SECTION 6 - MISCELLANEOUS SERVICES (N)

6.1 Payphone Service

6.1.1 General

Payphone Service allows calls to be placed from payphones pre-subscribed to Carrier with the assistance of an automated or live operator. Calls are billed in increments of one minute following the initial period (minimum billing period) of four minutes. Such charges are rounded to the next higher increment for billing purposes. Rates are found in 6.1.4.

Payphones are generally available to callers who want to place a Customer dialed direct call by dialing 1 + Area Code + Telephone Number and pay for the call by depositing coins into the payphone. Customer dialed direct payphone calls are generally made without the assistance of an Operator unless the Operator is needed to specify charges.

6.1.2 Terms and Conditions

A. To participate in this service, Customer must dial and complete a call from payphone and pay for the call by depositing coins into the payphone when the call is made.

B. This service includes the following types of calls:

- Customer dialed direct calls that are made from a payphone, and
- Customer dialed direct calls that are paid for by depositing coins into the payphone when the call is made. (N)

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SECTION 6 - MISCELLANEOUS SERVICES (Continued)

6.1 Payphone Service (Continued)

6.1.2 Terms and Conditions (Continued)

C. For Customer dialed direct calls:

- Charges for the initial four-minute period will be specified by Carrier's call processing system or by Carrier's operator prior to Customer call being connected to the called telephone number. The connection to the called telephone will not be made until the total value of the coins deposited into the payphone satisfies the specified charges. (T)

- Prior to the completion of the initial four-minute period, Carrier's call processing system or Carrier's operator will announce the amount of call time remaining and specify the charges to be paid for additional time period. If no additional coins are deposited into the payphone or if the total value of coins that are deposited into the payphone do not satisfy the specified charges for the additional period, the call will be terminated upon completion of the initial four-minute period. (T)

- Duration of each call is recorded for an initial four-minute period, and each additional one-minute period. A fractional period of less than four minutes is rounded up to equal a whole four-minute period.

- Usage rates apply to each additional one-minute period after the initial four-minute period.

- Usage rates and service charge apply 24 hours a day, seven days a week.

- Usage rates are applied for each four-minute period or fraction thereof. The price of a call paid for by depositing coins in the payphone is the sum of the usage charges for the initial period and any additional period(s), plus the applicable service charge (if any), and taxes, rounded to the nearest multiple of $.05.

- Chargeable time begins when connection is established between the calling telephone and the called telephone. Chargeable time ends when the calling telephone "hangs up". If the called telephone '"hangs up", but the calling telephone does not, chargeable time ends when the network connection is released either by automatic time equipment in the network or by Carrier furnished equipment. (N) | (N)

D. Payphone Compensation Surcharge does not apply to calls paid for by depositing coins into the payphone, calls using Telecommunications Relay Service, and calls originated by Customers with qualified hearing or speech impairment who are certified by a physician as hearing or speech impaired.

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SECTION 6 - MISCELLANEOUS SERVICES (Continued)

6.1 Payphone Service (Continued)

6.1.3 Availability of Service

This service is available 24 hours a day, seven days a week where facilities and system capabilities permit.

Payphones that use network coin signaling will not be suitably equipped to accept payment by coin for long distance calls. Alternative payment methods such as calling card, commercial credit card, billed-to-third party number, collect and prepaid card may be used for calls made from such telephones.

6.1.4 Rates and Charges

These rates are applicable to 1+ sent-paid coin calls where Customer deposits coins into a payphone. All rate periods apply. (T)

	Initial Four Minutes	Additional Minutes
Per Minute	$1.00	$.25

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SECTION 6 - MISCELLANEOUS SERVICES (Continued) (N)

6.2 Operator Services - Payphone

6.2.1 General

Operator Services - Payphone allows calls to be placed from payphones pre-subscribed to Carrier for the handling of long distance traffic. These calls are placed with the assistance of an automated or live operator. Calls are billed in increments of one minute. Partial minutes are rounded to the next higher increment for billing purposes. A one-time Operator Surcharge, if applicable, will be added to the first minute of each operator assisted call in addition to per minute rates as specified in 6.2.4.

The following types of calls are available for operator assistance:

- **Collect Calls** - Operator assistance for collect calls will ask the caller to provide his/her name or other identification, then contact the party at the domestic telephone number specified by the caller, repeat the caller's identification and then ask if the called party will accept charges for the call. If the called party agrees to accept the charges, the call will be established and the associated charges for a collect call will be billed to the called party's residential telephone number billing account. Collect calls can be either person-to-person or station-to-station.

- **Billed-to-Third Number** - Operator assistance will establish the call requested by the caller and arrange for billing of associated charges to a residential domestic telephone number specified by the caller that is other than the calling telephone number or the called telephone number. Requests for third number billing are subject to operator verification that the party at the telephone number to be billed will accept charges for the call. Other efforts may be undertaken subsequently by Carrier, as necessary, to determine responsibility for payment of such calls.

- **Person-to-Person** - At the caller's request, operator assistance will attempt to place a call to a particular party at a domestic telephone number specified by the caller. The party specified by the caller may be a person, station, department, extension, or office. If successful, the Operator will establish the person-to-person call between the calling and called parties. If the identified party is not available and the caller requests, or agrees, to speak to a party other than the party initially specified, the call will be established and billed at the person-to-person call rates. (N)

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SECTION 6 - MISCELLANEOUS SERVICES (Continued)

6.2 Operator Services - Payphone (Continued)

6.2.1 General (Continued)

- **Operator Dialed Direct** - Operator assistance is available to callers who want an operator to place their call for them. Operator dialed direct calls do not include: collect calls, billed-to-third number calls, person-to-person calls or calls billing to a calling card or commercial credit card.

- **Calling Card or Credit Card Calls** - Operator assistance is available to callers who request that charges for a long distance call be charged to a valid calling card or credit card. In order to control fraud, Carrier may refuse to accept a card that it determines or suspects to be invalid.

- **Real Time Rated** - Operator assistance is available to provide the time (duration) and charges associated with an operator assisted call. Carrier's operator must establish the call for which time and charges are requested. The caller must provide the calling and called telephone numbers to the Operator and request the Operator provide the time and charges associated with such call upon completion of the call.

6.2.2 Terms and Conditions

A. To participate in this service, Customer must access operator assistance to have a call established by dialing the appropriate operator code (e.g., 0, 00, a dial around number + 0) or by dialing a Carrier designated access number. Caller may need to specifically request a Carrier operator or respond to appropriate prompts, depending on the operator access code or Carrier designated access number initially dialed. Customer may dial 0- to speak to an automated operator or a live operator. This service is offered where technically feasible.

B. The following types of calls are included in this service:

- Live operator assisted calls from a payphone, and

- Automated Operator Attendant assisted calls from a payphone.

C. A surcharge, as specified in 6.2.4, will be assessed to all non-coin calls made from a payphone to compensate the payphone service provider, pursuant to FCC Ruling CC Docket 96-128. Payphone Compensation does not apply to calls using Telecommunications Relay Service, and calls originated by callers with qualified hearing or speech impairment who are certified by a physician as hearing or speech impaired. (M)

D. Customer will incur a surcharge based on the type of call placed. In addition, a per-minute rate will apply. (M)

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SECTION 6 - MISCELLANEOUS SERVICES (Continued)

6.2 Operator Services - Payphone (Continued)

6.2.3 Availability of Service

This service is available 24 hours a day, seven days a week, where facilities and systems capabilities permit.

6.2.4 Rates and Charges

These rates are applicable to all interLATA and intraLATA automated or live operator assisted calls. All rate periods apply.

A.	Per Minute	$.89	(C)(I)

(D)
|
(D)

B. Operator Assisted Service Charges

	PerCall	
Automated		
Calling Card and Credit Card	$ 4.99	(I)
Collect	4.99	|
Bill to Third Party	4.99	(I)
Operator Assisted		
Calling Card and Credit Card	6.20	(I)
Collect	6.20	|
Bill to Third Party	6.20	(I)
Operator Dialed	.87	
Person-to-Person	6.20	(I)
Payphone Compensation Surcharge	.55	
Directory Assistance	1.00	

C. A Premise Imposed Fee of $1.25 may apply for calls originating within the state, except for New York City which is $1.50.

SECTION 6 - MISCELLANEOUS SERVICES (Continued) (N)

6.3 Inmate Services

6.3.1 General

Inmate Service permits inmates incarcerated in a participating prison to place collect calls originated from authorized telephone numbers in a prison administration controlled environment. Inmate Service includes operator station collect calls placed to domestic locations. Person-to-Person calling is not available. Calls cannot be converted from a collect call to a calling card or billed to a third party by the billed party. Telephones subscribed for this service may be controlled by the prison administration for one or more of the following:

- Duration of call;
- Permission restrictions;
- Time of day;
- Call blocking;
- Restriction lists;
- Number of calls placed per individual.

Inmate Service is available at prisons in the state in which prison administrators have requested the service and specific agreements are in place with the payphone service provider selected by the prison administrator. Inmate Service may not be available in all locations. This service is offered where technically feasible.

Inmate Service rates include usage charges and a per-call service charge. Calls are billed in one-minute increments, with a minimum call duration of one minute.

Rates are located in 6.3.4. (N)

SECTION 6 - MISCELLANEOUS SERVICES (Continued) (N)

6.3 Inmate Services (Continued)

6.3.2 Terms and Conditions

A. To participate in this service, Customer must accept billing for a collect call placed from an authorized telephone number within a prison participating in this service.

B. This service includes the following types of calls:

- State-to-State and intrastate collect calls placed from a prison participating in this service;
- All other types of calls are rated at basic rates unless Customer is enrolled in another Carrier plan that covers these other types of calls.

C. This service does not include the following types of calls:

- Person-to-Person;
- Collect calls cannot be billed to telephone numbers located in the Commonwealth of the Northern Mariana Islands (CNMI) or Guam;
- Collect calls cannot be billed to a payphone;
- Calls cannot be converted from a collect call to a calling card call by the billed party.

D. Carrier will bill for this service based on the following:

- Duration of each call is recorded in whole minutes, with partial minutes rounded up to the next whole minute;
- Usage rates and a per call service charge apply;
- Usage rates apply per minute of use or fraction thereof.

6.3.3 Availability of Service

This service is available 24 hours a day, seven days a week, where facilities and technical capabilities permit. (N)

SECTION 6 - MISCELLANEOUS SERVICES (Continued)

6.3 Inmate Services (Continued)

6.3.4 Rates and Charges

These rates are applicable to all inmate collect calls. All rate periods apply.

Plan A		Per Minute Rate or Fraction Thereof	
A.	InterLATA	$.59	(T)
	IntraLATA	.20	
	Local	.10	
B.	Service Charge	Per Call	
	InterLATA	$1.50	
	IntraLATA	2.00	
	Local	2.00	

Plan B		Per Minute Rate or Fraction Thereof	
A.	InterLATA	$.59	(N)
	IntraLATA	.20	
	Local	.10	
B.	Service Charge	Per Call	
	InterLATA	$1.50	
	IntraLATA	1.75	
	Local	1.75	(N)

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SECTION 6 - MISCELLANEOUS SERVICES (Continued) (N)

6.3 Inmate Services (Continued)

6.3.5 Prepaid Calling Services

A. General

Prepaid Calling Service is an alternative calling method established for Inmates in correctional facilities to call their family and/or friends. A family member and/or friend establishes a prepaid account by contacting the provider through an 800 number, determined by Verizon, and depositing a designated dollar amount and a designated telephone number. The provider of the prepaid calling service will then establish the Customer account and collect the funds on behalf of Verizon. The account information is programmed into the prepaid switch allowing an inmate to place prepaid calls to a pre-designated telephone number over the network. The established account can only be accessed by the family member or friend, hereby known as the Customer.

Rates for Prepaid Call Services mirror the rates shown in Section 6.3.4. Federal Excise Tax is included in the rate. (N)

SECTION 6 - MISCELLANEOUS SERVICES (Continued)

6.4 Long Distance Dialer Calling Plan

6.4.1 Description of Service

A. General

This service is no longer available to new Customers. (N)

This service allows residential and business Customers to originate outbound long distance calls by automatically bypassing Customer's current long distance service provider using a Customer Premise Equipment (CPE) device called the long distance dialer. This service provides Customer with the ability to make intrastate intraLATA and intrastate interLATA long distance calls and does not affect Customers local calling service or any local calling features; nor does it affect inbound long distance calls. Customer is required to pay for the service in advance by using a credit card or purchasing a plan at a retail location.

If Customer uses a credit card, Customer must go to a website or call a toll free number to register the dialer and select the desired calling plan.

The long distance dialer and calling plans can initially be purchased at various retail locations, over the internet, or via a toll free number. Once Customer has purchased the dialer, if he chooses to purchase service using a credit card, he must either go to a website or call a toll free number to register the dialer and select his desired calling plan. If Customer chooses to pay cash for his service, he must purchase the calling plan at a retail location, then either go to a website or call a toll free number to register the dialer and the calling plan.

For continuing service, Customer can either purchase a plan at a retail location or have his credit card automatically charged for the next period of service.

If Customers credit card cannot be authorized for the appropriate amount, the system will try an additional four times to authorize the account, at which time Customer's account will not be registered for use.

B. Plan A

1. This plan is available to residential Customers only and features 44,640 minutes for a flat rate per month.

(D)

SECTION 6 - MISCELLANEOUS SERVICES (Continued)

6.4 Long Distance Dialer Calling Plan (Continued)

6.4.1 Description of Service (Continued)

B. Plan A (Continued)

2. Plan A is limited to residential use only. If Customer uses Plan A for non-residential purposes such as for business or organization, or the business or organization of another (even if for non-profit), Carrier reserves the right to terminate service or change Customer to Plan B for which they qualify. Business or non-residential use includes, but it is not limited to, use in connection with commercial facsimile, resale, three way calling, auto-dialing, mass communications equipment of any kind including, but not limited to, computers or using or accessing the Internet or call center, or for call back, call sell, telemarketing or debit card services, or for calls to or from party lines, chat rooms, conference lines, or other similar types of services. Carrier may also determine that Customer is using Plan A in a business-like manner if making excessive calls and otherwise simulating business-like calling patterns. Excessive calling in a business or non-residential use includes, but is not limited to, calls totaling more than 90 minutes to one ANI within a 24-hour period or calls to more than 15 different ANIs within a 24-hour period. (T)

C. Plan B

1. This plan is available to residential and business Customers. Customers may choose a 225-minute plan, a 580-minute plan, a 1500-minute plan, a 3200-minute plan, or a 6650-minute plan.

2. Minutes expire six months after purchase of the plan. (D)

3. If Customer chooses to cancel the service, the minutes remaining will expire six months after the initial call. (T)

4. Calls may only be completed against an account that has a sufficient available balance. (T)

5. The initial billing period (minimum call duration) is one minute. (T)

6. Initial period rates are for connections of one minute or any fraction thereof. Usage is measured and rounded to the next higher one-minute increment. (T)

SECTION 6 - MISCELLANEOUS SERVICES (Continued)

6.4 Long Distance Dialer Calling Plan (Continued)

6.4.1 Description of Service (Continued)

C. Plan B (Continued)

7. Carrier's equipment shall track call duration for rating purposes on a real-time basis. (T)

8. No charges apply for incomplete calls. If Customer believes he has been incorrectly billed for an incomplete call, Carrier shall, upon notification, investigate the circumstances of the call and issue a credit when appropriate. (T)

9. If Customers credit card fails to authorize on a renewal, Customers Long Distance Dialer Calling Plan will be suspended. If Customer has more than one Long Distance Dialer Calling Plan, all plans will be suspended if the credit card fails to authorize on a renewal. (T)

6.4.2 Device Features

A. Device must be plugged into Customer's home telephone and works only from the telephone that is plugged into the device;

B. Device is compatible with most standard or cordless telephones, fax machines, or DSL Service;

C. Device works with most local calling features such as Call Waiting and Call Forwarding. However, Caller ID Block does not work when using the dialer.

6.4.3 Restrictions

A. This service is not available when calling from Alaska and Hawaii, but provides for outgoing calls to those states.

B. Non-continental U.S. and international calls are not available with Plan A but can be made by purchasing Plan B.

C. Operator services are not included in this service.

D. If Customer cancels service prior to the end of the term, Customer will not receive a refund for any unused days on Plan A or unused minutes on Plan B.

E. Calls to 900, 976 or other numbers used for pay-per-call services shall not be completed using this service.

SECTION 6 - MISCELLANEOUS SERVICES (Continued)

6.4 Long Distance Dialer Calling Plan (Continued)

6.4.4 Rates and Charges

Calls are rounded in one-minute increments.

A.	Plan A	$29.99 per month	
B.	Plan B		
1.	225 Minute	$ 9.99	
2.	580 Minute	19.99	
3.	1500 Minute	49.99	
4.	3200 Minute	99.99	
5.	6650 Minute	199.99	(N)