discount, as described in Schedule Cal. P.U.C. 1-T, Section 5.2(C) However, additional Basic Features added to this product group will automatically receive a 35% Basic Feature Discount while the product group is subscribed to by the customer.
- (b) This product group is available to Business customers having a maximum of fifteen (15) access lines.
- (c) The Small Business-II product group is available as a month-to-month service and without any term commitment, or as a one, two, or three year term plan with term commitment.
- (d) When the customer elects to subscribe to the Small Business-II product group as a either a one, two, or three-year term plan, either at time of initial subscription, or by converting the customer's active Small Business-II product group from month-to-month service to a term plan, the customer commits to the selected term plan and that term begins at time of the new subscription, or conversion to a term plan.
- (e) Additional Small Business-II product groups added by the customer during the initial and active product-group term will be under that term plan and will expire at the same time of the first group. The customer may elect to upgrade to a longer term, when applicable, which will apply to all members of the product group.

(N)

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COMPETITIVE LOCAL CARRIER

28.3 SPECIAL CONDITIONS – (Cont'd)

(A) SMALL BUSINESS-II – (Cont'd)

(2) CONDITIONS – (Cont'd)

- (f) In the event of early terminating a Small Business-II product group, for each product group terminated, the customer will be charged an early termination fee equal to 100% of the monthly rate of the Small Business-II product group multiplied by the number of months remaining in the term. The month-to-month Small Business-II product group is not subject to early termination and may be removed at any time. Upon completion of the customer's selected term commitment, the customer may either; 1) recommit to a new term commitment for the Small Business-II product group, 2) elect to continue the product group on a month-to-month basis at a monthly rate matching the expired term rate, but without the assurance of rate stability, or 3) exit from the Small Business-II product grouping without penalty.
- (g) Termination liability will not apply to the Small Business-II product group customer if their service grows beyond fifteen (15) lines. Accordingly, the customer will no longer be eligible for the Small Business-II product group.

(N)

(N)

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COMPETITIVE LOCAL CARRIER

29. 211 COMMUNITY INFORMATION AND REFERRAL SERVICE ORGANIZATION SERVICE

(N)

29.1 GENERAL

(A) APPLICABILITY

211 Service is an Information and Referral service that allows the Company's local exchange end users within the Company's serving area to reach the authorized 211 Service Provider ("211 Service Provider") by dialing an abbreviated telephone number: 2-1-1 (or "211"). 211 Service is an Information and Referral routing service that determines the central office serving the calling party, converts the 211 dialed digits to a Routing Telephone Number ("RTN") and then uses the RTN to complete the call over the public switched network to a call center designated by the 211 Service Provider.

(B) TERRITORY

211 Service is provided to the Company's customers within the Company's exchange area as this area is defined on a map filed as part of the tariff schedules.

29.2 RATES

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
211 Service	\$15.00	N/A
211 Routing Setup or Change, per 211 Service Provider-requested change	N/A	\$177.00
211 Central Office Charge, per Central Office Switch	N/A	\$475.00

(N)

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COMPETITIVE LOCAL CARRIER

29. **211 COMMUNITY INFORMATION AND REFERRAL SERVICE ORGANIZATION SERVICE – (Cont'd)**

(N)

29.3 SPECIAL CONDITIONS

(A) AVAILABILITY

211 Service is available free of charge to end users from subscriber locations within the Company's exchange area. 211 Service will only be available from coin operated pay telephones that have been correctly programmed by the payphone service providers to allow 211 dialing. 211 Service Provider is responsible for advising payphone service providers of the potential need to reprogram coin-operated pay telephones to allow 211 dialing.

(B) LIMITATIONS

- (1) There can be only one 211 Service Provider for each of the Company's Central Office NPA-NXX (Area Code and Prefix) combinations (each combination is defined as a "211 service area"). This limitation assures that 211 calls from an end user located within a 211 service area can be routed to a unique 211 call center. Typically, the Company will route calls based on the serving central office. The Company will default-route 211-dialed calls to a vacant code message or to a fast-busy signal if 211 Service has not been activated from the caller's serving central office or originating NPA-NXX.
- (2) 211 Service is not available to end users when their basic local dialtone service is disconnected. 211 Service will only be available to PBX and Key switching systems ("Customer Premises Equipment" or "CPE") when those systems have been correctly programmed by the owner of the CPE to allow 211 dialing.
- (3) 211 Service will not complete calls dialed using 0+211 or 1+211, payphone calls from a correctional institution, or operator-assisted calls.

(N)

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COMPETITIVE LOCAL CARRIER

29. **211 COMMUNITY INFORMATION AND REFERRAL SERVICE ORGANIZATION SERVICE – (Cont'd)**

(N)

29.3 SPECIAL CONDITIONS – (Cont'd)

(B) LIMITATIONS – (Cont'd)

- (4) The 211 Service Provider may designate only one RTN per 211 service area, but may designate different RTNs for different 211 service areas, as follows:
 - (a) If the 211 Service Provider utilizes more than one 211 RTN, it must designate the specific stand-alone, host, or remote central offices to be served by each RTN.
 - (b) Only one RTN can serve a Central Office switch NPA-NXX serving area. The RTN requested by the 211 Service Provider can be either a locally-routed number or a toll-free telephone number obtained by the 211 Service Provider from its carrier of choice. If any of the NPA-NXXs in a serving area will incur a toll charge, the RTN must be a toll-free number for that serving area.
 - (c) 211 calls are not permitted where local calling is restricted (e.g., prisons).
- (5) Usage charges for 8YY (toll-free prefix) telephone numbers obtained by the 211 Service Provider and used as RTNs will be billed by the 211 Service Provider's 8YY carrier of choice. Such charges are the responsibility of the 211 Service Provider, and are not covered by the Company's 211 Service, rates and/or charges.
- (6) The 211 Service Provider is responsible for ordering all requisite circuits and customer premises equipment to enable the 211 Service Provider's designated call center(s) to process 211 call volumes in a fashion that meets the 211 Service Provider's internal service-level requirements.
- (7) The 211 Service Provider is responsible for notifying/educating the public concerning the geographic jurisdiction where the 211 Service is available and its potential uses and benefits.

(N)

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COMPETITIVE LOCAL CARRIER

29. **211 COMMUNITY INFORMATION AND REFERRAL SERVICE ORGANIZATION SERVICE – (Cont'd)**

(N)

29.3 SPECIAL CONDITIONS – (Cont'd)

(B) LIMITATIONS – (Cont'd)

- (8) 211 Service is offered subject to the availability of facilities.
- (9) The Company shall not be liable for any loss or damage resulting from any cause beyond its reasonable control, such as, but not limited to, fire, explosion, lightning, flood, earthquake, power surges or failures, strikes or labor disputes, floods, storms, acts of God, war, civil disturbances, acts of civil or military authorities or the public enemy (including terrorist acts), delays caused by 211 Service Provider or 211 Service Provider's service or equipment or any other causes beyond the Company's reasonable control. Upon occurrence of any such event and to the extent such occurrence interferes with the Company's provision of 211 Service, the Company shall be excused from performance during the period of such interference provided that it exercises good faith and reasonable efforts to avoid or remove such causes of nonperformance.

(C) RATE REGULATIONS

In addition to the rates and conditions specified herein, all rules, regulations, charges and rates in conjunction with the services furnished elsewhere in the tariffs are also applicable to the service provided under this schedule.

(N)

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