

CTC Communications Corp.
d/b/a EarthLink Business
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FACILITIES-BASED DATA AND VOICE COMMUNICATIONS SERVICES TARIFF

SECTION 6 - CTC VOICE SERVICES (CONT'D.)

6.2 Local Voice Service(s), (Cont'd.)

6.2.1 Service Descriptions, (Cont'd.)

A. CTC Direct Services, (cont'd.)

2. Centrex Service

(a) General

Centrex is a business telecommunication system in which the controlling dial switching equipment is located at a Telephone Company central office that normally serves the principal premises of a customer. Centrex Service provides a network-based solution that delivers services comparable to a sophisticated customer-owned PBX. Centrex Service is available to any size customer

Centrex is offered only where suitable central office facilities are available. Where suitable facilities do not exist to provide for the furnishing of service, the Telephone Company is not obligated to construct facilities especially for this service.

Centrex does not require special attendant position equipment for answering and transferring incoming calls to stations within the system. Incoming calls to the system's listed directory number are routed to an individual station line or lines designated for the system's answering location. A night service arrangement may be provided optionally by establishing a call pickup group for this purpose. Calls then may be transferred to other stations in accordance with the system's standard or optional features. If special attendant position equipment is utilized with the system, additional charges, based on cost, may be applicable.

This service is available to businesses of any size and is capable of handling thousands of lines through its highly resilient and redundant architecture.

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