

ARKANSAS PUBLIC SERVICE COMMISSION  
Section XIV  
Original Sheet No. 1  
ALL EXCHANGES  
PRAIRIE GROVE TELEPHONE COMPANY

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### DIGITAL CENTREX SERVICE

#### 1. GENERAL

- 1.1. Digital Centrex Service is a flat-rate business service with a 2 line minimum requirement. It is a central office based service provided from suitably equipped Telephone Company digital central office facilities. DTMF station signalling is provided as a standard feature with this service.
- 1.2. The equipment permits the direct dialing between lines connected to the service and the direct dialing of outgoing calls. Incoming calls are received by direct inward dialing from the calling party to the station line or through an attendant console.
- 1.3. Digital Centrex Service consists of basic lines equipped with standard features, plus a number of optional features. The standard features are included in Digital Centrex Service. Optional features are offered subject to availability. Attendant consoles and station equipment are to be provided by the customer, or can optionally be leased from the telephone company.
- 1.4. Digital Centrex Service will be offered under two basic packages:
  - Multiline Variety Package (MVP) for 2-6 lines;
  - Integrated Business Services (IBS) for 2-2999 lines

#### 2. FEATURES

##### 2.1. Standard Features:

<u>Station Features</u>	<u>MVP</u>	<u>IBS</u>
Automatic Line	X	X
Call Forward, All Calls	X	X
Call Forward, Busy	X	X

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	<u>MVP</u>	<u>IBS</u>
Call Forward, No Answer	X	X
Call Hold	X	X
Consultation Hold/Three-way Conferencing/ Call Transfer	X	X
Call Pick-Up	X	X
Call Waiting	X	X
Cancel Call Waiting	X	X
Distinctive Ringing	X	X
Distinctive Call Waiting Tones	X	X
Intercom Dialing	X	-
Station-to-Station Calling	-	X
Speed Calling		
● Convenience Dialing	X	-
● Group Speed Calling	-	X
● Individual Short List	X	X
● Individual Long List	X	X
<u>System Features</u>		
Access		
● Common Control Switching Arrangement (CCSA)	-	X
Automatic Identification of Outward Dialing (AIOD)	X	X
Attendant Services		
● Non-Data Link Consoles	X	X
Class of Service (COS) Restrictions		
● Denied Originating Services	X	X
● Denied Terminating Services	X	X
● Local Only (LOCO)	-	X
● Toll Restricted Services	X	X

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	<u>MVP</u>	<u>IBS</u>
● Unrestricted Services	x	x
Code Restrictions		
● Customer Assignable Options 1-4	x	x
● RES1 and RES2	x	x
- Fully Restricted Services		
- Semi Restricted Services		
Dictation Access and Control Dual Tone Multifrequency (DTMF) only	-	x
Direct Inward Dialing (DID)	x	x
Direct Outward Dialing (DOD)	x	x
Directory Number Hunt (DNH)		
● First	x	x
● Circular	x	x
● Sequential	x	x
● Distributed	x	x
- Line Hunt Overflow to DN	x	x
- Line Hunt Overflow to Route	x	x
● Line Hunting, Stop Hunt	x	x
● Line Hunting, Random Make Busy	x	x
Loudspeaker and Radio Paging Access	-	x
Off-Premise Stations	x	x

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2.2. Optional Features<sup>1</sup>

	<u>MVP</u>	<u>IBS</u>
Call Handling Package (Option 1)		
● Call Forward, Busy Enhancements		
- Call Forward, Busy - Incoming Only	x	x
- Call Forward, Busy - Intragroup	x	x
- Call Forward, Busy - All	x	x
● Directed Call Pick-Up (DCPU)		
- DCPU Non Barge-In	x	x
- DCPU Barge-In Exempt	x	x
- DCPU Exempt	x	x
- DCPU Barge-In	x	x
- DCPU Any Station	x	x
● Ring Again	x	x
Call Waiting Enhancements (Option 2)		
● Call Waiting, Incoming Only	-	x
● Call Waiting, Intragroup	-	x
● Call Waiting, Originating	-	x
● Dial Call Waiting	-	x
● Inhibit Call Waiting	-	x
Message Detailed Recording (Option 3)	-	x
Virtual Facilities Group Control (Option 4)		
● Virtual Facilities Group Access	-	x
● Virtual Facilities Group WATS Access	-	x
Call Park (Hardware) (Option 5)	-	x
Call Forward Remote Access (Option 6)	x	x

<sup>1</sup> These optional features are only available in suitably equipped central office entities.

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**3. RATES AND CHARGES**

3.1 The Rates and charges shall apply for a minimum period of time of twelve (12) months. The customer shall be obligated for the service selected for this minimum period of time. Rates and charges for Digital Centrex Service are subject to modification or change as authorized or directed by the Arkansas Public Service Commission. If the customer decides to discontinue service before the end of the twelve (12) month minimum service period, a termination charge will apply as specified in paragraph 4.5.

**3.1.1. Line Rates Applicable to Customers with 2-99 Lines.**

3.1.1.A. The following rates include standard line features, DTMF signaling, and local transport. When the Digital Centrex Service line extends between different central office service areas, the interoffice mileage and foreign exchange line charges will also apply as specified in other sections of this tariff. The rates shown in Packages MVP and IBS I-IV apply to initial line installations and subsequent line additions. The basic rate structure for Digital Centrex Service customers with 2-99 lines is:

Number of Digital Centrex Service Lines  
Monthly Rates, Per Line<sup>1</sup>

	MVP	IBS I	IBS II	IBS III	IBS IV
	2-9	10-24	25-49	50-72	73-99
	<u>Lines</u>	<u>Lines</u>	<u>Lines</u>	<u>Lines</u>	<u>Lines</u>
(CR)	B1 Rate	\$ 12.30	\$ 11.90	\$ 11.65	\$ 11.30

*All Digital Centrex Service is sold with a minimum of 12 months.*

<sup>1</sup>In addition the following charges apply per line:

- FCC single or multiple Business End User Common Line Charge, as appropriate

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**3.1.2. Line Rates Applicable to Customers with 100 or more Lines.**

3.1.2.A. The following rates include standard line features, DTMF signaling, and local transport. When the Digital Centrex Service line extends between different central office service areas, the interoffice mileage and foreign exchange line charges will also apply as specified in other sections of this tariff. The basic rate structure for Digital Centrex Service customers with 100 or more lines is:

Number of Digital Centrex Service Lines  
Monthly Rates, Per Line<sup>1</sup>

	<u>IBS V</u>	<u>IBS VI</u>	<u>IBS VII</u>	<u>IBS VIII</u>	<u>IBS IX</u>
	<u>100-144</u>	<u>145-192</u>	<u>193-500</u>	<u>501-1000</u>	<u>1001-2999</u>
(CR)	\$ 11.10	\$ 11.00	\$ 10.90	\$ 10.80	\$ 10.70

*All Digital Centrex Service is sold with a minimum of 12 months.*

3.1.2.B. The following monthly rates apply on a per line or per system basis, as specified for optional features.

Monthly Rates - Minimum 12 Months

Call Handling Enhancement Per Line	\$ 0.30
Call Waiting Enhancement Per Line	\$ 0.30
Call Forward Remote Access Per Line	\$ 0.75
Call Park Per Arrangement	\$ 10.00
Message Detail Recording Per System	\$ 125.00
Virtual Facility Group Control Per Group	\$ 9.00

<sup>1</sup>In addition the following charges apply per line:

- FCC single or multiple Business End User Common Line Charge, as appropriate

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3.2. Optional Lump Sum Payments

3.2.1. The customer has the option of making a partial lump sum payment (PLSP) or total lump sum payment (TLSP) at the time of installation or at any other time during the term of the service period selected.

3.2.2. The partial payment will reduce the Digital Centrex Service monthly rate per line by the monthly annuity amount per line of the lump sum payment. The monthly annuity amount is the annual amount divided by 12.

3.3. Subsequent Additions

3.3.1. After initially subscribing to Digital Centrex Service with a particular number of lines and set of features for the minimum service period of twelve (12) months, a customer may add lines or features by placing an order with the Company.

3.3.2. A customer ordering additional lines must specify the number of lines and the features. The service period for the additional lines and features, if such additional lines and features are ordered during the initial minimum twelve (12) month service period, shall be for a minimum period of time equal to the time remaining on the initial service period. The service period for the additional lines may not extend beyond the end of the service period for the lines in the initial subscription. Customers who add less than 100 lines shall pay appropriate Package MVP or IBS I-IV rates. Customers who add 100 or more lines shall pay the rates for those additional lines using the IBS V-IX rates as approved by the Public Service Commission.

3.3.3. A customer ordering additional features for existing lines must specify the features. The service period for the additional features, if such additional features are ordered during Central Office entitles. The initial minimum twelve (12) month service period, shall be for a minimum period of time equal to the time remaining on the initial service period.

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The service period for the additional lines may not extend beyond the end of the service period for the lines in the initial subscription. The rates and charges for the additional features shall be those in effect at the time the order is placed.

3.4. Renewal Option

3.4.1. The customer has the following renewal option:

3.4.1.A. If the customer does not request discontinuance of service, subsequent to the expiration of the minimum twelve (12) month service period, service will be continued at the monthly rate currently in effect and will be subject to all prevailing rules and regulations of the offering.

3.5. Service Charges

3.5.1. Normal service charges apply for Digital Centrex Service lines as specified in other sections of this tariff for multiline business customers.

3.5.2. The non-recurring charges provided for by the Company's general tariffs will apply for the preparation and entry of translations that activate, change or rearrange features.

4. REGULATIONS

4.1. Digital Centrex Service is provided to customers with two or more lines. This service is furnished subject to availability. In those cases where the Company determines that additional equipment must be provided on the customers' premises, the customer will be required to furnish the suitable space and environmental conditions as determined by the Company.

4.2. The Digital Centrex Service line rates for customers with 2-99 lines apply as specified. Customers who subscribe to Digital Centrex Service for 100 or more lines, and/or are more than 2 miles from their servicing central office,

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may at the telephone company's option, be offered customer specific pricing on a contract basis. This rate will be offered to the customer for its acceptance in writing, subject to Commission approval. An individual service agreement will specify length of service and applicable rate. With the exception of the customer specific rates, all other rates, charges, rules and regulations, specified herein, continue to apply.

- 4.3. One directory listing is provided without charge for each Digital Centrex Service.
- 4.4. The monthly rate for Digital Centrex Service lines and features covered under a monthly service period plan is guaranteed against Company-initiated change and will apply for the selected service period. The minimum service period is 12 months.
- 4.5. If the service is canceled in whole or in part by the customer after installation of the service but prior to the completion of the service period, the customer shall be obligated to pay the remaining payments, as contracted.
- 4.6. The prepayment of charges in no way constitutes a purchase of the equipment, and the Telephone Company retains full ownership of all equipment covered by the prepayment.
- 4.7. Digital Centrex Service station lines may be terminated in a customer-provided PBX system. Such lines may be either ground start or loop start and may have any standard treatment. Transmission quality over Digital Centrex Service lines of this type is not guaranteed. Additional transmission improvements requested by the customer will be provided by the Telephone Company at charges based on cost.
- 4.8. Station Message Detail Recording (MDR) is not represented to be a provision of billing detail.
- 4.9. When using Call Forwarding and Call Transfer, the Digital Centrex Service customer is responsible for the payment of the tariff station-to-station charge

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for each call connected over the exchange system between the Digital Centrex Service and the telephone at which the call is answered.

- 4.10. Unless specifically exempted, this service is subject to all general regulations applicable to the provision of service by the company as stated in the general tariff.
- 4.11. Trunk verification from a station line requires the establishment of a supplemental line treatment.

## 5. DEFINITIONS

- 5.1. Call Forwarding, All Calls - Allows incoming calls (intragroup and DID) directed to a station line to be routed to a user-defined line inside or outside the customer group or the attendant.
- 5.2. Call Forward, Busy - Permits incoming calls (originating from an outside group) attempting to terminate to a busy station line to be re-directed to a predetermined line inside the customer group.
- 5.3. Call Forward, No Answer - Provides for forwarding of incoming calls to a predetermined line inside the customer group when the called station line does not answer within a predefined ringing cycle.
- 5.4. Call Hold - Allows the user to hold one call for any length of time provided that neither party goes on-hook.
- 5.5. Call Pick-Up - Allows a station line to answer incoming calls to another station line within a defined call pick-up group. Call pick-up is provided on individual station lines within a customer group.
- 5.6. Call Waiting - Allows an incoming call (within or outside the customer group) to apply a call waiting tone on a busy station line which has been assigned the call waiting feature.

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- 5.7. Cancel Call Waiting - A line option that allows a user, by dialing a code, to prevent, on a per-call basis, any incoming calls from call waiting on his/her line.
- 5.8. Class of Service - Provides the capability to allow or deny individual station line features. The treatments can be arranged to control all calls originating or terminating on station lines.
- 5.9. Common Control Switching Arrangement (CCSA) Access - Enables station line users in the customer group to gain access to the CCSA by using special access codes and dialing reserved number exchange (RNX) patterns.
- 5.10. Convenience Dialing - Allows MVP customers to place calls by dialing a speed calling code from a shared list of up to 30 stored numbers (normally 20-49) instead of dialing all digits of the desired number. A control station will add, change, or delete telephone numbers from the list for the group.
- 5.11. DTMF Station Signalling - Permits station equipment to utilize dual tone multi-frequency signalling tones, instead of dial pulses to transmit called numbers, access codes, etc. to the central office entity, including the "\*" and "#" digits.
- 5.12. Distinctive Call Waiting Tones - Permits a called station line user to determine whether an incoming waiting call is external or internal to the customer group providing different tone cadences for the two situations.
- 5.13. Distinctive Ringing - Provides a unique pattern of ringing to permit the station line user to distinguish between intragroup and DID calls.
- 5.14. Group Speed Calling - Allows IBS customers shared use of a speed calling list of up to 30 stored numbers. A control station will add, change or delete telephone numbers from the list for the group.
- 5.15. Intercom Dialing - Allows an MVP line to call other lines within the same customer group by using abbreviated dialing in lieu of one's seven-digit telephone number.

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- 5.16. Speed Calling Individual Long List - Permits a station line user to dial selected numbers by using fewer digits than normally required. This is accomplished through the assignment of abbreviated codes to frequently called numbers. The speed calling list is customer-changeable. Allows a station line user to add, change or delete telephone numbers from a list. A list of 30 numbers may be dedicated to the individual station line user.
- 5.17. Speed Calling Individual Short List - Permits a station line user to dial selected numbers by using fewer digits than normally required. This is accomplished through the assignment of abbreviated codes to frequently called numbers. The speed calling list is customer-changeable. Allows a station line user to add, change or delete telephone numbers from a list. A list of eight numbers may be dedicated to the individual station line user.
- 5.18. Station-to-Station Calling - Allows IBS customer group stations to complete calls to other stations within the group by using one to four digits without the assistance of an attendant.
- 5.19. Three-Way Conference - Allows a station line user to add a third party to an existing conversation.
- 5.20. Three-Way Conference/Call Transfer - Allows a user with or without the three-way calling feature assigned to form a three-way conference during a call transfer.
- 5.21. Entity - A central office entity is one central office switching system located within a central office building that provides services to the same geographic service area within a telephone exchange.

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Option 1 - Call Handling Package

(1) Call Forward, Busy Enhancements

- (a) Call Forward, Busy - All - Provides for forwarding of any call (incoming or intragroup) that terminates within the group to be automatically transferred when a busy condition is encountered.
- (b) Call Forward, Busy - Incoming Only - Allows incoming calls (those which originate outside the group) directed to a station line to be routed to a predetermined line within the same customer group.
- (c) Call Forward, Busy - Intragroup - Permits calls that originated and terminate within the customer group and attempting to terminate to a busy station line to be re-directed to a predetermined line inside the customer group.

(2) Directed Call Pick-Up (DCPU)

- (a) DCPU Non Barge-In - Permits a station line user to answer a call that is ringing any other line within the same customer group by dialing a code followed by the station number of the ringing line. If the called station line has already been answered, the initiating station line will be connected to a reorder tone.
- (b) DCPU Barge-In - Permits a station line user to answer a call that is ringing any other line within the same customer group by dialing a code followed by the station number of the ringing line. If the called station line has already been answered, the initiating station line may barge-in to the answered call and be connected into a three-way call.
- (c) DCPU Any Station - This is a terminating line option. A call to a station assigned the DCPUA option can be picked up by any

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other member, from any phone within the defined customer group.

- (d) DCPU Barge-In Exempt - This is a terminating line option that blocks any attempt by another station to barge-in.
- (e) DCPU Exempt - This is a terminating line option that blocks any attempt by another station to pick up a call by means of DCPU, either barge-in or non barge-in.

(3) Ring Again

- (a) Ring Again - Allows a station line user calling a busy station line to be automatically connected to the called line when the line becomes idle.

Option 2 - Call Waiting Enhancements

- (a) Call Waiting, Incoming Only - Call Waiting tones will be applied to the busy station only if the call originated from outside the customer group.
- (b) Call Waiting, Intragroup - Call Waiting tones will be applied to the busy station only if the call originated from within the customer group.
- (c) Call Waiting, Originating - Permits a station line user to automatically impose call waiting on a busy station line within the customer group.
- (d) Dial Call Waiting - Permits a station line to impose call waiting on a busy station line by dialing the call waiting feature activation code, followed by the station number. This feature is an originating line feature that is applicable to intragroup calls only.

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Option 3 - Message Detail Recording

- (a) This feature will provide an SMDR formatted record of chargeable and non-chargeable calls for each IBS group. The type of calls recorded will be specified per IBS group. The MDR feature will be assignable on a per group basis, with the ability to assign a station option to deactivate the feature on the original station within a group. MDR reports can be furnished to the customer in two ways:
- 1) Magnetic tape or printed reports monthly; or
  - 2) Using customer premise equipment which can provide near real time reports.

Option 4 - Virtual Facilities Group Control

- (a) Virtual Facilities Group Access - Allows a business to limit the number of simultaneous incoming or outgoing trunk calls.
- (b) Virtual Facility Group WATS Access - Enables station users in a customer group to gain access to WATS facilities by dialing an access code.

Option 5 - Call Park

- (a) Call Park (hardware arrangement only) - Allows a station line to park a call against a specific number, attendant paging or at the location of the parked number.

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Option 6 - Call Forward Remote Access

- (a) This feature allows customers to activate or deactivate the Call Forward option on their telephone from a remote station. This will be accomplished by dialing a dedicated directory number and personal security code, along with the directory number being acted upon, and then the Call Forward activation / deactivation codes. It requires the use of DTMF dialing at the remote station.

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