

**CENTREX SERVICE**

**TABLE OF CONTENTS**

	<u>Page</u>	
<b>13.1</b>	<b><u>CENTREX SERVICE</u>.....</b>	<b>2</b>
13.1.1	General	
13.1.2	Regulations and Conditions	(T)
13.1.3	Descriptions of Features	
13.1.4	Rates	
<b>13.2</b>	<b><u>CENTREX ISDN-BRI SERVICE</u>.....</b>	<b>22</b>
13.2.1	General	
13.2.2	Abbreviations	
13.2.3	Definition of Terms	
13.2.4	Description of Features	
13.2.5	Rules and Regulations	
13.2.6	Rates and Charges	
<b>13.3</b>	<b><u>ENHANCED CENTREX SERVICE</u>.....</b>	<b>32</b>
13.3.1	General	
13.3.2	Regulations and Conditions	(N)
13.3.3	Descriptions of Features	
13.3.4	Rates and Charges	(N)

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**CENTREX SERVICE**

**13.1 CENTREX SERVICE**

**13.1.1 General**

- A. Centrex Service is a Central Office-based business communications service which provides capabilities similar to those offered on a Private Branch Exchange, but without requiring switching equipment on the customer's premises. Centrex enables a customer to integrate all of his business lines into a single telecommunications system.
- B. All Centrex Service station lines will be equipped with the standard features which are identified in paragraph 13.1.4 A.1. Additional optional features may also be selected subject to the applicable charges as specified in paragraph 13.1.4 C.

**13.1.2 Regulations and Conditions**

- A. A Centrex customer must have a minimum of two Centrex lines.
- B. The minimum period for Centrex Service provided under this tariff shall be for one year.
- C. Centrex is offered subject to the availability of outside plant and/or Central Office facilities.
- D. One directory listing is provided without charge for each Centrex customer.
- E. The customer may choose to pay for the service on a month-to-month basis or under a service contract plan. A month-to-month customer may, at any time, convert to a service contract plan by executing the chosen service contract and by paying the applicable service period plan rate currently in effect.
- F. The monthly rate for customers choosing the service period contract is guaranteed against Company initiated changes during the selected service contract period.

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**CENTREX SERVICE**

**13.1 CENTREX SERVICE (Cont'd)**

**13.1.2 Regulations and Conditions (Cont'd)**

- G. Subsequent line additions/deletions to the original service contract period are treated as follows:
1. Subsequent additions will be rated under a new contract or added to an existing contract, based upon the remaining period of the initial contract. If the line addition causes the customer's total Centrex line count to exceed the threshold of the line count previously contracted, all lines will be billed at the rate for the larger line count.
  2. Subsequent line deletions, resulting in reductions equal to or exceeding 20% of the initial quantity of lines under contract, will be considered a termination liability and treated as specified in paragraph 13.2 H below. If the reduction causes the total number of lines to fall into a different line size group, all remaining lines will be billed at rates for the smaller line size group.
- H. Termination Liabilities shall be treated as follows:
1. If the service is canceled by the customer after installation of the service, but prior to the completion of the service period, the customer shall be obligated to pay a termination liability charge. The charge is calculated by multiplying the monthly rate by the remaining months in the contract period times fifty percent (50%).
  2. A customer who reduces the quantity of Centrex lines under contract has the following options for the duration of the contract period:
    - a. Continue to pay an amount equal to the monthly rate for the number of Centrex lines that are disconnected under contract, or
    - b. Pay termination charges as described in (1) above on the number of Centrex lines disconnected.

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**CENTREX SERVICE**

**13.1 CENTREX SERVICE (Cont'd)**

**13.1.2 Regulations and Conditions (Cont'd)**

- I. A reduction or waiver of the service establishment charges may be offered, by the Company, as follows:
- At the Company's discretion, the following non-recurring service establishment charges may be reduced or waived during promotional campaigns and/or as a part of customer negotiations.
1. Non-recurring per line service establishment charge.
  2. Non-recurring service establishment charge for OUTWATS-Simulated Facility Group Automatic Flexible Routing/Overflow Hunting Arrangements.
  3. Non-recurring service establishment charge for creating hunt groups.
- J. Customers who subscribe to Centrex Service for more than 100 lines may, at the 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. With the exception of the customer specific rates, all other rates, charges, and regulations specified herein shall continue to apply.
- K. All exchange lines in a Centrex group must have the same billing arrangement, either flat-rate or measured service (where offered).
- L. Intercom calls between lines in a Centrex group are not subject to local measured service.
- M. 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. It also applies to collect and person-to-person calls, which may be refused at the answering station.

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**CENTREX SERVICE**

**13.1 CENTREX SERVICE (Cont'd)**

**13.1.2 Regulations and Conditions (Cont'd)**

- N. The Centrex lines for a Centrex customer may terminate at multiple locations; however, all Centrex lines in the same group must be served out of the same Central Office.
- O. This Centrex tariff does not include terminal equipment on the customer's premises. Terminal equipment may be provided by the Company or by the customer.
- P. Unless specifically exempted, Centrex shall be subject to all general regulations applicable to the provision of service by the Company as stated in other provisions of the General Exchange Tariff.
- Q. Reduced rates are established for schools.

**13.1.3 Description of Features**

- A. The following standard and optional features may be provided as a part of the Centrex service:
  - 1. Direct Inward Dialing  
Direct Inward dialing allows Centrex station users to directly receive incoming calls without the assistance of an attendant.
  - 2. Direct Outward Dialing  
Direct Outward Dialing enables Centrex station users to call outside the Centrex group directly without the assistance of an attendant.
  - 3. 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.
  - 4. Intercom Dialing  
Intercom Dialing allows Centrex station users to call other stations within their Centrex groups by dialing abbreviated codes.

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**CENTREX SERVICE**

**13.1 CENTREX SERVICE (Cont'd)**

**13.1.3 Description of Features (Cont'd)**

**5. 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.

**6. Three-Way Calling**

Three-Way Calling allows a station user to add a **third** party to the existing call, and thus enables a simultaneous conference between parties at multiple locations.

**7. Call Transfer**

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

**8. Off-Premises Stations**

Off-Premises Stations enable a secondary business location to access the same Centrex features and services as the main business location.

**9. 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.

**10. Call Forwarding Busy Line**

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

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**CENTREX SERVICE**

**13.1 CENTREX SERVICE (Cont'd)**

**13.1.3 Description of Features (Cont'd)**

**11. 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.

**12. Call Forwarding Incoming Only**

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

**13. Call Forwarding Within Group Only**

Call Forwarding Within Group Only 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.

**14. Call Forwarding Distinctive Ringing**

Call Forwarding Distinctive Ringing 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.

**15. 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.

**16. 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.

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**CENTREX SERVICE**

**13.1 CENTREX SERVICE (Cont'd)**

**13.1.3 Description of Features (Cont'd)**

**17. 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 hitting the switch hook.

**18. Cancel Call Waiting**

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

**19. Voice/Data Protection**

Voice/Data Protection allows a station user to deactivate features such as Call Waiting when the user's line is in use. (T)

**20. Do Not Disturb**

Do Not Disturb allows a station user to prevent incoming calls from ringing his/her station by diverting such calls 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 the Do Not Disturb.

**21. 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.

**22. 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 two-digit codes instead of the directory numbers.



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**CENTREX SERVICE**

**13.1 CENTREX SERVICE (Cont'd)**

**13.1.3 Description of Features (Cont'd)**

**23. 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 switch hook. No dialing is required for the calling party to reach the specified destination.

**24. Manual Line Service**

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

**25. 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.

**26. 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.

**27. Semi-Restricted Line**

A 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.

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**CENTREX SERVICE**

**13.1 CENTREX SERVICE (Cont'd)**

**13.1.3 Description of Features (Cont'd)**

**28. Fully-Restricted Line**

A Fully-Restricted Line prevents calls to and/or receiving calls from stations outside the Centrex group and prevents calls to and/or receiving calls from the attendant, thereby, denying it indirect access to/from outside the Centrex group.

**29. Toll Restriction**

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

**30. Code Restriction**

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

**31. Outgoing Call Screening**

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

**32. Distinctive Alerting/Call Waiting Indication**

Distinctive Alerting/Call Waiting Indication allows a Centrex 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.

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**CENTREX SERVICE**

**13.1 CENTREX SERVICE (Cont'd)**

**13.1.3 Description of Features (Cont'd)**

**33. Business Group Dialing Plan**

A Business Group Dialing Plan enables a Centrex group to have: a unique dialing network and/or special facilities using 1 to 5 digit codes; and/or Single-Digit Dialing and customized feature activation/deactivation codes. Each Centrex group may use either a standardized or a customized Business Group Dialing Plan.

**34. Special Intercept Announcement**

A Special Intercept Announcement may optionally be used to address the following conditions:

- a. if a Centrex 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.).

**35. 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.

**36. Single-Digit Dialing**

Single-Digit Dialing permits a Centrex 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 within a Centrex group and are preprogrammed by the Company.

**37. 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.

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**CENTREX SERVICE**

**13.1 CENTREX SERVICE (Cont'd)**

**13.1.3 Description of Features (Cont'd)**

**38. 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).

**39. 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 user.

**40. OUTWATS - Simulated Facility Groups**

OUTWATS - Simulated Facility Groups control the number of simultaneous OUTWATS calls that can be made from a business. OUTWATS - Simulated Facility Groups allow the following capabilities:

- a. "OUTWATS - Automatic Flexible Routing OUTWATS" 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" 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.

**41. 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 first number. If the first station is busy, the group of numbers is sequentially hunted until an idle station (number) is found. If there are no idle stations available, the caller receives a busy signal.

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**CENTREX SERVICE**

**13.1 CENTREX SERVICE (Cont'd)**

**13.1.3 Description of Features (Cont'd)**

**42. 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 group in search of an idle station. The caller is connected to the first idle station (number) encountered.

**43. 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 for the next incoming call received. Once hunting begins, it proceeds in a circular manner until an idle station (number) is found.

**44. Preferential Hunting**

Preferential Hunting allows any station in a Multiline Hunt Group to have its own (preferential) 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 (number) is found. If an idle station is not found on the preferential list, the hunt will proceed to the entire hunt group.

**45. Series Completion**

Series Completion is similar to Multiline Hunt Service; however, a significant difference between the two services is that Centrex stations equipped with "Series Completion" always have their own directory number and their own classes of service. "Linear" or "Circle" hunting arrangements can be selected with Series Completion.

**46. Queuing**

Queuing may optionally be used when all stations in a hunt group are busy. When this occurs a call is placed into the 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.

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**CENTREX SERVICE**

**13.1 CENTREX SERVICE (Cont'd)**

**13.1.3 Description of Features (Cont'd)**

**47. 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.

**48. 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.

**49. 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.

**50. 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.

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**CENTREX SERVICE**

**13.1 CENTREX SERVICE (Cont'd)**

**13.1.4 Rates**

**A. Centrex Line Rates**

1. The monthly rate for Centrex Service Lines specified in paragraph 2 below includes the following standard Features:
  - a. DTMF Signaling (Touchtone)
  - b. Direct Inward Dialing
  - c. Direct Outward Dialing
  - d. Business Group Automatic Identified Outward Dialing
  - e. Intercom Dialing
  - f. Call Hold
  - g. Three-Way Calling
  - h. Call Transfer
  - i. Distinctive Ringing

2. The following per-line rates and charges apply to a contract period of 12 months. The customer is required to pay for the number of months in the service period selected or will be subject to a termination charge as provided for herein.

<u>NUMBER OF LINES</u>	<u>12 MONTHS</u>	
2 - 25	\$34.16	Darien, Sapelo
	\$29.89	Eulonia
26 - 49	\$29.84	Darien, Sapelo
	\$25.72	Eulonia
50 - +	\$25.51	Darien, Sapelo
	\$21.55	Eulonia
School (Educational)	\$25.51	Darien, Sapelo
	\$21.55	Eulonia

3. Service Establishment Charge - Non-recurring per line:  
\$26.00

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**CENTREX SERVICE**

**13.1 CENTREX SERVICE (Cont'd)**

**13.1.4 Rates**

**B. FCC Customer Access Line charge**

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 Company and forwarded to the National Exchange Carrier Association, Inc. (NECA) in accordance with the Company's applicable interstate tariff.

**C. Individual Station Features**

1. Chargeable individual station features. \*See Note

\*Note: Please refer to Section 8 of this tariff for applicable rates and Section 5 for applicable service charges along with a list of other optional features.



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**CENTREX SERVICE**

**13.1 CENTREX SERVICE (Cont'd)**

**13.1.4 Rates (Cont'd)**

**C. Individual Station Features (Cont'd)**

**2. Non-Chargeable Individual Station Features.**

The following individual station features are offered at no charge:

- (a) Semi-Restricted Line
- (b) Fully-Restricted Line
- (c) Call Forwarding Incoming only  
(when applied to the appropriate call forwarding feature(s) (Call Forwarding Variable, Call Forwarding Busy Line, or Call Forwarding Don't Answer).
- (d) Call Forwarding Within Group Only  
(when applied to the appropriate call forwarding feature(s) (Call Forwarding Variable, Call Forwarding Busy Line, or Call Forwarding Don't Answer).

**3. Additions and changes to individual station features.**

Feature Additions/Changes Per Line ---See Note\*

\*Note: Please refer to Section 5 of this tariff for applicable service charges.

**CENTREX SERVICE**

**13.1 CENTREX SERVICE (Cont'd)**

**13.1.4 Rates (Cont'd)**

**D. Features Associated with Groups of Lines**

	<b>Monthly Rate</b>	<b>Non- Recurring Charge</b>
1. Direct Call Pick-Up		
Per Group	\$2.00	-
Per line in Pick-up Group	.50	-
2. Toll/Code Restriction Features:		
(a) Code Restriction		
Per List	No Charge	See Note <sup>1</sup>
Per Line Using List	No Charge	See Note <sup>1</sup>
(b) Outgoing Call Screening		
Per List	\$4.50	See Note <sup>1</sup>
Per Line Using List	.50	See Note <sup>1</sup>
3. Business Group Dialing Plan		
Standard Dialing Plan	No Charge	No Charge
Customized Dialing Plan	No Charge	\$80.00
4. Special Intercept Announcement		
Standard Announcement/ Music on Hold <sup>2</sup>	\$24.00	\$100.00
Customer Worded Announcement <sup>2</sup>	\$75.00	\$100.00
Announcement Trunk <sup>2</sup>	\$25.00	\$100.00
5. Paging Access		
Per Paging Circuit <sup>3</sup>	\$20.00	\$100.00

<sup>1</sup>Please refer to Section 5 of this tariff for applicable service charges.

<sup>2</sup>Cable pair required; please refer to Leasing Cable Pairs, Section 11.2.

<sup>3</sup>Requires its own Centrex line.

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**CENTREX SERVICE**

**13.1 CENTREX SERVICE (Cont'd)**

**13.1.4 Rates (Cont'd)**

**E. OUTWATS**

	<b>Monthly Rate</b>	<b>Non- Recurring Charge</b>
1. OUTWATS Simulate Facility Group Arrangements		
Service Establishment Charge-OUTWATS Simulated Facility Group Automatic Flexible Routing/Overflow Hunting Arrangement	-	\$30.00
Each OUTWATS Simulated Facility	\$20.00	-
Rearrangements and changes to Simulated Facilities and routing patterns	-	\$24.00
2. Normal OUTWATS rates (measured time or full business day) will be charged for OUTWATS calls.		

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**CENTREX SERVICE**

**13.1 CENTREX SERVICE (Cont'd)**

**13.1.4 Rates (Cont'd)**

**F. Multiline Hunt Services**

**1. Hunting Arrangements**

The following monthly rates for hunting arrangements are applied in addition to the per-line rates for Centrex lines. The nonrecurring service establishment charges are assessed on a per-hunt group basis.

	<b>Per Line in Hunt Group</b>	<b>Non- Recurring Charge</b>
Regular Hunting	\$3.50 per group \$0.50 per line	\$25.00
Circle Hunting	\$4.50 per group \$0.50 per line	\$30.00
Uniform Call Distribution	\$6.50 per group \$0.50 per line	\$40.00
Preferential Hunting	\$4.50 per group \$0.50 per line	\$30.00
Series Completion	\$4.50 per group \$0.50 per line	\$30.00

**2. Changes to Hunting Group Arrangements/Patterns**

Additional Lines/Change Hunting Order \$20.00

**CENTREX SERVICE**

**13.1 CENTREX SERVICE (Cont'd)**

**13.1.4 Rates (Cont'd)**

F. Multiline Hunt Services

3. Hunt Group Options

a. Delay Announcements for Queued Calls

	<b>Monthly Rate</b>	<b>Non- Recurring Charge</b>
Standard Announcement/ Music on Hold <sup>1</sup>	\$24.00	\$100.00
Customer Worded Announcement <sup>1</sup>	\$75.00	\$100.00
Announcement Trunk <sup>1</sup>	\$25.00	\$100.00
b. Stop Hunt/Make Busy		
Access Code Activation	\$ .70 per month	
Key/Switch Activation	\$ 6.50 per month	

G. Tandem Switching Features (TSF)

1. TSF Terminations

a. Per Simulated Facilities Group (SFG)

\$2.60                      \$98.00

b. Per Termination in the SFG

-                                      -

<sup>1</sup>Cable pair required; please refer to Leasing Cable Pairs, Section 11.2.

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**CENTREX SERVICE**

**13.2 CENTREX ISDN-BRI SERVICE**

**13.2.1 General**

- A. Centrex ISDN Service is a class of ISDN-based service provided by the Company. Centrex ISDN Service is the provision of ISDN-BRI service within a Centrex arrangement. (For a description of ISDN-BRI see Subsection 12.1.1).
- B. Centrex ISDN-BRI Service provides a customer ISDN capability via the BRI between Centrex stations. Each Centrex ISDN station consists of two 64 Kilobits per second (Kbps) channels (known as B-Channels) and one 16 Kbps channel (known as D-Channel).
- C. Centrex ISDN-BRI Service does not include ISDN terminals, special line treatment, or special power arrangements at the customer's premises.
- D. Customer Access Line Charges and End User Common Line charges are applied as indicated in Subsection 12.1.5 of this tariff and shall be interpreted to apply per B-Channel.

**13.2.2 Abbreviations**

The following abbreviations are used in this Tariff Section:

BRI	-	Basic Rate Interface
CSD	-	Circuit Switched Data
CSS	-	Circuit Switched Services
CSV	-	Circuit Switched Voice
ELCS	-	Extended Local Calling Service
EKTS	-	Electronic Key Terminal Service
ISDN	-	Integrated Services Digital Network
Kbps	-	Kilobits per second
PSTN	-	Public Switched Telephone Network

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**CENTREX SERVICE**

**13.2 CENTREX ISDN-BRI SERVICE (Cont'd)**

**13.2.3 Definition of Terms**

- A. Basic Rate Interface - The interface between the end user's location and the ISDN-BRI capable central office switch. It provides for up to two 64 Kbps B-channels and up to one 16 Kbps D-Channel to be sent over a single circuit or local loop. This rate element includes the central office hardware and software, as well as the 144 Kbps facility required to provide ISDN-BRI Service.
- B. B-Channel (Bearer Channel) - A communications path capable of transmitting information at a speed of 64 Kbps. The B-Channel may be used by a customer for CSS communications (e.g., voice, data, facsimile, etc.) between customer specified locations and the PSTN.
- C. Call Appearance - A visual indicator that identifies the status of a line having more than one directory number. A single telephone number can appear on multiple electronic telephone sets and/or multiple times on the same electronic set (one telephone number appearing on several buttons). For each telephone number appearance, the visual indicator displays the status (e.g., the lamp may flash for an unanswered call, flutter for a call that has been placed on hold, remain dark for an idle call appearance or remain lit for the currently active call.)
- D. Channel - The electrical path provided by the Telephone Company between two or more terminating points for the transmission of information or intelligence.
- E. Circuit Switching - The process of setting up and keeping a telephone line or circuit open between two or more users, such that the users have exclusive and full use of the telephone line or circuit until the connection is released.
- F. CSV/CSD - This network option arrangement allows digital CSV and CSD transmission to and from the PSTN. CSV/CSD is generally referred to as CSS throughout this section of the tariff.
- G. D-Channel - D-Channel (Delta Channel) - Communications path set up to transmit data in packet form at speeds up to 16 Kbps. This communications path is designated to send and receive out-of-band signalling/supervisory messages and may also be used for packet switched user data. The bit rate is fixed as a function of the interface used by the customer.
- H. Directory Number - The "primary" or main telephone number assigned to each B-Channel.
- I. Facility - The physical connection between the customer's location and the Company's serving central office (often referred to as the local loop).

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Darien, Georgia 31305-0575

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CENTREX SERVICE

13.2 CENTREX ISDN-BRI SERVICE (Cont'd)

13.2.3 Definition of Terms (Cont'd)

- J. Idle Call Appearance - A visual call appearance (e.g., dark telephone button) on the user's terminal that indicates that the directory number is not in use.
- K. Instrument or Terminal - When used in connection with the Centrex ISDN-BRI Service denotes the customer provided equipment at which the BRI terminates. One BRI may terminate in several different instruments (e.g., digital telephone sets, computers or facsimile machines equipped with ISDN adapters, etc.)
- L. Kbps - Kilobits per second is data transmission that is sent at the rate of a thousand bits per second. 1 Kbps means one thousand bits per second, 10 Kbps means ten thousand bits per second, etc.
- M. Public Switched Telephone Network - The worldwide telephone network available to telephone subscribers in the United States. It includes local dialing scope, home LATA, intrastate, and international locations. Access to PSTN is provided via the Flat Rate and Usage Sensitive Network Components.



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**CENTREX SERVICE**

**13.2 CENTREX ISDN-BRI SERVICE (Cont'd)**

**13.2.4 Description of Features**

**A. Standard Features**

The following features are provided as basic features with Centrex ISDN service:

1. Additional Call Offering - A feature that supports multiple calls to a single number. This feature notifies the user of an additional circuit switched voice call that would normally be cleared because the user's interface is busy. (The method of notification to the end user is customer provided equipment dependent.) This feature is inherent to the CACH EKTS feature package but is also available on a stand-alone basis.
2. Customer Access Treatment (CAT) Code Restriction - Allows for the creation of subgroups within the Centrex ISDN customer group to provide additional restrictions or access functions. Codes that are part of the group dialing plan may be denied or made accessible to subgroups of stations by assigning to each station within the group a CAT code. Each CAT code defines the codes in the subgroup's numbering plan that will be accepted from a user. Thus, stations assigned a CAT code that disallows access to a particular private facility are restricted from using it. A customer group is allowed up to 16 CAT codes.
3. The following Centrex features are also provided as standard features with Centrex ISDN service and are described in Subsection 13.1.3 of this tariff, unless noted otherwise:
  - a. DTMF Signaling (Touchtone)
  - b. Direct Inward Dialing
  - c. Direct Outward Dialing
  - d. Business Group Automatic Identified Outward Dialing
  - e. Intercom Dialing
  - f. Call Hold
  - g. Three-Way Calling
  - h. Call Transfer
  - i. Distinctive Ringing

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**CENTREX SERVICE**

**13.2 CENTREX ISDN-BRI SERVICE (Cont'd)**

**13.2.4 Description of Features (Cont'd)**

**B. Optional Features**

1. Centrex Electronic Key Terminal Service (EKTS) Feature Package - A circuit switched voice option that enhances normal telephone use. The feature package consists of the following features:
  - a. Bridged Call Exclusion - An optional feature that allows a user to prohibit other terminals from picking up a call on hold or bridging onto a call that is active at that terminal. This feature is included with Basic EKTS and CACH EKTS feature packages.
  - b. Bridging - An optional feature that allows the user to join onto a currently active call by pressing the active call appearance button and going off-hook. This establishes a three-way call. This is different from standard three-way calling because the third party initiates the bridge on the active call. Bridging is inhibited if Bridged Call Exclusion is activated at the instrument engaged in the active call. Only one additional shared call appearance user may bridge onto an active two-way call. Bridging is not allowed on an existing three-way call. This feature is included with Basic EKTS and CACH EKTS feature packages.
  - c. Delayed and Abbreviated Ringing - A Basic and CACH EKTS feature that alerts a terminal for a predetermined interval (abbreviated ringing) before ringing another designated EKTS terminal (delayed ringing). This feature provides several options for customers as to the type of audible and/or visual alerting that is given at each terminal.
  - d. Held Call Retrieval from Shared Directory Number - Allows a call to be set up at one terminal, put on hold, and retrieved at another terminal that shares the same directory number using the same shared call appearance.
  - e. ISDN Retrieval of Held Conference Calls - Allows a user to set up a conference call at one terminal, put on hold, and retrieve the call at another terminal that shares the same directory number.

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**CENTREX SERVICE**

**13.2 CENTREX ISDN-BRI SERVICE (Cont'd)**

**13.2.4 Description of Features (Cont'd)**

**B. Optional Features (Cont'd)**

- f. Key System Coverage of Analog Lines - A CACH EKTS feature that allows an analog telephone set to share calls with a CACH EKTS set.
- g. Multiple Call Appearances (MCA) - Allows a telephone to have more than one call appearance button assigned to a single directory number (DN). Multiple incoming calls to this DN are terminated to the terminal if idle call appearances are available to accept the calls. Outgoing calls are made using this DN as long as there is an idle call available.
- h. Multiple Directory Numbers - Provides access to more than one DN assigned to the terminal. To have multiple DNs, an EKTS terminal must support the ability to originate and terminate calls for more than one DN.

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**CENTREX SERVICE**

**13.2 CENTREX ISDN-BRI SERVICE (Cont'd)**

**13.2.5 Rules and Regulations**

The following regulations apply in addition to those in other Company tariffs. Where other regulations apply on a per-line basis, they shall be interpreted to apply on a per-channel basis in the Centrex ISDN portion of this tariff, unless noted otherwise.

- A. Centrex ISDN-BRI Service requires compatible registered CPE under FCC Part 68.
- B. Centrex ISDN-BRI Service is not available with, or as an alternative to, public or private pay telephone service and cannot be used in the resale of long distance service.
- C. Centrex ISDN-BRI Service is subject to the same rules and regulations applicable to Centrex and ISDN-BRI Service (see Subsections 13.1 and 12.1 respectively, of the General Exchange Tariff).
- D. Features with Call Forwarding capabilities cannot be used on a continual basis to expand the local calling scope beyond that which is available to a customer's premises.
- E. All Centrex ISDN-BRI Service components have a minimum service term of one month.
- F. For directory listing purposes, the Company will furnish one alphabetical directory listing of the customer's primary directory number at no charge. Additional listings will be furnished at standard business charges as shown in Section III of this tariff.
- G. Lines, equipment, and facilities provided under this tariff will be designed by the Company to provide at least the same level of service, reliability, and quality as local exchange service in the exchanges where ISDN-BRI Service is offered. At a minimum, Centrex ISDN-BRI Service will be provided where the access line does not exceed 14 kilofeet in length from the customer's premises to the serving central office, or experience a maximum loss of 34 dB as measured at the customer's premises at no additional cost to the customer. For circumstances that exceed these minimum service standards, special construction charges may be applied.

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**CENTREX SERVICE**

**13.2 CENTREX ISDN-BRI SERVICE (Cont'd)**

**13.2.5 Rules and Regulations (Cont'd)**

- H. The Company may make changes in its telecommunications services, equipment, operations, or procedures, where such action is consistent with Part 68 of the Federal Communications Commission's Rules and Regulations. If such changes materially affect the operating characteristics or technical parameters of the service as originally ordered by the customer, adequate notice will be given in writing to allow the customer an opportunity to maintain uninterrupted service.
- I. Centrex ISDN-BRI Service conforms with the Bellcore technical references and the American National Standards Institute standards. In addition, vendor-specific protocol (for Lucent (formerly AT&T) are available upon request.
- J. Presubscription to an InterLATA Carrier of Preference applies to Centrex ISDN-BRI Service just as it applies to Centrex Service. Access to other service providers is available via access code. Each Centrex ISDN-BRI B-Channel may have a different Carrier of Preference.
- K. Rules and regulations regarding moves are provided in Section 12, Subsection 12.1.4.J of the General Exchange Tariff.
- L. Rules and regulations regarding Channels associated with BRIs are provided in Section 12, Subsection 12.1.4.N.
- M. For Centrex ISDN access to the PSTN in a Centrex system, all trunks in the Centrex System must be Centrex ISDN Trunks.

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**CENTREX SERVICE**

**13.2 CENTREX ISDN-BRI SERVICE (Cont'd)**

**13.2.6 Rates and Charges**

A. Basic Centrex ISDN-BRI Service features listed in Subsection 13.2.4 above are provided as part of the service.

B. Service Components

1. Facility and Equipment  
Rate Elements

Basic Business ISDN

Darien and Sapelo Island \$54.66 monthly

Eulonia \$51.70 monthly

Nonrecurring Charge

Business \$100.00

Custom configurations will be priced on a case-by-case basis

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CENTREX SERVICE

13.2 CENTREX ISDN-BRI SERVICE (Cont'd)

13.2.6 Rates and Charges

B. Service Components (Cont'd)

2. Network Rate Elements

	<u>Monthly Rate</u>	<u>Nonrecurring Charge<sup>1</sup></u>
Bridged Call Exclusion	\$2.00	-
Bridging	\$2.00	-
Delayed and Abbreviated Ringing	\$2.00	-
Held Call Retrieval from Share Directory Number	\$2.00	-
ISDN Retrieval of Held Conference Calls	\$2.00	-
Key System Coverage of Analog Lines	\$1.00	-
Multiple Call Appearances (MCA)	\$2.00	-
Multiple Directory Numbers	\$2.00	-

<sup>1</sup>Please refer to Section 5 of this tariff for applicable service charges.

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Issued: August 7, 2002

Effective: September 6, 2002

Mary Lou Chapman  
President  
Darien Telephone Company  
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**CENTREX SERVICE**

**13.3 ENHANCED CENTREX SERVICE**

(N)

**13.3.1 General**

Enhanced Centrex Service provides Centrex Service (see Section 13.1) through Centrex Line Extensions. In addition to the standard Centrex Service features, Call Pick Up Per Line, Directed Call Pick Up and Caller ID Name and Number are included.

Centrex Line Extensions are connected to the Public Switched Telephone Network through Centrex Simulated Facilities.

**13.3.2 Regulations and Conditions**

- A. The regulations and conditions as set forth in 13.1.2, Centrex Service, apply for Enhanced Centrex Service, with the exception of the minimum service period. The minimum service period is 36 months as set forth in 13.3.2.B following.
- B. A Term Discount Rate Plan applies for Enhanced Centrex Service. The Term Discount applies to Centrex Line Extension charges. The Centrex Simulated Facilities charges are not eligible for a Term Discount.

Under the Term Discount Rate Plans, the monthly rates for the Centrex Line Extension are reduced based on the length of the service commitment period selected by the customer. The Term Discount Rate Plans are as set forth in 13.3.4 following.

Enhanced Centrex Service may be ordered at the customer's option for Term Discount periods of 36 months, 48 months, or 60 months. The customer must specify the length of the service commitment period at the time the service is ordered.

The Term Discount rates as set forth in 13.3.4 following will be fixed for the entire applicable term at the rates in effect at the beginning of the Term Discount period.

Termination Liabilities apply as set forth in 13.1.2.H preceding.

(N)



**CENTREX SERVICE**

**13.3 ENHANCED CENTREX SERVICE (Cont'd)**

(N)

**13.3.3 Description of Features**

Following are the descriptions of features included in Enhanced Centrex Service:

1. 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.

2. 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.

3. Call Pick-Up Per Line

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.

4. Call Transfer

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

5. Caller ID Name and Number

The name and number of the incoming call is transmitted during the silent interval between the first and second ring of the called party's line. Calling Name and Number Delivery subscribers must provide and connect their own compatible premises equipment in order to process the name and number transmission. The Company will forward all telephone names where technically feasible.

6. Direct Inward Dialing

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

(N)

**CENTREX SERVICE**

**13.3 ENHANCED CENTREX SERVICE (Cont'd)**

(N)

**13.3.3 Description of Features (Cont'd)**

7. Direct Outward Dialing

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

8. 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.

9. Distinctive Alerting/Call Waiting Indication

Distinctive Alerting/Call Waiting Indication allows a Centrex 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.

10. DTMF Signaling

Touchtone dialing.

11. Intercom Dialing

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

12. Three-Way Calling

Three-Way Calling allows a station user to add a third party to the existing call, and thus enables a simultaneous conference between parties at multiple locations.

(N)

**CENTREX SERVICE**

**13.3 ENHANCED CENTREX SERVICE (Cont'd)**

(N)

**13.3.4 Rates and Charges**

1. The following per-line rates and charges apply to the applicable term selected by the customer. The customer is required to pay for the number of months in the service period selected or will be subject to a termination liability as provided for in Section 13.1.2.H.
2. The monthly rates specified in item 3. below for Enhanced Centrex Service Line Extensions include the following standard features:

- Business Group Automatic Identified Outward Dialing
- Call Hold
- Call Pick Up Per Line
- Call Transfer
- Caller ID Name and Number
- Direct Inward Dialing
- Direct Outward Dialing
- Directed Call Pick Up
- Distinctive Ringing
- DTMF Signaling (Touchtone)
- Intercom Dialing
- Three-Way Calling

3. Recurring Rates

<u>Rate Per Line</u>	<u>36 Months</u>	<u>48 Months</u>	<u>60 Months</u>
Enhanced Centrex Line Extensions	\$18.00	\$15.50	\$13.00
Enhanced Simulated Facilities	\$20.00	\$20.00	\$20.00

4. Service Establishment Charge - Non-recurring per line: \$26.00

(N)

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**INTRASTATE ACCESS SERVICE**

**TABLE OF CONTENTS**

	<u>Page</u>
14.1 <u>INTRASTATE ACCESS SERVICE</u> .....	2

**INTRASTATE ACCESS SERVICE**

**14.1 INTRASTATE ACCESS SERVICE**

Darien Telephone Company provides Intrastate Access Service. The rates, terms and conditions governing this service were filed with the Commission under separate cover, bearing Section S. This separate filing has an issue date of December 2, 2010, and an effective date of January 1, 2011 with updates and amendments filed as needed.