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## SECTION 21 – PRIMELINK SERVICE

### 21.1 PrimeLink Service

#### A) Description

PrimeLink is an optional feature package available to business Customers of PrimePath, PrimeXpress, and PrimeNBX network access services. Non-recurring and monthly recurring charges for PrimeLink are applied on a per line or per trunk basis and are in addition to any applicable charges associated with network access services.

PrimeLink requires all Customer locations to be connected to the same Company switch. All Customer locations must be affiliated with each other under the same corporate entity and the Customer is responsible for the applicable PrimeLink flat rate feature charges. The Customer must subscribe to PrimeLink on all network access lines used for voice communications at each Customer location.

PrimeLink service is offered subject to the availability of required Company facilities and compatibility with Customer-Provided Equipment (CPE). Use of the PrimeLink features may result in the loss of ANI (Automatic Number Identification) or CPN (Calling Party Number) information associated with the originating caller.

PrimeLink provides the following services:

PrimeLink Abbreviated Digit Dialing -- This allows abbreviated digit dialing between stations in different Customer locations, where all locations are part of the same wholly owned enterprise and are served by the same Company switch. Number of digits required for PrimeLink Abbreviated Digit Dialing is dependent upon the type of CPE.

PrimeLink Transfer -- This allows users to transfer calls between stations in different Customer locations, where all locations are part of the same wholly owned enterprise and are served by the same Company switch. Availability of this feature is dependent upon the type of CPE.

PrimeLink 3-Way Calling -- This allows users to initiate three-way calls with one outside party and one party at another Customer location, where both Customer locations are part of the same wholly owned enterprise and are served by the same Company switch. Availability of this feature is dependent upon the type of CPE.