

**CenturyLink has the ability to raise rates on certain services on a Term Discount Plan.
See Section 4.2.D for applicable terms and conditions.**

**LOCAL TERMS OF SERVICE:
EMBARQ® CENTREX II SERVICE
(Ohio Business Customers)**

The applicable cover agreement, if any, and the Local Terms of Service, which include the Standard Terms and Conditions for Communications Service and these service-specific terms (collectively, the “Agreement”), govern the Centrex II service (the “Service”). Service is provided by the local operating company serving Customer’s location. The local operating company providing the Service is identified in the Agreement.

1. INTRODUCTION.

1.1 The Service is a Central Office communications system package provided on individual access lines from CenturyLink Central Office equipment. The Service provides local exchange access, interexchange access, intrasystem communication, and a choice of features.

1.2 The assignment of telephone numbers and the sequence of the numbers assigned to Customer are made at the discretion of CenturyLink. CenturyLink does not guarantee telephone numbers arranged in a consecutive manner. If Customer requests telephone numbers under a special numbering arrangement to be terminated in a Centrex II customer group, then additional charges may apply.

2. ORDER TERM. The minimum Order Term for Service issued is one month, unless Customer selects a Term Discount Plan. The initial Order Term for the Service will be stated on the Order and will begin on the first day of the billing month following the date Services are installed and available to Customer. At the end of the initial Order Term, the Services will renew on a month-to-month basis. Either party may terminate the Services by providing the other party 30 days’ written notice of termination before the end of the initial Order Term or during any renewal Order Term.

3. STANDARD AND OPTIONAL FEATURES.

3.1 Standard Features. The CenturyLink Centrex II Access Line charge includes the following standard features. Customer may select which features are activated on each line.

- A. Abbreviated Dialing** - Allows station abbreviated dialing (i.e., 3, 4, or 5 digit dialing) to other station members within the same customer group.
- B. Auto Answer Back** - Allows any incoming call to the Primary Directory Number of the set to be automatically answered after four seconds.
- C. Call Forward - Universal, Busy, and No Answer** - Allows Customer to have incoming calls to a station automatically forwarded to a predetermined telephone number, either on all calls and/or busy calls and/or calls not answered.
- D. Call Hold** - Allows the station user to hold one call for any length of time provided neither party hangs up. The station user may also place other calls while a call is on hold.
- E. Call Transfer** - Allows a station to transfer an incoming call to another extension.
- F. Call Waiting – Cancel Call Waiting** - Informs a station user, while on an established call, that a second call is waiting. Cancel Call Waiting allows a station user to prevent, on a per-call basis, any incoming calls from call-waiting on his or her line. Incoming calls to the station are given busy treatment. This feature ensures that call-waiting indication tones will not interrupt important calls or disrupt data transmissions.
- G. Direct Inward Dialing** - Allows for incoming calls from the exchange network to reach a specific station. The calling party dials the seven-digit directory number to reach the station.
- H. Direct Outward Dialing** - Allows a station user to place external calls to the exchange network by dialing the access code (usually the digit 9), receiving an optional second dial tone, and then dialing the external number.

- I. **Last Number Redial** - Enables the station user to redial the last called number by pressing a single key rather than dialing the entire number.
- J. **Speed Call Short (10)** - Provides for the calling of up to 10 numbers by dialing an abbreviated code.
- K. **Station Hunting (sequential, circular, multiline)** - Allows a call to be routed to another telephone number when the called station is busy.
- L. **Three-Way Conference with Consultation Hold and Transfer** - Allows a station user to call a third party to conference the third party in, notify the third party of a call being transferred or consult with the third party while the other party is on hold.
- M. **Touch-Tone** - A Central Office-provided tone network signaling arrangement for origination of telephone calling.

3.2 Optional Features. The following optional features are available for an additional monthly recurring charge.

- A. **Automatic Call Distribution (ACD)** - Automatic Call Distribution is a digital central office service that provides advanced call distribution and queuing capabilities as an integrated function of the Service. Customer must subscribe to and maintain a minimum of two ACD positions and at least one ACD group.
- B. **Automatic Line** - Provides an automatic connection between a calling station that goes off-hook and a predetermined terminating number.
- C. **Call Park** - Allows the station user to park one call against its own directory number. The parked call can be retrieved from any station within the same customer group. Once a call is parked against a directory number, the user is free to make or receive calls on that directory number.
- D. **Call Pick-Up** - Allows the station user to answer incoming calls directed to another station within a defined pick-up group by dialing a feature activation code.
- E. **Class of Service Restrictions** - Defines the specific features and calling patterns available to stations and attendants within a customer group. Access code restrictions can be set up to restrict stations and attendants from trunk types such as local, toll, DID, and WATS. The following options are available:
 - (1) Fully Restricted Service - allows intragroup dialing only; the station user must dial 9.
 - (2) Toll Restricted Service - Allows intragroup and local dialing only; the station user must dial 9.
 - (3) Unrestricted Service - Allows full access to all facilities; the station user must dial 9.
 - (4) Unrestricted Assume Dial 9 - Same as unrestricted; however, the station user cannot utilize abbreviated dialing.

Note: 900 and 976 blocks are available with all options.

- F. **Distinctive Ringing** - Provides the station user the ability to determine whether the call is from a station within the customer group or from the exchange network by the cadence of the ringing of the phone. The ringing cadence will be 1 long ring for internal calls and 2 short rings for external calls.
- G. **Meet-Me-Conference** - Allows up to 6 conferees to hold a conference call by dialing a directory number at a specified time. Meet-Me-Conference is limited to 1 per CenturyLink Centrex II access line.
- H. **Multiple Appearance-Directory Number (MADN)** - A directory number that is assigned to more than one station.

- I. **Music-On-Hold** - Provides the music-on-hold capability to calls that terminate on business sets. When a call is put on hold, the caller hears music, announcement, silence, or a combination of the three treatments. The music source must be provided by the subscriber and requires an additional CenturyLink Centrex II access line connecting Customer's music source to CenturyLink's central office.
- J. **Ring Again** - Allows a station user encountering a busy station to be notified when the busy station becomes idle and to be placed automatically in a ring-again mode.
- K. **Secondary Directory Number** - Directory number not associated with a line, but assigned for use with priority hunting. Secondary Directory Numbers are limited to 2 per CenturyLink Centrex II access line.
- L. **Speed Call Long (30)** - Provides for the calling of up to 30 numbers by dialing an abbreviated code.
- M. **Uniform Call Distribution (UCD)** - Allows for an even distribution of incoming calls to a listed directory number. Each station has its own directory number. Included with this feature is the provision of message announcement for calls in queuing. The customer will be responsible for providing the compatible tape and the announcement.

4. SERVICE CHARGES.

4.1 CenturyLink will apply the following rate elements to determine Customer's monthly recurring charges ("MRC") and nonrecurring charges ("NRC") associated with the Service:

- A. **CenturyLink Centrex II Access Line Charge.** CenturyLink will charge Customer a MRC for each access line. The MRC includes the Community Caller Individual Local Exchange Service Line Component and Extended Area Service (EAS) Rate Component.
- B. **Optional Features.** CenturyLink will charge Customer an additional MRC for any Optional Features.
- C. **Service Establishment Translation Charge.** CenturyLink will charge Customer a NRC for the Service Establishment Translation Charge for each customer group translation activity. This Charge is for performing the Central Office translation associated with configuring Customer's network parameters.
- D. **Feature Change Charge.** CenturyLink will charge Customer a Feature Change Charge when performing changes to Standard and Optional Features after the initial installation. For feature changes after the initial installation, a Service Charge will also apply.
- E. Federal monthly end user charges apply on a per line basis, as described in Embarq Local Operating Companies' FCC Tariff No. 1, Section 4.
- F. **Directory Assistance.** Directory Assistance charges, as specified in the *Local Terms of Service: Telephone Numbers, Directory Listing, Telephone Directories and Directory Assistance*, apply to the Service.
- G. **Other Service Charges.** Charges described in the *Local Terms of Service: Service Charges* apply where applicable.

4.2 TERM DISCOUNT PLAN (TDP).

- A. TDPs are available for Centrex II and provide Customer with discounted rates. Customer must agree to a minimum service commitment period when the TDP is established. Customer must order a TDP in writing to CenturyLink. The applicable TDP will be listed in the Agreement or the Order.
- B. Customer must specify the length of the Order Term at the time the Service is ordered. When Customer converts to a TDP, no Service Establishment Translation Charge is applied toward Centrex II facilities in-service at that time. If Customer moves from a month-to-month plan to a TDP, or upgrades to a longer-term TDP, no Service Establishment Translation Charge is applied.

- C. If Customer disconnects the Service prior to the end of the TDP, Customer is liable for 50% of the payments remaining for the remainder of the term plan. If Construction Charges were applied to the service being terminated, any termination charges associated with those services will also apply.
- D. Rate increases or decreases will automatically be applied to the monthly term plan rates for the remaining term of the TDP. If CenturyLink initiated rate increases to any rate element or combination of rate elements causes the charges for the entire Centrex II under the TDP to increase by 10% or more annually, then Customer may cancel the TDP without incurring termination liability charges provided that the customer notifies CenturyLink within 30 days after the effective date of the rate increase.
- E. TDP commitment periods can be extended by Customer at any time during the term of the plan, up to a maximum of 36 months. The number of months accrued in the current plan will apply toward the new plan selected. However, charges under the new TDP commitment period will apply only on a go-forward basis.
- F. Upon expiration of the TDP service commitment period, the customer may subscribe to a new TDP at CenturyLink's then-prevailing rates. At the end of the TDP service commitment period there is no automatic renewal of the TDP, and the rates will convert to the prevailing month to month rates unless the customer selects a new TDP.
- G. Customers under a TDP who change physical locations will not be subject to termination charges if the customer subscribes to a new Centrex II TDP at the new location. However, the number of months accrued in the current plan will not apply toward the plan selected for the new location.

5. SERVICE LIMITATIONS.

- 5.1 The Service is subject to the availability of facilities and Central Office equipment as determined by CenturyLink.
- 5.2 The Service does not include terminal equipment on Customer's premises. Provision of the telephone instruments or other equipment is Customer's responsibility. Some features require specific customer-provided customer premises equipment (CPE). In addition, not all CPE will support all features.
- 5.3 The quality of transmission for calls utilizing Call Forward, Three-Way Conference with Consultation Hold and Transfer or Meet-Me-Conference may vary depending on the distance and routing involved.
- 5.4 Not all Service Features are compatible with one another. Some combinations of Service Features will not work when applied on the same Centrex II access line.
- 5.5 Customer will not terminate the Service into a Key or PBX system, and will not use the Service in conjunction with Key or PBX Trunk local exchange service.
- 5.6 Customer may not use Call Forward-Universal, Busy, and No Answer to extend calls on a planned and continuing basis to intentionally avoid the payment in whole or in part of message toll charges that would regularly be applicable between the station originating the call and the station to which the call is transferred nor will it be used to simulate rotary service from the CenturyLink Central Office. Each Centrex II access line allows for the forwarding of one call at a given time.
- 5.7 Suspension of Service (Vacation Service) is not allowed as part of the Service.
- 5.8 The Service is not provided in association with residential lines, or Payphone Service Provider (PSP) Access.
- 5.9 All exchange access lines terminating in a Centrex II system must be served by the same Central Office or associated remote switch.