

Effective: December 13, 2013

**USER GUIDE****1. Using The Product Guide****A. Description**

This Product Guide includes the rates and the terms and conditions associated with detariffed residential and business service charges, bundled services, competitive local exchange services, local calling plans and associated services.

**B. Explanation of Symbols**

When changes are made to any tariff page, a revised page will be issued cancelling the tariff page affected; such changes will be identified through the use of the following symbols:

- (C) Changed Regulation
- (D) Discontinued Rate or Regulation
- (I) Increased Rate
- (M) Move of tariff material to a different page or location on a page
- (N) New Rate or Regulation
- (R) Reduced Rate
- (S) Reissued Matter
- (T) Change in Text without Change in Rate or Regulation

The above symbols will apply except where additional symbols are identified at the bottom of an individual page.

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**D. Structure**

The Product Guide is comprised of currently offered, grandfathered and obsolete services. Currently offered services are available for subscription. Grandfathered and obsolete services are no longer offered for subscription. Following is a brief description of each section contained within the Product Guide:

**Section 0** introduces the End User to the Product Guide with the General Table of Contents, the Title Page and the Guide Index.

**Section 1** clarifies the Terms and Conditions under which products and services are offered to the End User.

**Section 1A** contains the regulations applicable to the Two-Tier Payment Plan. The Two-Tier Payment Plan is an optional method of payment which provides monthly rates consisting of two tiers.

**Section 1B** explains the installment payment plan for residence and business nonrecurring charges. The Installment Payment Plan is an optional payment plan for all nonrecurring charges except repair work charges.

**Section 1C** – contains the Detariffed Service Agreement

**Section 1D** contains regulations applicable to a Variable Term Payment Plan (VTPP). The Variable Term Payment Plan is a payment plan which allows customers to pay a fixed monthly rate for service over one of several optional payment periods.

**Section 1E** explains the Telephone Company's Limitation of Liability in the event of a commercial power failure.

**Section 1F** clarifies that the Verizon Client Advantage Program for Regulated Services (VCAP-R) has been withdrawn from service.

**Section 2** explains the provision of the Alerting and Reporting System for Universal Emergency Service (911).

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**USER GUIDE****1. Using The Product Guide (Continued)****D. Structure (Continued)****Section 2B** (Canceled and Withdrawn)

**Section 3** contains the regulations applicable to The Telecommunications Service Priority (TSP) system. The TSP System is a service, developed to meet the requirements of the Federal Government, which provides the regulatory, administrative and operational framework for the priority installation and/or restoration of National Security Emergency Preparedness (NSEP) telecommunications services.

**Section 4** defines the parameters for the application of Business and Residence rates.

**Section 5** details Directory Listings Service that does not include Classified Telephone Directory Listings.

**Section 5A** explains the regulations for Business Category Search service.

**Section 5B** (Canceled and withdrawn)

**Section 5C** details the provision of Referral Services. Referral Services announce to the calling party the status of a called party's number and, when appropriate, refer the calling party to a number(s) where the called party can be reached for a specified time period

**Section 5D** contains the regulations and rates for Directory Listings Service.

**Section 6** explains the regulations associated with Automatic Meter Reading (AMR) Service. AMR Service provides a public utility or other entity providing metered gas, water and/or electric services (AMR Customers) with access to its end users' meters where facilities permit via Telephone Company Central Office Special Access Circuit (COSAC) Common Equipment and end user Exchange Access Lines in order to read meters.

**Section 9** explains Construction and Attachment Services and Charges.

**Section 10A** details the regulations and charges for Individual Line Business and Residential IntelliLinQ® BRI Service.

**Section 10B** details the regulations and charges for IntelliLinQ® PRI Service.

**Section 11** details the regulations and charges for Channels Service. A channel is defined as a transmission path between two points over which a single category of communications service is provided, usually furnished between different premises of the same customer within the same or different exchange areas.

**Section 12B** details the regulations and charges for Voice Messaging/Mail Services (VMS). Voice Mail provides automated 24-hour telephone answering capability.

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**USER GUIDE****1. Using The Product Guide (Continued)****D. Structure (Continued)**

**Section 13** explains the regulations and charges for Premium Time Work. Charges for premium time work are incurred when installations and changes are made before or after the Telephone Company's regular business hours.

**Section 16** explains the regulations and charges for Pay Telephone Lines (PTL). Pay Telephone lines (PTL) are individual dial tone lines for use by payphone service providers, location owners and interexchange carriers to connect coin, coinless or combination coin/coinless pay telephones to the Telephone Company's network.

**Section 18** delineates the provision of Centrex Central Office Service that is provided by the Telephone Company. Centrex Central Office (Centrex CO) Service consists of dial switching equipment and special intercity facility terminals located on Telephone Company premises interconnected with customer-provided stations on the customer's premises to provide intercommunication among the customer-provided stations and access to the exchange network and the intercity facilities. Centrex Central Office Service is grandfathered and no longer available for purchase.

**Section 18A** (Grandfathered) details the Centrex Central Office Services that are obsolete and not available for new installations.

**Section 18B** (Grandfathered) explains the Provision I and Provision II pricing options for Centrex Central Office Service. These options are grandfathered and no longer available for purchase.

**Section 18C** delineates the provision of Centrex Central Office Service II that is provided by the Telephone Company. Centrex Central Office Service II consists of dial switching equipment and special intercity facility terminals located on Telephone Company premises interconnected with customer-provided stations on the customer's premises to provide intercommunication among the customer-provided stations and network access and the intercity facilities. This service offering requires special central office equipment and is provided only where such central office equipment is available.

**Section 18D** explains the Provision I and Provision II pricing options for Centrex Central Office Service II.

**Section 19A** explains the provision of Secretarial Service, which permits a telephone answering service (TAS) to answer incoming calls on the dial tone lines of one or more of their clients by means of customer-provided secretarial equipment.

**Section 20B** Reserved for Future Use

**Section 20C** details the regulations and charges for Dial Tone Line Connection service, and lists miscellaneous residential and business nonrecurring service charges.

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**USER GUIDE****1. Using The Product Guide (Continued)****D. Structure (Continued)**

**Section 20D** refers to Link-Up America service having been revised per the Federal Communications Commission as of 6/16/2012, and being available ONLY to Native American Lifeline and Residents of Native Tribal Lands.

**Section 20E** details the regulations pertaining to Lifeline Service.

**Section 24** outlines Supplemental/Additional services provided by the Telephone Company. The services included are, Branch Exchange Services, Bridged Line Service, Control Equipment for Exchange Access Lines, Data Access Arrangement, Uniform Call Distribution Service, Preferred Telephone Number Service, Messaging Services Interface, Direct Inward Dialing Service, Uniform Call Distribution Service, Messaging Services Interface/Premier Messaging Services Interface and Ring Count Change Interface,

**Section 24C** defines Verizon Access Number(s) (VAN) Single Rate Service. VAN Single Rate Service is a station-to-station service where a customer dials the VAN then follows the prompts to dial the called number so that the call can be charged to a calling card or completed as a collect call without the aid of an operator. It does not include station-to-station service where the call defaults to an operator.

**Section 25** outlines the regulations for the Suspension of Telephone Service.

**Section 26** defines the interconnectedness of local service available to and from two-way mobile and to one-way paging units of Miscellaneous Common Carriers specified in the Product Guide.

**Section 27** details the regulations and rates for Message Toll Telephone Service. Message toll telephone service furnishes facilities for telephone communication between telephones in different local service areas of the same LATA. The toll service charges specified in the Product Guide are in payment for all service furnished between the calling and called telephones.

**Section 28** specifies the rate centers and central offices in the State of Delaware, and outlines the application of rates in accordance with the V-H (vertical and horizontal) coordinates used in determining mileages for message toll telephone service, as provided by Verizon Delaware LLC.

**Section 29** (Grandfathered) defines the provision of Outward Wide Area Telecommunications Service (Outward WATS) and Toll Free Service (Inward WATS) within the state of Delaware. Outward WATS provides dial type telecommunication from an intrastate Outward WATS access line, which is a facility arrangement provided for the purpose of originating intrastate Outward WATS calls. Each such line is arranged at the customer's option for outward service. Toll Free Service provides for dial type telecommunication originated to a Toll Free Service access line from regular exchange service telephone lines. Special access codes established for Toll Free Service are 800 and 888. Wide Area Telecommunications Service is grandfathered and no longer available to new customers.

**Section 30** details the regulations and rates for Time and Charge Service. Time and Charge is a special access line to a customer's premises for the purpose of completing calls originated from the customer's location.

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## 1. Using The Product Guide (Continued)

## D. Structure (Continued)

**Section 30A** explains the application of Transfer of Toll Charge Service. This service is furnished in areas where Remote Call Forwarding (RCF) is not available. Transfer of toll charge service is furnished when a subscriber desires to have charges for toll calls to his or her telephone from telephones in one or more exchanges which he or she selects, transferred to his or her account.

**Section 30B** summarizes Time of Day Service, whereby a Telephone Operator will provide the time as shown by the Telephone Company's standard clocks.

**Section 30C** outlines the regulations and rates for residential Touch-Tone Calling Service. Touch-Tone Calling provides for the origination of calls by means of customer-provided instruments equipped for tone-type address signaling. Touch-Tone Calling Service is furnished only where facilities are available.

**Section 30D** details Verizon's Optional Dialing Services for residential and business customers, i.e. Speed Dialing, Busy Redial and Big Deal.

**Section 30D.1** describes the provision of Verizon IQ® Services. Verizon IQ Services employ a dedicated signaling network between central offices to pass information over computer data links: Talking \*69, Priority Call, Select Call Forwarding, Call Block and Call Trace. The services can be activated/used by either dial-pulse (rotary) or Touch-Tone line dial tone service. The central office-based call management services forward the calling party's number to the terminating central office, where facilities permit. These services work only on calls that originate from and terminate in central offices that are connected by the dedicated signaling network. They provide a variety of subscription and usage-sensitive priced, user-programmable features that manage calls based on customer input directions to the network.

**Section 30E** pertains to Verification Service, which has been canceled and withdrawn from the Product Guide.

**Section 30F** details the regulations for Remote Call Forwarding (RCF) Service. RDF is a special reverse charge service whereby a call to a telephone number in one exchange (the call forwarding location) is automatically forwarded by Telephone Company central office equipment to another telephone number in the same or different exchange. One RCF path is required for each call simultaneously forwarded. This service is offered only where the terminating telephone number can be dialed direct via the public switched network. Remote Call Forwarding is grandfathered for residence and no longer available to new customers.

**Section 30G** outlines the regulations and charges for Switched Redirect Service. Switched Redirect Service is a service that, when activated by the customer, will redirect all or part of the customer's incoming switched voice and data calls to another location(s) of the customer's choice.

**Section 30H** contains the regulations and rate for Touch-Tone Transmitting Service, a Central Office service that passes the called telephone number over facilities to a distant switching system using Touch-Tone type signals.

**Section 30I** (Grandfathered) details the regulations and charge for Do Not Disturb Service. Do Not Disturb Service is an optional incoming call management service that provides residential customers the ability to block or allow incoming calls to their line.

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**USER GUIDE****1. Using The Product Guide (Continued)****D. Structure (Continued)**

**Section 30J** describes Verizon Easy Number Service regulations and rates. Verizon Easy Number Service permits customized call routing to a specific location using a defined geographical area or the caller's NXX. Verizon Easy Number Service is grandfathered and no longer available to new customers.

**Section 30K** explains Call Gate Service, which gives customers the ability to allow, or not allow, outgoing calls from their line. Call Gate Service is grandfathered for residence and no longer available to new customers.

**Section 30L** outlines the provision of Verizon Local Package Extra and Verizon Local Package Services. Verizon Local Package Extra and Verizon Local Package are grandfathered for residence and no longer available to new customers.

**Section 30M** delineates the Optional Discount Plans available to residence customers for subscription. Optional discount plans offer subscribing customers a discount on bundled residential service.

**Section 30N** presents WorkSmart Package options that are available to business customers for subscription. The WorkSmart Package provides business customers with an option to receive discounts by subscribing to one of seven feature packages, depending upon their business and telecommunication needs.

**Section 30O** describes the regulations and rates for Business Traffic Study Service. The Business Traffic Study is performed at the customer's request, and provides performance reports of call capacity for originating and terminating traffic on access lines or hunt groups. The traffic study report enables business customers to determine how many calls terminate successfully as opposed to the number of calls that reach a station-busy condition.

**Section 30P** details the regulations and rates for Custom Redirect Service. Custom Redirect Service is a service that, when activated by the customer, will redirect all or part of the customer's incoming switched voice and data calls to another location(s) of the customer's choice. The redirection can occur on a permanent basis, automatically according to predetermined parameter and/or upon command by the customer.

**Section 30Q** details the regulations and rates for business Unlimited Dial Tone Line (DTL) and Unlimited **CustoPAK<sup>SM</sup>** Packages. Unlimited DTL and Unlimited **CustoPAK<sup>SM</sup>** Basic Packages are optional business flat-rated usage packages with a network access line, calling features and certain non-regulated standard business voice messaging mailboxes offered for a one-year or three-year term commitment.

**Section 30R** details the terms, conditions and rates for Unlimited Toll Usage Plan for Business, an optional calling plan which includes unlimited intraLATA toll voice usage for a flat monthly rate.

**Section 31** outlines the rules and regulations pertaining to customer premises connection with certain facilities of others. Customer premises terminal equipment and inside wire and customer premises communications systems may be connected with the facilities furnished by the Telephone Company in accordance with provisions of Part 68 of the Federal Communications Commission's Rules and Regulations, and specific provisions included in the Verizon Delaware LLC Product Guide.

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**USER GUIDE****1. Using The Product Guide (Continued)****D. Structure (Continued)**

**Section 32** contains selected terms and definitions for products and services contained with the Verizon Delaware LLC Product Guide.

**Section 33** defines the regulations and rates for Interactive Distance Learning. Interactive Distance Learning will permit full-motion, interactive video and audio transmissions, at any given point in time, between one host site and up to three remote sites. The network can broadcast up to three live audio and video signals to any site on the network.

**Section 34** details the regulations, offerings and rates for Electronic Service Packages (ESP). ESP are arrangements of Central Office features furnished to Individual Line customers having two or more TOUCH-TONE\* exchange access lines located on the same premises.

**Section 35** defines the terms and charges for Directory Assistance Access Service. Directory Assistance service provides Directory Access Service to the Directory Assistance service location, use of Directory Assistance access equipment, and use of Directory Assistance operators to provide telephone numbers.

**Section 35A** (Grandfathered) details the regulations and rates for the provision of Frame Relay Service (FRS). FRS is a data communications service that provides for data connectivity between/among widely distributed locations. FRS routes Frame Relay Data Units between a customer's premises, within a LATA, using assigned Permanent Virtual Circuits (PVCs) over access facilities utilizing a switch dedicated to FRS and other high-speed data services. Frame Relay Service is grandfathered and no longer available to new customers.

**Section 35C** clarifies that a previous offering of ATM Cell Relay Service has been canceled and withdrawn from service.

**Section 35C.1** clarifies that a previously grandfathered ATM Cell Relay Service has been canceled and withdrawn from service.

**Section 35C.2** details the current regulations and rates for the provision of Asynchronous Transfer Mode (ATM) Cell Relay Service (CRS). ATM CRS is a telecommunications transport and switching service that provides for high-speed connectivity between Customer-designated locations. ATM CRS consists of a User Network Interface (UNI). This interface is available in various configurations including Port With Access Line Connection and Port Only Connection, with either incremental or full bandwidth. Asynchronous Transfer Mode (ATM) Cell Relay Service is grandfathered and no longer available to new customers.

**Section 35D** specifies the regulations and rates for the provision of Transparent LAN Services (TLS). TLS are high speed fiber-based data services which use a shared optical transport network to allow for the interconnection of Local Area Networks (LANs) across selected metropolitan areas. TLS creates a network with the ability to function as a shared public network. TLS protects data privacy by using specialized screening software that permits subscribers to access only their data.

**Section 35E** outlines the terms and rates for Switched 56 Kilobit Service. This service provides the end user with the ability to send and receive data at a speed of 56,000 bits per second over the Public Switched Network (PSN).

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## 1. Using The Product Guide (Continued)

## D. Structure (Continued)

**Section 35F** defines the regulations and rates for IP (Internet Protocol) Routing Service (IPRS). IPRS provides for the collection, concentration and management of the customer's traffic within a LATA. IPRS consists of network routers located at LATA hub sites that will collect the customer's end user traffic and concentrate it for connection and transport over a Verizon Packet Data Service to a customer's designated location.

**Section 36** contains regulations, rates and charges applicable to the provision of High Capacity Private Line and other miscellaneous services. High Capacity Private Line Services are digital communications channels which connect customer premises, serving wire centers or combinations thereof. Channels may be provided in the same wire center or in different wire centers on a two-point or multipoint basis. Connections will be made directly through a serving wire center or through a Telephone Company Hub.

**Section 36A** details the regulations and rates for **FlexGrow** Service. **FlexGrow** Service is an intra-exchange multifunctional digital service for business customers that provides voice and high-speed data services on an integrated basis over a single high-capacity T1 facility. The service requires channel bank equipment to be provided by the client on the client's premises to terminate the T1 (DS1) facility. The customer premises equipment (CPE) is not a part of the regulated service but must be compatible with the equipment in the serving Central Office of the customer, which has been canceled and withdrawn from the Product Guide.

**Section 36B** details the regulations, rates and charges for Private Line Service. Private Lines are communications channels which connect either through analog or digitally, to customer premises, serving wire centers or combinations thereof. Channels may be provided in the same wire center or in different wire centers on a two-point or multipoint basis. Connections will be made directly through a serving wire center or through a Telephone Company Hub. Private Lines include all Access channels and all Private Line channels not utilizing Telephone Company end office switches.

**Section 37A** outlines the regulations and rates for Work at Home Billing Service User. The Work at Home Billing Service (WAHBS) is a service purchased by a business for its employees to allow the use of their residential phone for business and automatically bill the calls to the business account. Work at Home Billing Service is withdrawn for residential service.

**Section 37B** details the regulations and rates for Virtual Private Network Solutions. Virtual Private Network Solutions (VPNS) is a business calling service that allows usage generated by or authorized to subscribed business lines to receive customized treatment. Calls can originate from telephone numbers included in a customer's private dialing plan database (on-net) or from customer designated on-net locations (Centrex lines, PBX trunks, ISDN lines or POTS lines) or from off-net locations (telephone numbers not designated as on-net by the customer) provided pre-defined remote access control parameters are fulfilled. With this service, business customers are able to pre-select call routing instructions and screen call patterns.

**Section 38** details the regulations and rates for Single Line Business PAK. Single Line Business PAK is an optional business flat-rated usage package with a network access line, calling features and specified non-regulated services offered for a one-year or three-year term commitment. Single Line Business PAK is grandfathered and no longer available to new customers.

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**USER GUIDE****1. Using The Product Guide (Continued)****D. Structure (Continued)**

**Section 39** contains the regulations and rates for the provision of Solutions for Business Bundle. Solutions for Business Bundle is an optional business package that includes a network access line (or CustoPAK), calling features and Voice Messaging service offered for a month-to-month or two-year term commitment as well as three additional line types that are offered on a month-to-month basis.

**Section 40** explains the terms for Termination of Services furnished by Verizon Delaware LLC, unless otherwise stated in other Sections of the Product Guide

**Section 41** sets forth the Schedule of the terms, conditions, and pricing for collocation services under which Verizon offers to provide to any requesting Competitive Local Exchange Company (CLEC). The services contained in the Schedule are in addition to those being provided and/or available on an individual contract basis between Verizon and the CLEC.

**Section 42** contains the schedule of rates and specific regulations applicable to local exchange dial tone lines furnished within all exchange areas in Delaware and to local usage generated by the lines. The Dial Tone Line provides customers with access to the telephone network. The term Dial Tone Line applies to PBX trunks and Centrex lines, as well as individual and party lines. Dial tone line rates are based upon density cells (density cells are based on the number of working access lines per square mile in a given exchange), which are categorized as density cell 1, 2 or 3. Each exchange is assigned a density cell, and a specific dial tone line rate applies for each density cell.

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**USER GUIDE****1. Using the Product Guide (Continued)****E. Navigating The Product Guide**

- 1) Using Adobe search capabilities:
  - a) To search the Product guide using "Adobe Search", you must have Adobe Acrobat Reader installed on your computer
  - b) Select the Verizon Delaware Product Guide (DEVICA0) located under the Non-Tariff Documents option, and click to open.
  - c) Upon opening the Guide, you will see a list of Sections available for viewing. After selecting the section you'd like to search, you can manually scroll through the section, or you can move your cursor down the page you are viewing. You will see the "Acrobat Tool Bar" appear at the bottom center of the page. At the far right side of the toolbar, you will see the scrolling Adobe symbol. Click on the Adobe symbol. On the left hand side of the page, three (3) photo options will appear. Click on the bottom photo of binoculars to engage the search function. Type the subject for which you are searching into the box.
  - d) Using the search results, determine which sheet(s) of the Product Guide has the information you are interested in viewing.
  - e) If you do not find what you are looking for in a particular Section, close the Section. Using the same method as in "c" above, search another section of the Product Guide.
  - f) You can print selected pages by choosing "File", in the upper left hand corner of the page, then select "Print" from the pull-down menu. When the "Print" box appears on your screen, you can select the pages that you want to print. Under "Pages to Print", you can select to print "All" of the pages in a section, only the "Current page" that you are viewing, or you can select to print a range of "Pages" by entering the range into the box located next to the "Pages" option (ex: 1-4).
  - g) The Adobe search feature will work in each individual section of the Product Guide.

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**USER GUIDE****1. Using the Product Guide (Continued)****E. Navigating The Product Guide (Continued)****2) Using the "Find" function:**

- a) To search the Product Guide using the "Find" function, you must have Adobe Acrobat Reader installed on your computer.
- b) Select the Verizon Delaware Product Guide (DEVICA0) located under the Non-Tariff Documents option, and click to open.
- c) Click on the preferred section to find the subject for which you are searching.
- d) After opening the "Section", You can manually scroll through the section, or you can use the "Find" function, located on the "Edit" pull down menu in the upper left hand corner of the page. To use the "Find" function, click on "Edit" and Select "Find".
- e) A small text box will appear on the upper right hand side of the page. Type the word(s) that you would like to search, into the box.
- f) Using the search results, determine the information in the Product Guide you are interested in viewing.
- g) If you do not find what you are looking for in a particular Section, close the Section. Using the same search method as described above, search another section of the Product Guide.
- h) You can print selected pages by choosing "File", in the upper left hand corner of the page, then select "Print" from the pull-down menu. When the "Print" box appears on your screen, you can select the pages that you want to print. Under "Pages to Print", you can select to print "All" of the pages in a section, only the "Current page" that you are viewing, or you can select to print a range of "Pages" by entering the range into the box located next to the "Pages" option (ex: 1-4).
- i) The "Find" search function will work in each individual section of the Product Guide.