

**LOCAL TERMS OF SERVICE:
EMBARQ® CENTREX I 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 Centrex I 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. **The Service is no longer available to new customers or current CenturyLink customers who wish to add the Service.**

1. **INTRODUCTION.** The Service is a central office communications system package provided on individual business lines from digital central office equipment located on Telephone Company premises. Centrex I lines may not be terminated on payphone line service.
2. **ORDER TERM.** The minimum Order Term for Service is one month, unless Customer selects a Term Discount Plan. The initial Order Term for the Service will be stated in the Agreement or 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 Basic System Features.

- A. Access - C.O. from PBX
- B. Access - common control switching arrangement
- C. Access - electronic tandem network
- D. Access - enhanced private switched communication service
- E. Access - special service facilities
- F. Attendant service - local console
- G. Attendant service - remote
- H. Attendant service - centralized, limited to host and remote line equipment
- I. Class of service - fully restricted service
- J. Class of service - semirestricted service
- K. Class of service - toll restricted service
- L. Class of service - unrestricted service
- M. Code call access
- N. Code restriction
- O. Data call protection
- P. Dial pulse conversion
- Q. Dial tone upon trunk seizure
- R. Dictation access and control
- S. Direct inward dialing
- T. Direct outward dialing
- U. End-to-end signaling
- V. Feature - activation operational measurements
- W. Flexible intercept
- X. Foreign exchange (FX) line – analog
- Y. Foreign exchange (FX) line - digital two-way
- Z. Hunting
- AA. Immediate answer reporting for ABC
- BB. Increase in number of customer groups
- CC. Individual line business service - PBX application
- DD. Loudspeaker and radio paging access
- EE. Loudspeaker paging and line termination rewrite
- FF. Multicustomer operation
- GG. Night service – fixed
- HH. Night service – flexible

- II. Night service - trunk answer from any station
- JJ. Off premises stations and extensions
- KK. Operational measurements - ABC enhanced
- LL. Outpulsing to telephone system trunks
- MM. Quality control - 100 lines
- NN. Service order system
- OO. Simplified dialing
- PP. Six-port conference circuit use control
- QQ. Special intercept through service order
- RR. Station-to-station calling
- SS. Storing of 24 dialed digits
- TT. Tandem switching of special service circuits
- UU. Uniform numbering plan capability

3.2 Basic Standard Station Features.

- A. Automatic line - Provides an automatic connection between a calling station that goes off-hook and a predetermined terminating number.
- B. 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.
- C. Call pickup - Allows the station user to answer incoming calls directed to another station within a defined pick-up group by dialing a feature activation code.
- D. Call pickup - 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. 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.
- F. 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.
- G. 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.
- H. Speed calling - provides for the calling to specific number by dialing an abbreviated code.
- I. Three-way conference/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.

3.3 Basic Attendant Features.

- A. Attendant access to paging
- B. Attendant autodial
- C. Attendant call park recall timer
- D. Attendant call selection
- E. Attendant camp-on
- F. Attendant conference - maximum of six conferences
- G. Attendant console display

- H. Attendant control of trunk group access
- I. Attendant locked loop operation
- J. Attendant release upon completion of dialing
- K. Attendant speed calling
- L. Attendant to recorded announcement
- M. Attendant transfer
- N. Automatic recall
- O. Busy verification
- P. Call hold
- Q. Call park
- R. Code calling line termination
- S. Console test
- T. Delayed operation
- U. Interposition calls and transfers
- V. Lockout
- W. Maintenance and administration position display for attendant operational measurements
- X. Multiple console operation
- Y. Multiple listed directory numbers
- Z. Position busy
- AA. Secrecy
- BB. Serial call
- CC. Straightforward outward completion
- DD. Supervisory console
- EE. Switched loop operation
- FF. Through dialing
- GG. Timed recall set to zero
- HH. Trouble key on console
- II. Trunk busy verification tone
- JJ. Trunk group busy indication
- KK. Trunk group busy/trunk group access control through special keys
- LL. Two-way splitting
- MM. Uniform call distribution from queue
- NN. Wild card key

3.4 Any additional categories of features will be provided on a special assemblage offering and will consist of the following features, but not all features are available in all CenturyLink service locations.

1. Enhanced business services
2. Station message detail recording - basic and enhanced
3. Trunk queuing
4. Business set features
5. Business set display features
6. Large conference
7. Message service
8. Equal access
9. Preset conference
10. Priority console alerting
11. Customer data changes
12. Enhanced call forwarding
13. Cut-through dialing
14. Enhanced station features
15. Enhanced dial planning

4. SERVICE CHARGES.

- 4.1** CenturyLink will charge Customer monthly recurring charges (“MRC”) and non-recurring charges (“NRC”) associated with the Service. The distance portion of the MRC is the airline distance between Customer’s premises and the central office serving that premises. Customer also will incur all applicable filed service order, access line, visit and move and change charges.
- 4.2** If the Centrex I system and station and attendant features do not remain in service for the entire period of the plan selected, the termination charge may be equal to the remaining portion of the contract period.

5. SERVICE LIMITATIONS.

- 5.1** The Service is provided subject to the availability of facilities and central office equipment as determined by CenturyLink.
- 5.2** The Service is normally provided on individual business lines from 5-40 lines per location, however, it may be provided on a special assembly basis to customers whose requirements exceed 40 lines per location subject to the availability of facilities and central office equipment. The Service will be provided to locations with less than five lines at the individual business access line rate, plus the Centrex I system and station feature rate.
- 5.3** The quality of transmission for calls utilizing call forwarding or conferencing 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 I access line. Some features require customer-provided equipment, for example, modems, terminals, etc. All lines must have access to all chosen system features.
- 5.5** Attendant features are offered in conjunction with customer-provided attendant consoles. Attendant console minimum number of Centrex I lines is three. 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** When PBX or key systems are used in association with Centrex I service, standard trunk rates will apply. In addition, the Centrex I system and station features rate will apply.
- 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 I system must be served by the same Central Office or associated remote switch.