

Verizon North LLC

MULTIPLE ACCESS DIGITAL (MAD) PLAN

A. GENERAL

The Multiple Access Digital Plan can be offered to customers who subscribe to the following digital services: DS-1, Frame Relay, ISDN-PRI, ISDN-BRI, FlexGrow* or Digital Channel Service. This plan offers a discount on line types: B1, PBX Trunks, Key Trunks, ISDN-PRI, ISDN-BRI and DCS in rate groups 1 through 5. If the customer has multiple locations in rate groups 1 through 5, all lines previously identified can be covered under the plan.

By subscribing to a digital service offering, the Customer will be eligible to apply a 10% discount to specific monthly recurring charges on a two year contract on the following services: B1, PBX Trunks, Key Trunks, ISDN-PRI, ISDN-BRI and DCS. The discount does not apply to Extended Area Service, Subscriber Line or other charges. The Multiple Access Digital offering cannot be applied to service contracts, as defined below. If the current existing contracts are terminated, the applicable termination liability will apply.

When requesting a Multiple Access Digital Plan, the customer must specify which services are to be included in the Multiple Access Digital Plan. A customer cannot apply this Multiple Access Digital Plan against an existing contract that covers the below-identified services. A current digital customer under an existing contract can however, elect to sign a Multiple Access Digital Plan that covers their analog lines. A current digital customer under contract who is considering purchasing new digital services can elect to sign a Multiple Access Digital Plan that covers the new digital services and existing analog services. A customer that is considering purchasing digital services for the first time can sign a Multiple Access Digital Plan to cover the new digital services and the existing analog services.

B. DESCRIPTION

A Multiple Access Digital Plan applies to B1, PBX Trunks, Key Trunks, ISDN-PRI, ISDN-BRI and DCS.

In the event that the Telephone Company initiates rate increases and the total discounted rate for the services increases by more than eight percent during the annual period, the customer may cancel its Multiple Access Digital Plan for the affected service without termination liability as set forth in C.3 following. The customer must exercise its option to cancel the Multiple Access Digital Plan for the affected service within ninety (90) days of the date of the effective rate increase.

Service Commitment Period and Discount Percentage Applicable to services identified:

24 Months	10% on Monthly Recurring Charge
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C. TERMINATION LIABILITY

1. General

A termination liability applies during the selected commitment period. Except as set forth in 2. through 6. following, if service is disconnected in full or in part prior to the end of the selected period, the customer is liable for a termination liability charge. Further, except as provided in 2. and 6. following, when a customer cancels a Multiple Access Digital Plan prior to the end of the selected commitment period, the customer is liable for a termination liability charge.

The termination liability charge is calculated for the applicable B1, PBX Trunks, Key Trunks, ISDN-PRI, ISDN-BRI and DCS monthly rates.

For disconnects prior to the end of the selected commitment period, the termination liability charge will be the difference between the full monthly or annual rates and the discounted rates for the period the service has been in effect.

* Effective September 9, 2014, FlexGrow Service is hereby cancelled and withdrawn and no longer available.

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C. TERMINATION LIABILITY (Continued)

2. Upgrades

Upgrades include the following types of customer's requests:

A request to disconnect some or all of its discounted services in order to replace them with Telephone Company provided services that are comparable in price and value.

3. Cancellations

A customer may cancel a Multiple Access Digital Plan for a service if the discounted portion of the monthly rate or usage rate for the service increases by more than eight percent during the tariff effective year due to Telephone Company initiated rate increases. No termination liability charge will apply to such cancellation.

4. Moves

When a customer requests that some or all of its services under a Multiple Access Digital Plan be moved to a different building, no termination liability charge applies provided the services remain within the same Telephone Company operating territory.

5. Replacements

When a customer with existing services under a Multiple Access Digital Plan wishes to replace one or more of the service(s) included in that Multiple Access Digital Plan with other new or existing service(s) of the same type, for the balance of the commitment period for that Multiple Access Digital Plan, no termination liability charge will apply provided that:

The orders to accomplish the replacement are (1) placed with the Telephone Company within sixty (60) days of each other and (2) the replacing services are provided within the same Telephone Company operating territory as the services that are replaced in the Multiple Access Digital Plan.

6. Additions of Service

When a customer with an existing Multiple Access Digital Plan wishes to increase the number of services, he has the following options:

- Subscribe to the additional services under non-discounted rates.
- Subscribe to the additional services under a separate Multiple Access Digital Plan at the then effective discount percentage rate and charges.
- Cancel the existing Multiple Access Digital Plan and include both the existing and the additional services under the new Multiple Access Digital Plan for a commitment period equal to or longer than the original period. No termination charges apply to such cancellations.

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C. TERMINATION LIABILITY (Continued)

7. Extensions of Commitment Period

A customer may, at any time prior to the expiration of the selected commitment period for an existing Multiple Access Digital Plan, change to a Multiple Access Digital Plan for a longer commitment period at the then effective discount percentage. No termination liability charges will apply for any service extended under the longer commitment period. The monthly rates applicable for the longer commitment period will apply effective with the next bill day following the request for the change.

8. Rate Regulations

Where the Multiple Access Digital Plans is requested to be provided coincident with the connection of new service, it will be effective with the establishment of new service.

Where the Multiple Access Digital Plans is requested to be provided on existing service, the plan will be effective on the date the Telephone Company receives the Access order requesting the discount.

At the end of its selected commitment period, the customer will have the option of subscribing to any effective Multiple Access Digital Plan. If the customer does not notify the Telephone Company of its choice prior to the expiration of the commitment period, the customers current Multiple Access Digital Plan will be renewed upon expiration of the selected period. The renewed plan will have a commitment period equal to that originally selected by the customer and the plan will be considered new.

If the customer notifies the Telephone Company of its choice within the first sixty days of the date of renewal, the customer may cancel the renewal plan and subscribe to any then effective Multiple Access Digital Plan or continue the renewal plan. If within the first sixty days of the date of renewal, the customer elects to cancel the renewed plan and subscribe to the service on a month to month basis or subscribe to a then effective Multiple Access Digital Plan, termination liability will not apply.