

LIST OF EFFECTIVE SHEETS

Sheets listed below are effective as of the date shown on each sheet.

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\* New or revised Sheet.

(To be inserted by utility)

Advice Letter No. 439c  
 16-04-021  
 Decision No. 15-07-007

**Issued by**

Cynthia A. Huber  
NAME  
President  
TITLE

(To be inserted by Cal. P.U.C.)

Date Filed May 26, 2017  
 Effective July 1, 2016  
 Resolution No. \_\_\_\_\_

A7. DIGITAL CENTREX SERVICE

7.1 GENERAL INFORMATION

7.1.1 APPLICABILITY

Applicable to Digital Centrex Service, an optional telephone service arrangement for business customers.

7.1.2 TERRITORY

Within all exchange areas as said areas are defined on maps filed as part of the tariff schedules.

7.2 RATES

MONTHLY RATE

A. Access Line (unrestricted, outside) 2-100 lines*, each line	Rate Applicable to business one party primary service, as listed in Schedule Cal. P.U.C. No. A3, Individual and Party Line Service
--	--

B. Intragroup Calling Service Line 2-100 lines*, each line (See Special Condition 7.3.F. following)	\$10.70
---	---------

C. Features and Services

- |   |      |
|---|------|
| 1. Basic Features and Services, as listed in Special Condition 7.3.L. following,<br>2-100 lines*, each line                 |      |
| a. Basic Features and Services Package includes a maximum of six selections from the Basic Features and Services List       | 3.75 |
| b. Additional Basic Features and Services   | .25  |
| 2. Enhanced Features and Services, as listed in Special Condition 7.3.M. following,<br>2-100 lines*, each line              |      |
| a. Enhanced Features and Services Package includes a maximum of six selections from the Enhanced Features and Services List | 2.00 |
| b. Additional Enhanced Features and Services  | .25  |

\* For more than 100 lines see Special Condition 7.3.I. following.

(Continued)

(To be inserted by utility)

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A7. DIGITAL CENTREX SERVICE

7.2 RATES - Continued

C. Features and Services – Continued

MONTHLY RATE

3. Optional Features and Services, as listed in Special Condition 7.3.N. following, 2-100 lines\*, each line
- |   |            |
|---|------------|
| a. Automatic Route Selection (ARS)  | \$1.50     |
| b. Business Set (excludes customer premises equipment)                      | 2.00       |
| c. Enhanced Station Message Detail Recording (Basic SMDR Features Included) | Negotiated |
| d. Station Message Detail Recording (SMDR)                                  | Negotiated |
| e. Virtual Facility Group (VFG)   | 1.50       |

Feature and Services rates are applicable for both Digital Centrex Service Access Lines and Intragroup Calling Service Lines, except the VFG rate which applies only to those lines designated as Access Lines. The VFG rate does not apply if the customer requests the same number of Access Lines as stations.

7.3 SPECIAL CONDITIONS

- A. Digital Centrex Service requires special central office equipment and will be provided where there is available central office equipment with proper program updates as determined by the Utility.

Digital Centrex Service is limited to the availability of the Utility's facilities and construction requirements.

B. Explanation of Terms

1. **Intragroup Calling Service Lines:** Lines designated as restricted lines, which provide communication paths for calls within the customer location.
2. **Virtual Facility Group (VFG):** A software package, which simulates a trunk group, such that the number of Digital Centrex lines which have access to the network, at any one time, is restricted.

\* For more than 100 lines see Special Condition 7.3.I. following.

(Continued)

(To be inserted by utility)

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A7. DIGITAL CENTREX SERVICE

7.3 SPECIAL CONDITIONS - Continued

B. Explanation of Terms - Continued

3. **Primary Service Location:** The continuous property designated by the customer as the primary location and/or at which the attendant's console position is located.
4. **Secondary Service Location:** Each different premises of the same customer, not within the primary location, serviced by one or more stations of the same system. Stations in secondary locations may be served by primary or remote switching equipment. Remote switching equipment will be used where it is more economical than extending lines from the primary switching equipment.

C. Description of Service

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

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

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

The number of Digital Centrex Service lines which will be allowed to access the network at any given time can be restricted by Virtual Facility Group software and will be determined by the individual customer's requirements.

(Continued)

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A7. DIGITAL CENTREX SERVICE

7.3 SPECIAL CONDITIONS - Continued

C. Description of Service - Continued

Digital Centrex Service consists of access lines, intragroup calling lines, basic features and services, enhanced features and services, and optional features and services. Basic features and services and enhanced features and services are offered in package groupings and additional offerings. Optional features and services are individually priced. The service does not include any customer premises equipment.

D. Digital Centrex Service:

1. Is furnished for a minimum period and/or charge of one month.
2. Requires that a customer subscribe to a minimum of two digital Centrex service lines.
3. Requires that a customer's lines are equipped with touch calling service for all digital Centrex service lines.
4. Access Line requirements will be based on the individual customer's traffic requirements.
5. Requires that the customer's premises equipment is compatible with the service and equipment offered by the Utility.

E. Directory Listings

The Utility will furnish one alphabetical and one classified directory listing without charge per system. Additional listings will be offered subject to the provisions outlined in Schedule Cal. P.U.C. No. A16, Directory Listings and Joint User Service, or may be provided free if in the judgment of the Utility such listings will improve service to the public, reduce Utility operating costs, or both.

(Continued)

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A7. DIGITAL CENTREX SERVICE

7.3 SPECIAL CONDITIONS - Continued

F. Remote Switching

If remote units are required to provide switch capabilities for Intragroup Calling Service Line purposes, they may be located on the customer's premises and will require suitable space which may include provisions for atmospheric control. Atmospheric control 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.

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

Any remote units and all system cabling used in association with Digital Centrex Service are provided by and remain the property of the Utility.

In addition to the Access Line and Intragroup Calling Service Line rates, a charge to cover the cost of providing facilities to connect the remote switch at the customer's location to the Utility's central office, will be established on an individual basis and filed in this tariff under Special Assemblies.

G. Service Connection and Move and Change Charges as set forth in Schedule Cal. P.U.C. No. A18, Multi-Element Service Charges, will apply to this service.

H. Intragroup Calling Service rates apply to all lines not designated as outside Access Lines and restricted by the Virtual Facility Group feature to intragroup calls.

I. Rates for this service, over 100 lines, will be provided under specific special assembly contract agreements, subject to General Order No. 96-A, Section X.

J. Limitations of Liability

Provisions covering limitation of liability and allowance for interruption in service set forth in Schedule Cal. P.U.C. No. A2, Rule 24, Limitation of Liability, shall apply to this service.

(Continued)

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A7. DIGITAL CENTREX SERVICE

7.3 SPECIAL CONDITIONS - Continued

K. Discount to Certain Entities

1. Qualifying Schools and Libraries

- a. Qualifying schools and libraries shall be entitled to a 25% CTF voice discount off the monthly recurring rates for flat rate business service after first deducting the applicable E-Rate discounts. Effective July 1, 2016, the 25% CTF voice discount shall be calculated as follows: (C)
  - (1) If the customer has not been approved to receive E-Rate discounts, whether or not an application is pending, the 25% CTF voice discount will be applied to the monthly recurring rates for flat rate business services after deducting the statewide average E-Rate discount (determined by the CPUC) from the billed amount. (C)
  - (2) If the customer has been approved to receive E-Rate discounts, the 25% CTF voice discount will be applied to the monthly recurring rates for flat rate business services after deducting the actual E-Rate discount from the billed amount. (C)
  - (3) The statewide average discount is deducted from the customer's services solely for the purpose of calculating the appropriate discount. The statewide average discount shall be added back to the billed amount for payment by the customer. However, when the customer receives its approved E-Rate benefit, the customer's account will be retroactively adjusted to reflect the approved E-Rate.
  - (4) If the customer subscribes to CTF-eligible services that are ineligible for E-Rate discounts, the 25% CTF voice discount applies to the full rate of the CTF-eligible services. (C)
  - (5) For schools, the CTF discount amount shall be no higher than their Federal E-Rate subsidy. If the E-Rate discount is 0%, the customer will retain the CTF voice discount of 25%. (N)  
 | (N) (L)
  - (6) The California Teleconnect fund E-Rate cap shall be effective as of the customer's first billing cycle that begins on or after November 1, 2016. (N)  
 | (N) (L)

(L) Material now located on Cal. P.U.C., A7, Sheet 6.1.

(Continued)

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A7. DIGITAL CENTREX SERVICE

7.3 SPECIAL CONDITIONS - Continued

K. Discount to Certain Entities - Continued

- 2. Qualifying Municipal, County Government, or Hospital District Owned and Operated Hospitals and Health Clinics (L)
  - a. Qualifying municipal, county government, or hospital district owned and operated hospitals and health clinics shall be entitled to a 25% CTF voice discount off the monthly recurring rates for flat rate business service. Public or non-profit health care providers in rural areas may be eligible for Federal rural health care discounts equal to the difference between urban and rural rates. Effective July 1, 2016, the 25% CTF voice discount shall be calculated for Rural Health Care Providers (RHCP) as follows: (C)
    - (1) Apply 25% CTF voice discount on CTF eligible services subscribed to by RHCPs that did not apply for Rural Health Care Program (RHC) funding in a given fiscal year. (C) (L)
    - (2) Apply 25% CTF voice discount on CTF eligible service subscribed to by RHCPs while awaiting approval for RHC funding for FY 2012-13 and beyond, then true-up the CTF discount for the FY. (C)
    - (3) Adjust the CTF discount received by RHCPs when RHC funding is received after June 24, 2011 for funding for FY 2010-11 and FY 2011-12.
    - (4) By September 21, 2011, the Utility shall deduct any federal funding received by RHCPs first before applying the CTF discount on CTF eligible services.
    - (5) The Utility shall continue to apply the 25% CTF voice discount on CTF eligible service for RHCPs that do not apply for RHC funding. (C)
  - b. Non-recurring service connection and/or move and change charges are not subject to a discount. (L)
  - c. There is no limit to the number of subsidized lines that a qualifying municipal, county government, or hospital district owned and operated hospital or health clinic can have. (L)

(L) Material now located on Cal. P.U.C. A7, Sheet 6.1.

(L) Material previously shown on Cal. P.U.C. A7, Sheet 7.1.

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A7. DIGITAL CENTREX SERVICE

7.3 SPECIAL CONDITIONS - Continued

K. Discount to Certain Entities - Continued

1. Qualifying Schools and Libraries - Continued

- d. Only public or nonprofit schools providing elementary or secondary education, and which do not have endowments of more than \$50 million, shall qualify for the discounted rates for schools.
- e. Only those libraries that are eligible for participation in state-based plans for funds under Title III of the Library Services and Construction Act (20 USC 335c et seq.), shall qualify for the discounted rates for libraries.
- f. There is no limit to the number of subsidized lines that a qualifying school or library can have.

2. Qualifying Municipal, County Government, or Hospital District Owned and Operated Hospitals and Health Clinics

- a. Qualifying municipal, county government, or hospital district owned and operated hospitals and health clinics shall be entitled to a 50% discount off the monthly recurring rates for flat rate business service. Public or non-profit health care providers in rural areas may be eligible for Federal rural health care discounts equal to the difference between urban and rural rates. The 50% discount shall be calculated for Rural Health Care Providers (RHCP) as follows:

- (1) Apply 50% CTF discount on CTF eligible services subscribed to by RHCPs that did not apply for Rural Health Care Program (RHC) funding in a given fiscal year.
- (2) Apply 50% CTF discount on CTF eligible service subscribed to by RHCPs while awaiting approval for RHC funding for FY 2012-13 and beyond, then true-up the CTF discount for the FY.
- (3) Adjust the CTF discount received by RHCPs when RHC funding is received after June 24, 2011 for funding for FY 2010-11 and FY 2011-12.
- (4) By September 21, 2011, the Utility shall deduct any federal funding received by RHCPs first before applying the CTF discount on CTF eligible services.
- (5) The Utility shall continue to apply the 50% CTF discount on CTF eligible service for RHCPs that do not apply for RHC funding.

(L) Material now located on Cal. P.U.C. A7, Sheet 7.1.

(Continued)

(N)  
|  
(L)  
|  
(L)  
|  
(N)

(To be inserted by utility)

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A7. DIGITAL CENTREX SERVICE

7.3 SPECIAL CONDITIONS - Continued

K. Discount to Certain Entities – Continued

3. Qualifying Community Based Organizations (CBOs)

a. Qualifying community based organizations shall be entitled to a 25% CTF voice discount off the monthly recurring rates for flat rate business service. Effective July 1, 2016, the 25% CTF voice discount shall be calculated as follows:

(1) By September 21, 2011, the Utility shall first apply the actual federal E-Rate discount prior to applying the CTF discount to CBOs that offer Head Start programs with an actual E-Rate discount.

(2) The Utility shall first apply the statewide average E-Rate discount developed and updated annually by the Commission effective July 1<sup>st</sup> prior to applying the CTF discount if the CBO that offers Head Start programs does not have an actual E-Rate. However, the implementation of deducting the statewide average E-Rate discount before applying the CTF discount will not take effect until July 1, 2012, for CBOs offering Head Start programs that do not apply for E-Rate.

(3) If the customer subscribes to CTF-eligible services that are ineligible for E-Rate discounts, the 25% CTF voice discount applies to the full rate of the CTF-eligible services.

b. The applicant must submit an application for each physical location to establish eligibility.

c. The applicant must re-verify CTF program eligibility every three years.

d. Non-recurring service connection and/or move and change charges are not subject to a discount.

(L)

(C)

(C)

(L)

(C)

(N)

(N)

(T)

(L) Material now located on Cal. P.U.C. A7, Sheet 7.

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A7. DIGITAL CENTREX SERVICE

7.3 SPECIAL CONDITIONS - Continued

K. Discount to Certain Entities - Continued

6. Utility Reimbursement (T)

The Utility will be reimbursed from the California Teleconnect Fund for the difference between the tariffed rate and the discounted rate, or if the rate negotiated is below the tariffed rate for businesses for such services, the Utility will be entitled to the sum that represents the percentage discount off the negotiated rate.

7. Resale of Discounts (T)

The discounted rates described above may not be resold to, or shared with, any non-qualifying entity or person.

8. Funding (T)

If the Executive Director of the California Public Utilities Commission (CPUC) determines that there are insufficient funds to reimburse the Utility for its claims against the California Teleconnect Fund, the CPUC will promptly inform the Utility concerning this condition and direct the Utility to suspend the offering of applicable discounted rates to qualifying Schools, Libraries, Government Owned Hospitals, Government Owned Health Clinics, California Community Colleges, and Community Based Taxed Exempt Organizations on a schedule consistent with fund balances and Utility claims and with appropriate prior notice to customers.

(Continued)

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A7. DIGITAL CENTREX SERVICE

7.3 SPECIAL CONDITIONS - Continued

L. Basic Features and Services List

1. Attendant Features

Access to Paging  
Automatic Recall  
Busy Verification - Stations  
Busy Verification - Trunks  
Call Hold  
Call Park  
Call Park Recall Timer  
Call Selection  
Camp On  
Code-Calling Line Termination  
Conference (Maximum Six Conferees)  
Console Display  
Console Test  
Control of Trunk Group Access  
Delayed Operation  
Interposition Calls and Transfers  
Locked-Loop Operation  
Lockout  
Multiple Console Operation  
Multiple Listed Directory Numbers  
Position Busy  
Recorded Announcement  
Release Upon Completion of Dialing  
Secrecy  
Serial Call  
Speed Calling  
Straightforward Outward Completion  
Supervisory Console (Basic)  
Switched Loop Operation  
Through Dialing  
Timed Recall Set to Zero  
Transfer  
Trunk Group Busy Indication  
Trunk Group Busy/Trunk Group Access Control Through Special Keys  
2-Way Splitting  
Uniform Call Distribution From Queue  
Wildcard Key

(Continued)

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A7. DIGITAL CENTREX SERVICE

7.3 SPECIAL CONDITIONS - Continued

L. Basic Features and Services List - Continued

2. Station Features

Automatic Line  
Call Forward - All Calls  
Call Forward - Busy  
Call Forward - No Answer  
Call Park  
Call Pickup  
Call Waiting  
Code Call Access  
Consultation Hold  
Flash Translator  
Group Intercom  
Loudspeaker and Radio Paging Access  
Meet-Me Conference  
Multiple Appearance Directory Number (MADN)  
Permanent Hold  
Privacy Release  
Ring Again  
Speed Calling, Group-Long List  
Speed Calling, Individual-Short List  
Speed Calling, Individual-Long List  
Station Call Park  
Station Controlled Conference (Six Ports Maximum)  
3-Way Conference/Transfer  
3-Way Conference  
Call Transfer of Incoming Calls  
Call Transfer of Outgoing Calls  
Call Transfer of All Calls

3. Services

Access  
Common Control Switching Arrangement (CCSA) E&M Types I&II  
Central Office (CO) From PBX  
Enhanced Private Switched Communication Service (EPSCS)  
Electronic Tandem Network (ETN)  
Special Service Facilities

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A7. DIGITAL CENTREX SERVICE

7.3 SPECIAL CONDITIONS - Continued

L. Basic Features and Services List - Continued

3. Services - Continued

Attendant Services

Centralized Consoles, Limited To Host and Remote Line Equipment

Local Console

Remote Consoles

Class of Service Restrictions

Fully-Restricted Service

Semi-Restricted Service

Toll Restricted Service

Unrestricted Service

Code Call Access

Code Restrictions

Data-Call Protection

Dial-Pulse Conversion

Dial Tone Upon Trunk Seizure

Dictation Access And Control (DTMF only)

Direct-Inward Dialing (DID)

Direct-Outward Dialing (DOD)

End-to-End Signaling

Flexible Intercept

Foreign Exchange (FX) Line, Analog

Foreign Exchange (FX) Trunk, Digital 2-Way

Hunting

Increase in Number of Customer Groups

Individual Line Business Service, PBX Application

Loudspeaker to Radio Paging Access

Loudspeaker Paging-Line Termination, Rewrite

Message Waiting-Business Set

Multi-customer Operation

Night Service, Fixed

Night Service, Flexible

Night Service, Trunk Answer From Any Station (TAFAS)

Off Premises Stations and Extensions

Operational Measurements

Outpulsing to Local Exchange Service Trunks

Quantity Control (100 Lines)

Simplified Dialing

(Continued)

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A7. DIGITAL CENTREX SERVICE

7.3 SPECIAL CONDITIONS - Continued

L. Basic Features and Services List - Continued

3. Services - Continued

Six-Port Conference Circuit - Use Control  
Station Message Waiting  
Station-To-Station Calling  
Tandem Switching of Special Service Circuits  
Uniform Numbering Plan Capability

M. Enhanced Features and Services List

1. Features

Dual-Tone Multi-Frequency (DTMF) Outpulsing on a Line  
Flexible Console Alerting

2. Services

Audio Input on Incoming Calls in Queue  
(Attendant and Uniform Call Distribution)  
Distinctive Ringing  
Executive Busy Override  
Intergroup Calling  
Switched Network Variable Types of Outpulsing on Same Call  
Uniform Call Distribution

N. Optional Features and Services List

Automatic Route Selection (ARS)  
Business Set  
Enhanced Station Message Detail Recording  
Station Message Detail Recording (SMDR)  
Virtual Facility Group (VFG)

(Continued)

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A7. DIGITAL CENTREX SERVICE

7.3 SPECIAL CONDITIONS - Continued

O. Basic Features and Services Descriptions

1. Attendant Features

**Access To Paging:** Allows an attendant to gain access to customer-provided loudspeaker paging equipment in order to summon a party over speakers located throughout the customer's premises. The feature also provides a preempt capability, allowing an attendant to force-release a calling party from loudspeaker access.

**Automatic Recall:** Allows an attendant to extend line-to-line, trunk-to-line, line-to-trunk, and trunk-to-trunk calls to stations served by the host. When the recall timers expire, the unanswered call is queued for the console. Each time a call is extended, the called station receives a call-waiting tone.

**Busy Verification - Stations:** Allows an attendant to determine whether stations are busy or idle.

**Busy Verification - Trunks:** Allows an attendant to determine whether trunks are busy or idle.

**Call Hold:** Allows an attendant to hold a call manually on the loop by pressing the hold/release key, or to hold a call automatically on the loop by pressing another loop key.

**Call Park:** Allows the attendant to park calls against any directory number in the attendant customer group. The parked call can be retrieved from any station by dialing the feature access code and the directory number.

**Call Park Recall Timer:** Provides a separate timer for each call parked by the attendant. The timer defines the maximum time period that a call can spend in the parking lot.

**Call Selection:** Enables an attendant to answer incoming calls as they are received or by manually selecting a specific incoming call type.

**Camp On:** Allows the attendant to extend an incoming call to a busy station. When the busy station becomes idle, it automatically rings and is connected to the waiting call.

(Continued)

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A7. DIGITAL CENTREX SERVICE

7.3 SPECIAL CONDITIONS - Continued

O. Basic Features and Services Descriptions - Continued

1. Attendant Features - Continued

**Code-Calling Line Termination:** Allows an attendant to access customer-provided code-call equipment by dialing an access code and a called-party code.

**Conference (Maximum Six Conferees):** Enables the attendant to establish a six-port conference call (not including the attendant).

**Console Display:** Assists attendants in handling calls efficiently, consists of a 16-character alphanumeric display, 28 light emitting diodes (LEDs), and a 28-button keyboard.

**Console Test:** Allows an attendant to test the functional operation of a console for lamps, key contact, buzzer, hardware, headset condition, and LED alphanumeric display.

**Control Of Trunk Group Access:** Allows the attendant to control the access of all station and incoming trunks to various trunk groups by operating corresponding keys.

**Delayed Operation:** Enables the attendant to place a call for a calling station while the calling station waits on hook.

**Interposition Calls and Transfers:** Allows an attendant to call, speak to, and transfer a call to another attendant.

**Locked-Loop Operation:** Allows an attendant to automatically or manually hold a call on a loop, enabling the attendant to enter a connection previously held on one of the loops.

**Lockout:** Allows an attendant to reenter a call held on a loop only if it is recalled by a station user or by Automatic Recall.

**Multiple Console Operation:** Allows for the assignment of a maximum of 255 consoles, which can be assigned to one large customer group or to several customer groups.

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A7. DIGITAL CENTREX SERVICE

7.3 SPECIAL CONDITIONS - Continued

O. Basic Features and Services Descriptions - Continued

1. Attendant Features - Continued

**Multiple Listed Directory Numbers:** Allows a customer to have many listed directory numbers which are assigned to unique ICI lamps to enable the attendant to answer appropriately.

**Position Busy:** Allows the attendant to make the console unavailable to additional queued calls. The attendant can still originate calls and use or program the features available while the console is in the position-busy state.

**Recorded Announcement:** Permits the routing of either originated or extended attendant calls to an announcement.

**Release Upon Completion of Dialing:** Allows an attendant to extend a call to a trunk and then release the call after the dialing is completed and before outpulsing to the trunk is completed.

**Secrecy:** Allows the attendant to talk to a called party without the calling party hearing the conversation. When the attendant releases from the call, the source and the destination are connected.

**Serial Call:** Allows an attendant to extend a call to more than one station.

**Speed Calling:** Allows an attendant to dial frequently called numbers by pressing a speed-call key and dialing one or two digits.

**Straightforward Outward Completion:** Allows a station user in a customer group to have the attendant extend a call outside the customer group. The station user can remain off hook while the attendant extends the call.

**Supervisory Console (Basic):** Enables an attendant to call a supervisor for assistance and extend a call to a supervisor for subsequent call handling. It also allows the supervisor to monitor the progress of an attendant and to give assistance while the attendant is handling a call.

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A7. DIGITAL CENTREX SERVICE

7.3 SPECIAL CONDITIONS - Continued

O. Basic Features and Services Descriptions - Continued

1. Attendant Features - Continued

**Switched Loop Operation:** Provides a virtual loop concept in which trunks and lines do not have direct termination to the consoles. Each console is assigned one through six loops to provide the attendant with voice access to all calls routed to the console. However, only one call is connected to the console at any one time.

**Through Dialing:** Allows the attendant to select the trunk facility for a station in the same customer group and send dial tone to the station user. The station user then dials the called number. This feature is usually used to override station customer-group restrictions.

**Timed Recall Set To Zero:** Allows a customer to cancel the automatic recall feature for a specific customer group by inputting zero value for the appropriate attendant recall timer.

**Transfer:** Enables a call that is transferred by a station to the attendant by either flashing or dialing zero to be queued on a first-in, first-out basis.

**Trunk Group Busy Indication:** Allows trunk group status to be displayed on the console. The lamp state associated with a trunk group indicates the idle or busy states.

**Trunk Group Busy/Trunk Group Access Control Through Special Keys:** Provides special keys to serve as a common interface for Trunk Group Busy Indication and Trunk Group Access Control for all trunk groups allocated to the customer group.

**Two-Way Splitting:** Allows the attendant to talk privately to either the calling party or the called party.

**Uniform Call Distribution From Queue:** Provides for a uniform distribution of calls from the attendant queue to a group of consoles.

**Wildcard Key:** Enables the attendant to invoke special features not directly available through a feature key on the console. Any special feature normally available through the use of a feature key may be invoked through the Wildcard key, except Incoming Call Indicator.

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A7. DIGITAL CENTREX SERVICE

7.3 SPECIAL CONDITIONS - Continued

O. Basic Features and Services Descriptions – Continued

2. Station Features

**Automatic Line:** Provides an automatic connection between a calling station that goes off-hook and a predetermined location. The calling station does not receive dial tone.

**Call Forward – All Calls:** Enables a station to forward all calls to a predetermined station.

**Call Forward - Busy:** Enables a station to forward all calls to a predetermined station when the station is busy.

**Call Forward – No Answer:** Enables a station to forward all calls to a predetermined station when the incoming call is not answered within a prescribed time.

**Call Park:** Allows the attendant to park calls against any directory number in the attendant console group. The parked call can be retrieved from any station by dialing an access code and the directory number.

**Call Pickup:** Allows a station to answer incoming calls of another station with a defined call pickup group.

**Call Waiting:** Provides an incoming call encountering a busy station with audible ringing, while the called, busy station receives a call waiting tone.

**Code Call Access:** Allows stations to gain access to customer provided code-call equipment by dialing an access code and a called-party code.

**Consultation Hold:** As part of the Three-Way Conference/Transfer Feature, allows the transferring party to talk privately with the destination before transferring the call or establishing a Three-Way Conference/Transfer.

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A7. DIGITAL CENTREX SERVICE

7.3 SPECIAL CONDITIONS - Continued

O. Basic Features and Services Descriptions - Continued

2. Station Features - Continued

**Flash Translator:** Enables the Utility to define translations that interpret the digits dialed after a station's hookswitch flash.

**Group Intercom:** Enables a customer to terminate on a member of a pre-designated group by using abbreviated dialing.

**Loudspeaker and Radio Paging Access:** Allows stations and attendants to access customer-provided loudspeaker paging equipment to use speakers located throughout the customer's premises.

**Meet Me Conference:** Allows conferees to hold a conference on a six-party conference bridge by dialing a directory number at a specified time.

**Multiple-Appearance Directory Number (MADN):** A directory number that is assigned to more than one telephone set. The sets assigned this directory number are known as a MADN group.

**Permanent Hold:** Allows a 500/2500 set to hold an active call against its own directory number without attendant assistance.

**Privacy Release:** Allows a user to establish a conference call among Multiple Appearance Directory Number-Single Call Arrangement members and an external calling party.

**Ring Again:** Allows a station user encountering a busy station to be notified when the station becomes idle and be placed automatically in ring-again mode.

**Speed Calling – Group, Long List:** Allows a group of users to place calls to a previously designated list by dialing a speed calling code consisting of an asterisk plus one or two digits, instead of dialing all digits of the desired numbers. This list has one line designated as the controller. Only the controller can add to, change, or delete numbers from the list.

**Speed Calling – Individual, Short List:** Allows an individual user to place calls to a stored list of up to ten telephone numbers.

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A7. DIGITAL CENTREX SERVICE

7.3 SPECIAL CONDITIONS - Continued

O. Basic Features and Services Descriptions - Continued

2. Station Features - Continued

**Speed Calling – Individual, Long List:** Allows an individual user to place calls to a stored list of up to thirty telephone numbers.

**Station Call Park:** Allows a station to park a call against its own directory number. The parked call is retrieved from a station by dialing a feature-access code and the directory number against which the call is parked.

**Station Controlled Conference (Six Ports Maximum):** Allows a user with a 500/2500 type set to establish a conference call consisting of more than three conferees without the assistance of the attendant.

**Three-Way Conference/Transfer:** This feature is a combination of the Three-Way Conference feature and the Call Transfer Feature. The Three-Way Conference allows a station to establish three-way conference calls beyond the limits of the transfer type defined for the customer group. The Call Transfer Feature allows a station to hold and transfer incoming, outgoing, or all calls.

3. Services

a. Access

**Common Control Switching Arrangement (CCSA) E&M Types I&II:** Enables station users in the customer group to gain access to the CCSA by using special access codes and dialing patterns.

**Central Office (CO) From PBX:** When the equipment functions as a PBX, the two-wire ground start trunk is used. This feature allows the trunks to be treated as line appearances at the CO.

**Enhanced Private Switched Communication Service (EPSCS):** Enables station users in the customer group to gain access to an EPSCS using special access codes or dialing patterns.

**Electronic Tandem Network (ETN):** Provides the capability to access the ETN.

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A7. DIGITAL CENTREX SERVICE

7.3 SPECIAL CONDITIONS - Continued

O. Basic Features and Services Descriptions - Continued

3. Services - Continued

a. Access - Continued

**Special Service Facilities:** Provides access to special service facilities (foreign exchange, tie trunks, and Wide Area Telecommunications Services, subject to class of service restrictions).

b. Attendant Services

**Centralized Consoles, Limited To Host and Remote Line**

**Equipment:** Allows a customer who has primary and secondary locations within an area (all served by the same switch) to centralize attendant service on a part-time basis.

**Local Console:** Permits one large customer group to be served by 255 Attendant Consoles, or one or more Attendant Consoles can be assigned per customer group.

**Remote Consoles:** Permits multi-location customers to have attendant-type calls answered locally.

c. Class of Service Restrictions

**Fully-Restricted Service:** Denies access to the exchange network or to the exchange network and the attendant.

**Semi-Restricted Service:** Allows access to the exchange network only through the attendant.

**Toll Restricted Service:** Provides stations with either toll denial or assigned toll diversion to the attendant.

**Unrestricted Service:** Allows stations access to the exchange network, the toll network, or any service accessible by dialing.

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7.3 SPECIAL CONDITIONS - Continued

O. Basic Features and Services Descriptions - Continued

3. Services – Continued

c. Class of Service Restrictions - Continued

**Code Call Access:** Allows stations to gain access to customer-provided code call equipment by dialing an access code and a called party code.

**Code Restrictions:** Enables customers to define NPA or NXX restrictions for stations or groups of stations within a customer group.

**Data-Call Protection:** Allows the customer to have the No Double-Connect option assigned to individual lines within the customer group, which protects the data calls from interruption.

**Dial-Pulse Conversion:** Allows the central office equipment to accept either dial pulse (DP) or Dual Tone Multi-Frequency (DTMF) signaling from lines or incoming trunks, and then outpulses the digits necessary to complete the call in either DP or DTMF as required.

**Dial Tone Upon Trunk Seizure:** Allows the equipment to return dial tone to the originating office.

**Dictation Access and Control (DTMF Only):** Provides station access to customer-provided dictation-recording equipment by dialing an access code.

**Direct-Inward Dialing (DID):** Allows incoming calls from the exchange network to reach a specific customer-group station without the attendant's assistance.

**Direct-Outward Dialing (DOD):** Enables a station user to place external calls to the exchange network without attendant assistance by dialing the DOD access code.

**End-To-End Signaling:** Enables the station user, while in the talking state to send DTMF digits by using the dial pad of a telephone set.

**Flexible Intercept:** Allows for the automatic re-routing of calls that cannot be completed because of equipment, imposed restrictions, or dialing irregularities.

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7.3 SPECIAL CONDITIONS - Continued

O. Basic Features and Services Descriptions - Continued

3. Services – Continued

c. Class of Service Restrictions - Continued

**Foreign Exchange (FX) Line, Analog:** Provides a PBX customer with access to a remote central office.

**Foreign Exchange (FX) Trunk, Digital Two-Way:** Provides a PBX or a Class 5 customer access to a remote Class 5 central office through dedicated FX trunks.

**Hunting:** Increases the likelihood of an incoming call being completed within a customer group of lines by sequentially searching for an idle line on which to complete the call.

**Increases In Number Of Customer Groups:** Increase the number of customer groups that can be defined with a system to 4,095.

**Individual Line Business Service, PBX Application:** Allows a station in a customer group to have the appearance of a single line.

**Loudspeaker to Radio Paging Access:** Allows stations and attendants to access customer-provided loudspeaker paging equipment to use speakers located throughout the customer's premises.

**Loudspeaker Paging-Line Termination, Rewrite:** Allows loudspeaker paging equipment to be terminated on a line rather than a trunk.

**Message Waiting-Business Set:** Provides a message waiting lamp on business sets to indicate a message is waiting at the message center.

**Multi-Customer Operation:** Allows services to be partitioned into groups of lines with independently assignable features and characteristics.

**Night Service - Fixed:** Allows calls that are normally routed to the attendant during the day to be routed to pre-designated locations at night.

**Night Service - Flexible:** Allows the attendant to program the night service routes for each Incoming Call Identification classification assigned to the customer group.

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A7. DIGITAL CENTREX SERVICE

7.3 SPECIAL CONDITIONS - Continued

O. Basic Features and Services Descriptions - Continued

3. Services – Continued

c. Class of Service Restrictions - Continued

**Night Service, Trunk Answer From Any Station (TAFAS):** Allows any station in the customer group to answer an incoming call by dialing a code.

**Off Premises Stations and Extensions:** Permits stations that are not located on the main premises of a customer group to access the features and services that are available to the customer group.

**Operational Measurements:** Provides attendant operational measurements for a customer group or subgroup.

**Outpulsing To Local Exchange Service Trunks:** Allows customers in Class 5 environments to use digit manipulation on trunk groups.

**Quantity Control (100 Lines):** Permits the maximum number of Digital Centrex lines to be specified in increments of 100 lines.

**Simplified Dialing:** Allows a customer to adopt a destination-code based dialing plan for a private network of which Digital Centrex Service is a part.

**Six-Port Conference Circuit-Use Control:** Allows the customer to specify the number of six-port conference circuits that can be used simultaneously by their specific group.

**Station Message Waiting:** Permits a station user to dial a code to access the station user or attendant who has activated message waiting.

**Station-To-Station Calling:** Allows customer-group stations to complete calls to other stations, without the assistance of an attendant, by dialing a two through seven digit number.

**Tandem Switching Of Special Service Circuits:** Allows tandem connection of special service circuits dedicated to a customer group.

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7.3 SPECIAL CONDITIONS - Continued

O. Basic Features and Services Descriptions - Continued

3. Services – Continued

c. Class of Service Restrictions - Continued

**Uniform Numbering Plan Capability:** Enables a multi-location customer to have a uniform numbering plan among stations located at various customer locations.

Additional descriptions and limitations of the Basic Features and Services listed above are maintained in the Utility's service offices.

P. Enhanced Features and Services Descriptions

1. Features

**Dual Tone Multi-Frequency (DTMF) Outpulsing On A Line:** Allows physical ringing to a line, and upon answer, to outpulse dualtone multifrequency (DTMF) digits on the line, permitting interface with a specialized common carrier.

**Flexible Console Alerting:** Enables an attendant to be alerted to a call requiring attention by an alert tone that is sent through the headset, rather than the console speaker.

2. Services

**Audio Input On Incoming Calls In Queue (Attendant and Uniform Call Distribution):** Allows an audio input to be applied to incoming calls waiting in the attendant queue or in the Uniform Call Distribution.

**Distinctive Ringing:** Produces a different ringing cadence for intragroup and DID calls terminating on Digital Centrex stations.

**Executive Busy Override:** Allows a station user to gain access to a busy station by flashing the switchhook during busy tone and dialing a feature code.

**Intergroup Calling:** Allows customers in different customer groups to call each other by using abbreviated dialing.

**Switched Network Variable Types Of Outpulsing On Same Call:** Enables different modes of outpulsing to be used on the same call.

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A7. DIGITAL CENTREX SERVICE

7.3 SPECIAL CONDITIONS - Continued

P. Enhanced Features and Services Descriptions - Continued

2. Services - Continued

**Uniform Call Distribution:** Allows for an even distribution of incoming calls to a Listed Directory Number over a group of 500/2500 type sets.

Additional descriptions and limitations of the Enhanced Services and Features listed above are maintained in the Utility's service offices.

Q. Optional Features and Services Descriptions

**Automatic Route Selection:** Enables trunk-route lists to be automatically searched in order to locate an idle outgoing trunk.

**Business Set:** Enables specific types of customer equipment to operate with Digital Centrex Service.

**Enhanced Station Message Detail Recording:** Provides an enhanced SMDR formatted type record of chargeable and nonchargeable calls for each customer group.

**Station Message Detail Recording (SMDR):** Provides an SMDR formatted type record of chargeable and nonchargeable calls for each customer group.

**Virtual Facility Group (VFG):** Simulates a trunk group, such that the number of Digital Centrex Service lines which have access to the network, at any one time, is restricted.

Additional descriptions and limitations of the Optional Features and Services listed above are maintained in the Utility's service offices.

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