
SECTION 5 - CONTRACT SERVICE ARRANGEMENTS AND PROMOTIONS**5.1 Contract Service Arrangements**

Carrier will offer Contract Service Arrangements to meet the diverse communications needs of Carrier's Customers. All terms and conditions as specified in this Tariff will apply unless otherwise specified in the contract between Carrier and Customer.

5.1.1 Contract Service Arrangement I

Services - Analog PBX trunks with touch tone service and Extended Area Calling Service for the Dallas/Ft. Worth Area.

Terms and Conditions - Customer will retain at least 75 analog PBX trunks. Minimum annual commitment is \$70,000 per year. The term of commitment is three years from date of signed contract. In the event of early termination of this Agreement, and unless otherwise stated, Customer must pay a lump sum equal to 100% of the remaining monthly charges for the unexpired portion of the first year of the Agreement, plus a lump sum payment equal to the net present value of 20% of the monthly charges for the remainder of the term. Subject to the agreement of the parties on all applicable terms, termination charges may be waived if Customer converts from a specified Service to another Service provided that the expiration date for the contract plan for the new Service is on or after the expiration date of the terminated plan, and the new Service provides an equal or greater volume of Service to be connected.

Rates -

MRC
\$78.64

NRC
\$4,075.50

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by

Director - Tariffs
Verizon Select Services Inc.
6665 North MacArthur Boulevard, 2nd Floor
Irving, TX 75039

SECTION 5 - CONTRACT SERVICE ARRANGEMENTS AND PROMOTIONS**5.2 Promotions****60-Day Satisfaction Guarantee - Houston Area Only**

Applies to residential Customers who call Carrier and request subscription to a bundled package between 4/7/00 and 7/31/00.

If, after the first 60 days, Customer is dissatisfied with service, he may discontinue service and return to his previous local and long distance carrier, and receive a credit for the switchback.

Customer must meet the following criteria to be considered eligible for the 60-Day Satisfaction Guarantee.

1. Customer must reside in a Houston exchange outside of Carrier's in-franchise area.
2. Customer must call a Carrier designated telephone number to request this offer.
3. Customer must maintain bundled service for 60 days.
4. Customer must select Carrier as their intraLATA and interLATA PIC.
5. Customers will be responsible for any billed charges during the 60-day period.

Credit Limitations:

1. Maximum switchback reimbursement credit is \$25.00.
2. The switchback reimbursement credit expires on 10/31/00.
3. Customer must first notify Carrier of their dissatisfaction by calling a Carrier designated telephone number and requesting reimbursement for switchback to previous offer.
4. After Customer has notified Carrier of their dissatisfaction, Customer must also contact previous carrier to initiate the switchback process.
5. Switchback credit will be paid to active accounts in good standing.

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SECTION 5 - CONTRACT SERVICE ARRANGEMENTS AND PROMOTIONS

5.2 Promotions (Continued)

Reserved For Future Use

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