PART II - LONG DISTANCE

SECTION 3 - DESCRIPTION OF SERVICE

3.1 Availability of Service

Carrier offers resold interexchange telecommunications service, subject to the terms and conditions of this Tariff. Service is available 24 hours per day, seven days per week.

PART II - LONG DISTANCE

SECTION 3 - DESCRIPTION OF SERVICE (Continued)

3.2 Service Offerings

3.2.1 Long Distance Message Telecommunications Service

Effective April 22, 2013, this service is no longer available to new customers. Existing customers will be grandfathered until the expiration of the applicable service term of their contract. During grandfathering, the terms and conditions of such contracts will continue to apply. Customer may make moves, adds, and changes to the service during grandfathering. (C) (C)

For the purpose of rate application, one of the following classes of service may apply to a given call:

Customer Dialed Direct Station-to-Station
Operator Assisted Station-to-Station
Customer Dialed Calling Card Station-to-Station
Operator Assisted Calling Card Station-to-Station
Person-to-Person

Carrier may refuse to accept Calling Cards for which validation is not received from the issuing carrier.

A. Customer Dialed Direct Station-to-Station

Customer Dialed Direct Station-to-Station Service allows:

1. the person originating the call to dial the telephone number desired without the assistance of an Operator and the call is billed to the calling station. (It does not include calls from public or semi-public coin telephones); or

2. should equipment capability preclude 1. above, the person originating the call dials the Operator, who places a Station-to-Station call in which the call is billed to the calling station.

PART II - LONG DISTANCE

SECTION 3 - DESCRIPTION OF SERVICE (Continued)

3.2 Service Offerings (Continued)

3.2.1 Long Distance Message Telecommunications Service (Continued)

B. Operator Assisted Station-to-Station

Operator Assisted Station-to-Station Service allows calls to be completed with the assistance of an Operator.

C. Customer Dialed Calling Card Station-to-Station

Customer Dialed Calling Card Station-to-Station service allows the person originating the call to:

1. dial Carrier provided 800 number;

2. at voice prompt:
   - enter personal 14 digit calling card number,
   - enter area code and number Customer wishes to call, or
   - for international calls, dial 011 + country code + city code + phone number;

3. for incorrect dialed calls, press ### and redial; or

4. press 0 to speak with a Customer Service Representative.

D. Operator Assisted Calling Card Station-to-Station

Operator Assisted Calling Card Station-to-Station Service provides for the person originating the call to dial the Carrier provided 800 number, press 0 to speak to an operator and place a Calling Card Station-to-Station call.

If the call originator requests Carrier's operator to complete a call when equipment the caller is using allows customer-dialed calls, a per call surcharge will be assessed at Operator Assisted Calling Card Call Completion rates found in Section 5.

Call completion charges will not apply for the hearing and speech impaired or where equipment does not allow customer-dialed calls.

PART II - LONG DISTANCE

SECTION 3 - DESCRIPTION OF SERVICE (Continued)

3.2 Service Offerings (Continued)

3.2.1 Long Distance Message Telecommunications Service (Continued)

E. Person-to-Person

Person-to-Person service allows the person originating the call to specify the particular party to be reached by an Operator. Carrier does not undertake to bring a called party to a station who cannot be readily reached at the called station. That party may be:

1. a person.

2. a mobile station through miscellaneous Common Carrier attendant.

3. a station, department, or office through a PBX attendant.

After the called station has been reached, if the calling party requests or agrees to speak to a party other than the party initially specified, the call is still classified as Person-to-Person. The calling party is responsible for identifying the party at the called station.

Person-to-Person charges also apply when the person originating the call asks an Operator to make arrangements with a called party to establish a call at a specified time.

PART II - LONG DISTANCE

SECTION 3 - DESCRIPTION OF SERVICE (Continued)

3.2 Service Offerings (Continued)

3.2.2 Reversal of Charges (Collect), Calling Card or Bill to Third Number Service

Operator Assisted Station-to-Station or Person-to-Person calls will be billed in one of the following ways:

A. Collect - call is billed to the called station;

B. Calling Card - call is billed to a calling card;

C. Third Number - call is billed to a third number.

If Customer subscribes to a plan, then plan rates apply, otherwise the regularly established Operator Assisted Station-to-Station or Person-to-Person rates apply.

Collect calls are permissible between all stations except that the Collect Call option is not available for calls to a public or semi-public coin station. In order to reverse charges for collect calls, charges must be accepted at the called station.

PART II - LONG DISTANCE

SECTION 3 - DESCRIPTION OF SERVICE (Continued)

3.2 Service Offerings (Continued)

3.2.3 Directory Assistance

Directory Assistance Service provides Customers assistance in determining intrastate telephone numbers. The per call rate for Directory Assistance is that set forth in Section 5.2.

A. Regulations

1. Direct dialed Directory Assistance Service calls are dialed by Customer and completed without the assistance of an operator. The services of an operator are not to be used in connection with the completing of direct dialed Directory Assistance Service calls except in the following cases:

   a. To reach the called Directory Assistance Service number where direct dialing facilities are not available.

   b. To reach the called Directory Assistance Service number when attempts by Customer to direct dial such a call cannot be completed.

   c. To record the originating telephone number where no automatic recording equipment is available.

2. Customers placing a call to Directory Assistance may obtain the telephone number for a maximum of two listings per call. The Directory Assistance Charge applies whether or not the Directory Assistance bureau furnished the requested telephone number(s), (e.g., where the requested telephone number is unlisted, non-published or unavailable).

   Single business lines may be registered for exemption with Carrier in those instances when one of the users of the line is certified as hearing and/or speak impaired as defined by the Federal Register, Vol. 35, No. 126.

PART II - LONG DISTANCE

SECTION 3 - DESCRIPTION OF SERVICE (Continued)

3.2 Service Offerings (Continued)

3.2.3 Directory Assistance Service (Continued)

A. Regulations (Continued)

3. Calls placed to intrastate Directory Assistance via an Operator, instead of direct dialed by Customer, will be assessed an Operator Assisted Service Charge in addition to the Directory Assistance Per Call charge. This surcharge is billed at the Operator Assisted Service Charge rate as specified in Section 5.2.

B. Limitations

1. Carrier assumes no responsibility or liability for any errors in the information furnished. The caller shall indemnify Carrier and hold it free and harmless of and from any and all claims, demands or damages that shall arise from the use of the service.

2. This service is furnished solely for the telephone calling purposes of the caller.

Rates for this service are located in Section 5.2.

PART II - LONG DISTANCE

SECTION 3 - DESCRIPTION OF SERVICES (Continued)

3.2 Service Offerings (Continued)

3.2.4 Large Business Voice II Service (T)

This service is no longer available to new Customers, effective August 1, 2002. (N)

A. General

Business Customers who generate total annual long distance charges of $24,000 up to $360,000 may enroll in this plan. This plan offers fixed-rate voice grade service. Intrastate is an add-on to Carrier's interstate offering.

Customer must select a one, two, or three-year term commitment. Customer must commit to a minimum annual dollar amount of $24,000, $36,000, $48,000, $60,000, $84,000, $120,000, $180,000, $240,000, $300,000 or $360,000 per year. Eligible dollar amounts will consist of Customer's total domestic and international outbound usage, domestic inbound usage, calling card usage and surcharges, Monthly Recurring Charges (MRCs), including other usage and charges for Carrier's full range of regulated services, except for VIN E-800 which is excluded. Data usage contributes to eligible dollar amounts when Customer signs a contract that contains both voice and data services.

Rates for this service are in Section 5.2.

B. Restrictions

Service provided over Wide Area Telephone Service (WATS) lines, mobile service, pay station, residential lines, and lines with Handicap discounts are not eligible for this plan.

Usage charges for Operator Assisted calls (0+, 0-) Third Number Billed or Collect calls will be counted toward Customer's minimum annual commitment only for Customer lines included in this plan. Customer must specify all lines to be included under this plan. Operator service charges (0-, 0+, Third-Number Billed and Collect calls) and Directory Assistance calls will not be discounted, but are included in Customer's commitment level.

PART II - LONG DISTANCE

SECTION 3 - DESCRIPTION OF SERVICES (Continued)

3.2 Service Offerings (Continued)

3.2.4 Large Business Voice Service II (Continued)

B. Restrictions (Continued)

When a term commitment expires, Customer will have 30 days to select another Carrier service plan. If Customer fails to notify Carrier within this time frame, Carrier will place Customer on pricing that corresponds to one-year term and $24,000 annual commitment level. The new rates will be effective on the first of the month following a 30-day grace period.

C. Rating of Calls

Calls will be sub-minute rated based on an initial period of 18 seconds, with the additional periods being billed in six second increments thereafter.

D. Rate Determination

Customer's fixed rates are determined by Customer's annual dollar commitment and the term of the agreement selected by Customer.

E. Minimum Revenue Commitment

If Customer does not achieve the minimum annual commitment level selected, they will be assessed the incremental difference annually. For example, if Customer commits to $24,000 annually and the actual long distance usage is $20,000, Customer will be billed for the $4,000 shortfall. In addition, the current rates will be re-negotiated based on the new adjusted commitment level.

F. Early Termination Charges

If Customer terminates the contract prior to fulfillment of the term selected, a 40% early termination charge (ETC) will be billed to Customer for the number of years remaining under Customer selected commitment.

PART II - LONG DISTANCE

SECTION 3 - DESCRIPTION OF SERVICES (Continued)

3.2 Service Offerings (Continued)

3.2.4 Large Business Voice Service II (Continued)

G. Local Access Facilities

Customer may arrange for local access facilities on its own, or may elect to have Carrier coordinate access arrangements. Access facilities arranged by Carrier will be billed to Customer at rates found by referring to Carrier's Federal Rate Schedule 3. Any special construction or non-standard charges assessed by the company supplying the local access will also be the responsibility of Customer.

H. Contract Liability Extension

If one of the first two conditions and the second and third provision exist, Carrier and Customer may agree to transition Customer to the next lower annual commitment level:

1. If after the ninth month in a one-year contract, Customer is not on schedule to reach their commitment level at the end of the 12 months. Or, if after the 11th month in a two- or three-year term contract, Customer is not on schedule to reach their commitment level at the end of the first year.

2. Customer must meet at least 75% of the original annual commitment level.

3. Customer must have an original annual commitment level no less than $36,000.

Upon agreement by both Carrier and Customer, Customer's rates will be re-negotiated based on the new adjusted annual commitment level either before the 12th month anniversary date in a one-year contract or within 45 days after the 12th month anniversary date in a two- or three-year term contract. This commitment term and volume will not be renegotiated more than once in any consecutive 18-month period. In conjunction with this re-negotiation, Customer will be assessed five percent on the actual long distance usage billed for the subject year. For example, if Customer's original annual commitment was $48,000 for a two-year term and Customer's actual long distance usage for the first 12 months is $38,000, then Customer has the option to adjust the commitment level to $36,000 for a new two-year term. However, Customer will be billed five percent of the $38,000, which is $1,900.

If Customer does not re-negotiate the commitment level, the original contract term remains in-place and the minimum annual revenue commitment stated in E., based on the original contract term, will be assessed.

PART II - LONG DISTANCE (N)

SECTION 3 - DESCRIPTION OF SERVICES (Continued)

3.2 Service Offerings (Continued)

3.2.4 Large Business Voice II Service (Continued)

Early Termination Charges

If Customer terminates the contract prior to fulfillment of the term selected, an Early Termination Charge (ETC) of 40% of Customer's annual commitment will be billed to Customer for the number of years remaining under Customer-selected commitment.

Customer will not be liable for termination charges for a specified service if a new service of the same type and of equal or greater charges is ordered, and the order is received by Carrier during the same calendar year in which the original service is discontinued by Customer, provided the expiration date of the contract plan for the new service is on or after the expiration date of the terminated plan. (N)

PART II - LONG DISTANCE

SECTION 3 - DESCRIPTION OF SERVICES (Continued)

3.2 Service Offerings (Continued)

3.2.5 Calling Card Options - Conference Calling

Customers may use Carrier's Calling Card to make conference calls, which may include up to eight different parties. Conference call surcharges are in lieu of normal calling card surcharges. Operator surcharges will apply if an operator is used in setting up the call. Per minute rates apply on a per leg basis.

Rates for this service are found in Section 5.3.

3.2.6 Great Connections Service

This service is no longer available for new Customers. (C)

A. General

Business Customers who generate $1,000 - $2,000 per month in long distance charges can enroll in this service. Service is available for switched voice service only and offers fixed rates for both inbound and 1 + dialed outbound domestic calls. Calls which utilize a dial-around method are not eligible for the Great Connections Service. Intrastate is an add-on to Carrier's interstate service offering.

Customer must select a one or two year term plan, and must commit to a minimum revenue amount of $10,000 per year. Eligible commitment revenue consists of Customer's total 1+ domestic usage, international outbound usage, ITFS usage, domestic inbound usage, calling card usage and surcharges, Monthly Recurring Charges (MRCs), including other usage and charges for Carrier's full range of regulated services except for VIN E-800 and data usage, which is excluded.

Rates for this service are in Section 5.4.

B. Conditions/Restrictions

New business Customers and existing business Customers who have met all current contract requirements are eligible for this service. Service must be stand alone voice service. All other restrictions and conditions applicable for Large Business Voice Service apply to this service, unless otherwise stated.

When a term commitment expires, Customer will have 30 days to select another Carrier service plan. If Customer fails to notify Carrier within this time frame, Carrier will place Customer on pricing that corresponds to a one-year term plan. The new rates will be effective on the first of the month following a 30-day grace period. (N) (N)

Material omitted from this page now appears on Page 74.1.

PART II - LONG DISTANCE

SECTION 3 - DESCRIPTION OF SERVICES (Continued)

3.2 Service Offerings (Continued)

3.2.6 Great Connections Service (Continued)

C. Minimum Revenue Commitment (M)

If Customer does not achieve the annual commitment level, they will be assessed the shortfall difference annually. For example, if Customer does not meet his $10,000 annual commitment and bills only $8,000 in long distances charges, then Customer will be billed the $2,000 shortfall. In addition, the current rates will be re-negotiated based on the new adjusted commitment level. (M)

D. Early Termination Charges

If Customer terminates the contract prior to fulfillment of the term selected, an Early Termination Charge (ETC) of 40% of Customer's annual commitment will be billed to Customer for the number of years remaining under Customer-selected commitment.

Customer will not be liable for termination charges for a specified service if a new service of the same type and of equal or greater charges is ordered, and the order is received by Carrier during the same calendar year in which the original service is discontinued by Customer, provided the expiration date of the contract plan for the new service is on or after the expiration date of the terminated plan.

Material appearing on this page previously appeared on Page 74.

PART II - LONG DISTANCE

SECTION 3 - DESCRIPTION OF SERVICES (Continued)

3.2 Service Offerings (Continued)

3.2.7 Voice Intelligent Network - Enhanced Toll Free Service

A. General

Voice Intelligent Network - Enhanced Toll Free service allows a single toll free number to terminate at multiple locations or service groups determined by a customized routing set. The toll free number may be terminated at a switched, dedicated or a combination of both locations. This service allows Customer to maintain a controlled call volume while providing various transfer features and other options including enhanced routing and interactive voice response. This service may be sold as a standalone product. Service is available where facilities and conditions permit. Rates are found in 5.5.

B. Restrictions

Service provided over Wide Area Telephone Service (WATS) lines, mobile service, payphone lines, residential lines, and lines with Handicap discounts are not eligible for this plan.

When a term commitment expires, Customer will have 30 days to select another Carrier service plan. If Customer fails to notify Carrier within this time frame, Carrier will place Customer at the intrastate/interstate minute of use rate listed in this Tariff. Customer must sign a contract to qualify for the discount plan. The feature charges will remain the same. The new rates will be effective on the first of the month following a 30-day grace period. When Customer disconnects this service, Message Referral is provided for the first four months at no charge. Referral beyond four months is not available.

C. Scope

1. This Rate Schedule is applicable, subject to availability of facilities, where Customer desires to employ Carrier VIN E-800 service within the conterminous United States, Guam, Puerto Rico, Mariana Islands, and U.S. Virgin Islands.

2. Responsible Organization (Resp Org): Underlying carrier will perform the function of Resp Org, which includes: 1) search for and reservation of toll free numbers in the SMS/800; 2) creating and maintaining the toll free number Customer record in the SMS/800; and 3) provision of a single point of contact for trouble reporting.

D. Rating of Calls

Domestic calls will be sub-minute rated based on an initial period of 18 seconds, with the additional periods being billed in six second increments thereafter.

PART II - LONG DISTANCE

SECTION 3 - DESCRIPTION OF SERVICES (Continued)

3.2 Service Offerings (Continued)

3.2.7 Voice Intelligent Network - Enhanced Toll Free Service (Continued)

E. Rate Determination

Customer's fixed rates are calculated by determining Customer's annual dollar commitment and the term of the agreement selected by Customer. Customer must select one, two, or three-year term commitment and annual commitment levels of $120,000, $240,000, $360,000, $480,000, $720,000, or $960,000.

F. Minimum Revenue Commitment

If Customer does not achieve the annual commitment level, they will be assessed the incremental difference annually. For example, if Customer commits to $240,000 annually and the actual long distance usage is $200,000, then Customer will be billed for the $40,000 shortfall. In addition, the current rates will be re-negotiated based on the new adjusted commitment level.

G Early Termination Charges

If Customer terminates the contract prior to fulfillment of the term selected, an Early Termination Charge (ETC) of 40% of Customer's annual commitment will be billed to Customer for the number of years remaining under Customer selected commitment.

Customer will not be liable for termination charges for a specified service if a new service of the same type, and of equal or greater charges, is ordered, and the order is received by Carrier, during the same calendar year in which the original service is discontinued by Customer, provided the expiration date of the contract plan for the new service is on or after the expiration date of the terminated plan.

H. Local Access Facilities

Carrier will set up local access arrangements on behalf of Customer as requested for the Enhanced Toll Free services purchased. Any charges associated with the provisioning of the access circuits, including, but not limited to, local access charges, coordination charges, access service order charges, or any other charge associated with gaining access from Customer premise to the POP will be considered access charges. This includes any NRC incurred in association with obtaining access regardless of contract term. Any special construction or non-standard charges assessed by company supplying the local access will also be the responsibility of Customer. Any such access charge as described above will be passed through to Customer in accordance with Carrier agreement.

PART II - LONG DISTANCE

SECTION 3 - DESCRIPTION OF SERVICES (Continued)

3.2 Service Offerings (Continued)

3.2.7 Voice Intelligent Network - Enhanced Toll Free Service (Continued)

I. Add-On Service

International service is an add-on to Carrier's interstate plan and will utilize rates for Enterprise Connections Service as defined in Carrier's International Rate Schedule 2. (T)
(T)

J. Enhanced Routing Features

Enhanced Routing provides routing and control features which Customer may utilize by Voice Intelligent Network - Enhanced Toll Free. The routing features may be combined to create a customized routing plan for each Enhanced Routing number. Command Routing can be utilized to activate alternate routing plans by placing a call to designated Carrier personnel. The following are types of Enhanced Routing available to Customers.

1. Area Code Control

Allows Customer to route calls placed on the same toll free number to differing terminating locations, can be switched or dedicated, based on the originating area code of the caller and allows Customer to allow or block calls to a toll free number based on the originating area of the caller.

2. Area Code Routing

Enables Customer to have calls placed on the same toll free number routed differently based upon the originating area code of the caller.

A default routing is required for Area Code Routing. Permissible area codes include all area codes in the conterminous U.S.

Upon request, Carrier will update subscriber's Area Code Routing feature at no charge if the update is due to an area code split or a new area code being added to the North American Numbering Plan.

The proper usage rate based on point of call origination will be applied to each call.

PART II - LONG DISTANCE

SECTION 3 - DESCRIPTION OF SERVICES (Continued)

3.2 Service Offerings (Continued)

3.2.7 Voice Intelligent Network - Enhanced Toll Free Service (Continued)

J. Enhanced Routing Features (Continued)

3. Area Code/Exchange Control

Allows Customer to route calls placed on the same toll free number to different termination locations, can be switched or dedicated, based on the originating area code and exchange of the caller and allows Customer to block calls to a toll free number based on the originating area code and exchange of the caller.

4. Area Code/Exchange Routing

Enables Customers to have calls placed on the same toll free number routed differently based upon the originating area code and exchange of the caller. Exchanges cannot be divided for routing purposes. This feature requires the Area Code Routing feature to identify the area codes, and is not to be used as a stand-alone feature.

Default routing is required for Area Code/Exchange Routing. Customer will specify a separate routing for non-equal access calls when Automatic Number Identification (ANI) is not available.

Permissible area codes include all area code or exchanges in the conterminous U.S, Guam, Puerto Rico, Mariana Islands, and U.S. Virgin Islands.

5. Time of Day Routing

This feature allows Customer to have calls placed on the same toll free number routed to different locations during various times of the day.

Time of Day Routing will follow the national observance of daylight savings time.

The day may be divided into 15-minute increments, with up to 96 time intervals per 24-hour period. All time intervals must begin on the quarter clock hour.

Customer's time of day schedule must include the entire 24-hour day.

PART II - LONG DISTANCE

SECTION 3 - DESCRIPTION OF SERVICES (Continued)

3.2 Service Offerings (Continued)

3.2.7 Voice Intelligent Network - Enhanced Toll Free Service (Continued)

J. Enhanced Routing Features (Continued)

6. Day of Week Routing

Permits Customer to have calls placed on the same toll free number routed to different locations based upon the day of the week. Day of Week Routing will follow the national observance of daylight savings time.

7. Day of the Year Routing

This feature allows Customer to have calls to the same toll free number routed to different locations on specified days of the year. Dates are stored in a month/day format. Customer must revise Day of Year Routing schedules annually.

8. Call Allocation

This feature permits Customer to define routing of calls placed on the same toll free number on a percentage basis so that calls can be allocated to multiple locations. Percentages must be defined in whole numbers, with one percent as the smallest allocation percentage to any location. The total of all percentage allocations must be 100%.

9. Command Routing

Allows Customer to activate a different Enhanced Routing plan on command by placing a call to Carrier.

Customer may define up to 99 separate routing plans per toll free number.

Routing plans must be loaded in Carrier's network before they are available for activation on command.

Customer must have a minimum of two routing plans to be able to utilize this feature.

Command Routing charges do not apply if Customer uses the normal service order process to activate routing plans.

PART II - LONG DISTANCE

SECTION 3 - DESCRIPTION OF SERVICES (Continued)

3.2 Service Offerings (Continued)

3.2.7 Voice Intelligent Network - Enhanced Toll Free Service (Continued)

J. Enhanced Routing Features (Continued)

10. Dialed Number Identification Service - DNIS - is designed for applications where multiple toll-free numbers must terminate over a single service group. The terminating switch outpulses up to 10 digits so the toll-free number dialed can be identified. (C)

11. In-Band Real Time ANI delivery - Delivers the originating phone number to the service agent as part of call set-up, thus giving the agent information about his or her caller either as the call is received or just before. In-Band is available with existing T-1 or DAL facilities. In equal access areas, 10 digits are provided. In non-equal areas, only the area code is provided. (N)

12. Out-Of-Band Real Time ANI Delivery - Delivers the originating phone number to the service agent as part of call set-up, thus giving the agent information about his or her caller either as the call is received or just before. Out-Of-Band is available with ISDN Service. In equal access areas, 10 digits are provided. In non-equal areas, only the area code is provided. (N)

K. Interactive Toll Free Features

Allows callers to access information in Customers computer database and to receive that information using an ordinary touch-tone phone. This system also enables callers to execute certain transactions without the intervention of customer service personnel. This feature can be expedited.

1. Call Referral (T)

Transfers a call by connecting the caller to Customer's CPE. The call is routed based on caller-entered digits or by rotary default. Default routing, generally to a specified Customer location, must be specified or a generic default message will be played.

Material omitted from this page now appears on Page 82.1.

PART II - LONG DISTANCE

SECTION 3 - DESCRIPTION OF SERVICES (Continued)

3.2 Service Offerings (Continued)

3.2.7 Voice Intelligent Network - Enhanced Toll Free Service (Continued)

K. Interactive Toll Free Features (Continued)

2. Busy/Ring-No-Answer Treatment (T)

Allows Customer to specify how the call is to be routed if the Call Referral location is busy or does not answer. Different routing may be specified for a busy condition rather than for a Ring-No-Answer condition. The following routing treatments are available.

(a) Attempt to complete the call to the same location,

(b) Return to any point in the previous menu,

(c) Route to new menu, and

(d) Complete the call to a different location without any menu interaction.

3. Database Routing (T)

Used to specify routing based on either the digits a caller enters on the keypad or the caller's automatic number identification.

4. Back to Menu (T)

Returns caller back to the menu or message announcement for further routing.

5. Caller Transfer (T)

Provides routing based on the digits entered by the caller to another toll free number.

6. Menu/Message Replay (T)

Allows caller to return to a previous menu or announcement. The call may then be routed as appropriate.

PART II - LONG DISTANCE

SECTION 3 - DESCRIPTION OF SERVICES (Continued)

3.2 Service Offerings (Continued)

3.2.7 Voice Intelligent Network - Enhanced Toll Free Service (Continued)

K. Interactive Toll Free Features (Continued)

7. Agent Transfer (T)

Allows recipient of an Agent Transfer who is eligible for Call Referral to transfer a call to a Carrier toll free number.

(a) Direct Transfer (N)

(Blind Transfer) Agent transfers a caller to an alternate destination without verifying answer supervision.

(b) Two-way Agent Transfer

(Consult and Transfer) Agent waits for answer supervision, consults with secondary agent and hangs up.

(c) Three-way Agent Transfer

(Three-way Conference) Agent transfers a caller to an alternate destination, announces the call, and establishes a three-way conference with the caller and the secondary agent.

Agent transfer is ordered as either two-way or three-way. Two-way permits an agent to perform only direct, and consult and transfer. Three-way permits an agent to perform direct, consult and transfer, and three-way conferences. (N)

8. Security Codes (T)

Allows Customer to provide a list of valid codes, which can be used to allow or deny a caller access to any routing.

9. Caller-Entered Codes (T)

Caller-Entered Codes can be validated against a Customer-provided database to allow caller access to different routing options.

Material omitted from this page now appears on Pages 82.1 and 82.2.

by: Director - Tariffs
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PART II - LONG DISTANCE (N)

SECTION 3 - DESCRIPTION OF SERVICES (Continued)

3.2 Service Offerings (Continued)

3.2.7 Voice Intelligent Network - Enhanced Toll Free Service (Continued)

K. Interactive Toll Free Features (Continued)

10. IVR Building Blocks

A Building Block is a unit of construction or composition, also known as a feature or capability, used to create a program for Interactive Toll Free services. Interactive Toll Free services are created by using Building Blocks in virtually any combination to meet Customer's unique application needs. (N)

(a) Message Announcement (M)

Offers Customer a recorded voice message that may be used to assist in the routing of the call. The message announcement may provide a menu of options, information prior to call termination, or information prior to connecting to Customer's location without any caller interaction. (M)
Message Announcements are purchased in 30-second voice slots. A (C)
Message Announcement can be used with the call referral feature or as I
a stand-alone feature when the call terminates after the announcement. (C)

(b) Time/Day Variable Program (M)

Provides routing based on the time-of-day, day-of-week, or day-of-year. (M)

(c) Agent Transfer Speed Dial (N)

- Used in conjunction with Agent Transfer to facilitate the transfer process.
- Agent enters a 2 to 5 digit speed dials code instead of the entire domestic toll free number.
- Agent Transfer Speed Dial reduces the number of key strokes required to transfer a call and makes changes to telephone number transparent to those dialing them.
- Up to 3000 codes permitted per program. (N)

Stand-Alone Agent Transfer is a special type of Interactive Toll Free feature (T)
with Call Referral that provides automatic call termination to a Call Referral (M)
number without caller interaction. Nonrecurring and monthly recurring I
charges also apply. (M)

Material appearing on this page previously appeared on Pages 80 and 82.

PART II - LONG DISTANCE (N)

SECTION 3 - DESCRIPTION OF SERVICES (Continued)

3.2 Service Offerings (Continued)

3.2.7 Voice Intelligent Network - Enhanced Toll Free Service (Continued)

K. Interactive Toll Free Features (Continued)

10. IVR Building Blocks (Continued) (N)

When Customer subscribes to the Interactive Toll Free features, a surcharge is applied on a per call basis. The surcharge is not based on the number of features used during the course of the call. Nonrecurring and monthly recurring charges also apply. In addition, Customer pays a flat, per minute usage charge. (M) (T)

(d) Voice Recognition - This feature can only be ordered on an ICB basis. Pricing can only be determined once the voice requirements are determined for the customer specific needs. (C) I (M)(C)

Material appearing on this page previously appeared on Page 82.

PART II - LONG DISTANCE

SECTION 3 - DESCRIPTION OF SERVICES (Continued)

3.2 Service Offerings (Continued)

3.2.7 Voice Intelligent Network - Enhanced Toll Free Service (Continued)

L. Interactive Toll Free Reports (The standard IVR reports provide information on call volumes, call transfer statistics, call characteristics, caller-entered selections and codes that may be used to manage the IVR program and give insight into how callers are using the application.)

1. **Management Reports** - Provides information on call counts and call transfer statistics. These reports provide a means for the Customer to measure the effectiveness of their application and manage resources. Reports should be used to gauge caller activity, not for billing purposes. Reports are available in standard format and include Call Referral Reports and Agenda Transfer Reports.

2. **Marketing Reports** - Provides insight on caller responses within the course of an interactive call. These reports provide information about how callers use the application and provide a means for capturing caller touch-tone and Voice Recognition responses. Reports should be used to gauge caller activity, not for billing reconciliation. Reports are available in standard formats and include the Menu Count Report, Code Report, Survey Report, Daily Program Summary Report, and Hourly Program Summary Report.

3. **Raw Data Reports** - Available to Customers wanting to import call data into another source for manipulation (such as a spreadsheet) or into their internal information system. The data will be provided as a text file in a space, comma or quote-delimited string.

M. Other Reports (These reports will provide information about the usage of the toll free numbers, including the volume of calls, call duration, and how a call is handled after it has gone through the IVR part of the enhanced routing system.)

1. Near Real Time Call Detail Record Tool - Provides information about the usage of toll free numbers. Reports can be created on the completion of calls, calling patterns and statistics including volume of calls, call duration and originating ANIs. CDRs are reported in GMT, also referred to as “Zulu” time.

2. Non-Summarized CDR’s - “Raw” CDR’s data includes originating date and time, originating calling number, call duration, call completion code, dialed number, translation number, information digits, final switch and trunk ID, treatment code and call status category (Call completed, DAL Busy, Ring No Answer, Abandoned, Busy/Blocked and other Incomplete.)

PART II - LONG DISTANCE

SECTION 3 - DESCRIPTION OF SERVICES (Continued)

3.2 Service Offerings (Continued)

3.2.7 Voice Intelligent Network - Enhanced Toll Free Service (Continued)

M. Other Reports (Continued)

3. Status Code Summary Report - Summarizes all calls that are presented, including (The total number of calls is also reported as percentages of the total for each category.): completed calls; calls that are busy at the dedicated access line (DAL); calls that have been abandoned; calls that have received ring-no-answer (RNA); calls that were busy or blocked at the switch.

4. Call Duration Summary Report - Reflects completed calls only.

5. NPA-NXX Report - Reflects completed calls only. Every NPA-NXX from which calls originate during the requested reporting parameters.

6. Area Code (NPA) Report - Reflects completed calls only. Each NPA from which calls originate during the requested reporting period.

7. Call Summary by Hour - Reflects completed calls only. Each NPA from which calls originate during the requested reporting period. These calls are shown in one-hour increments for a complete 24-hour period.

N. Additional Terms and Conditions of Service

1. Moves, Additions and Changes to Service

Customer will incur a change charge for moving, adding, or changing service or features. This feature change charge will also be applied when Customer requests any logic change to the IVR program. Logic changes include but are not limited to: adding or deleting a call referral, changing the rotary/time out instructions, changing message order, changing back to menu treatment, adding call entered codes (validated or unvalidated) or changing the caller entered codes from validated to unvalidated or vice versa, and adding, deleting, or changing a decision point.

PART II - LONG DISTANCE

SECTION 3 - DESCRIPTION OF SERVICES (Continued)

3.2 Service Offerings (Continued)

3.2.7 Voice Intelligent Network - Enhanced Toll Free Service (Continued)

N. Additional Terms and Conditions of Service (Continued)

2. Contract Liability Extension

If one of the first two conditions and the second and third provision exist, Carrier and Customer may agree to transition Customer to the next lower Annual Commitment level:

- If after the ninth month in a one-year contract, Customer is not on schedule to reach their commitment level at the end of the 12 months. Or if after the 11th month in a two- or three-year term contract, Customer is not on schedule to reach their commitment level at the end of the first year.

- Customer must meet at least 75% of the original Annual Commitment level.

- Customer must have an original Annual Commitment level no less than $240,000.

Upon agreement by both Carrier and Customer, Customer's rates will be re-negotiated based on the new adjusted Annual Commitment level either before the 12th month anniversary date in a one-year contract or within 45 days after the 12th month anniversary date in a two- or three-year term contract. This commitment term and volume will not be renegotiated more than once in any consecutive 18-month period. In conjunction with this re-negotiation, Customer will be assessed five percent on the actual long distance usage billed for the subject year. For example, if Customer's original Annual Commitment was $480,000 for a two-year term and Customer's actual long distance usage for the first 12 months is $400,000, then Customer has the option to adjust the commitment level to $360,000 for a new two year term. However, Customer will be billed five percent of the $400,000, which is $20,000.

PART II - LONG DISTANCE

SECTION 3 - DESCRIPTION OF SERVICES (Continued)

3.2 Service Offerings (Continued)

3.2.7 Voice Intelligent Network - Enhanced Toll Free Service (Continued)

N. Additional Terms and Conditions of Service (Continued)

2. Contract Liability Extension (Continued)

If Customer does not re-negotiate the commitment level, the original contract term remains in-place and the minimum annual revenue commitment stated above, based on the original contract term, will be assessed.

3. Expedites

Carrier may offer expedites for Voice Intelligent Network - Enhanced Toll Free service. However, Carrier does not guarantee a shortened installation interval for every accepted request and expedites are only available on dedicated circuits of DS3 or lower bandwidths and the IVR feature functionality.

PART II - LONG DISTANCE

SECTION 3 - DESCRIPTION OF SERVICES (Continued)

3.2 Service Offerings (Continued)

3.2.8 Digital Private Line II Service

THIS SERVICE HAS BEEN CANCELED AND WITHDRAWN. (N)

(D)

(D)

PART II - LONG DISTANCE

SECTION 3 - DESCRIPTION OF SERVICES (Continued)

3.2 Service Offerings (Continued)

3.2.8 Digital Private Line II Service (Continued)

THIS SERVICE HAS BEEN CANCELED AND WITHDRAWN. (N)

(D)

(D)

PART II - LONG DISTANCE

SECTION 3 - DESCRIPTION OF SERVICES (Continued)

3.2 Service Offerings (Continued)

3.2.9 Enterprise Connections

Effective April 22, 2013, this service is no longer available to new customers. Existing customers will be grandfathered until the expiration of the applicable service term of their contract. During grandfathering, the terms and conditions of such contracts will continue to apply. Customer may make moves, adds, and changes to the service during grandfathering. (C) (C)

A. General

Business Customers who generate total annual long distance charges of $6,000.00 up to $299,999 may enroll in this plan. This plan offers fixed rate voice grade service. All calling card calls will be rated on a fixed rate per-minute usage basis. Intrastate is an add-on to Carrier's interstate offering found in Federal Rate Schedule 3.

Customer must select a one, two, or three-year term commitment. Customer must commit to a minimum annual dollar amount of $6,000, $12,000, $24,000, $36,000, $48,000, $60,000, $84,000, $120,000, $180,000, $240,000, or $299,999 per year of the term commitment. Eligible dollar amounts will consist of Customer's total domestic and international outbound usage, domestic inbound usage, calling card usage and surcharges and Monthly Recurring Charges (MRCs), including other usage and charges for Carrier's full range of regulated services, except for Voice Intelligent Network - Enhanced Toll Free Service which is excluded. Data usage contributes to eligible dollar amounts when Customer signs a contract that contains both voice and data services.

Rates for this service are in Section 5.7.

B. Restrictions

Service provided over Wide Area Telephone Service (WATS) lines, mobile service, pay station, residential lines, and lines with handicap discounts are not eligible for this plan.

Usage charges for Operator Assisted calls (0+, 0-), Third Number Billed or Collect calls will be counted toward Customer's minimum annual commitment only for Customer lines included in this plan. Customer must specify all lines to be included under this plan. Operator service charges (0-, 0+, Third Number Billed and Collect calls) and Directory Assistance calls will not be discounted, but are included in Customer's commitment level.

PART II - LONG DISTANCE

SECTION 3 - DESCRIPTION OF SERVICES (Continued)

3.2 Service Offerings (Continued)

3.2.9 Enterprise Connections (Continued)

B. Restrictions (Continued)

When a term commitment expires, Customer will have 30 days to select another Carrier service plan. If Customer fails to notify Carrier within this time frame, Carrier will place Customer on pricing that corresponds to a one-year term and a $6,000 annual commitment level. The new rates will be effective on the first of the month following a 30-day grace period.

C. Rating of Calls

Calls will be sub-minute rated based on an initial period of 18 seconds, with the additional periods being billed in six-second increments thereafter.

D. Rate Determination

Customer's fixed rates are determined by Customer's annual dollar commitment and the term of the agreement selected by Customer, and may include bundled offers available to Customer in this tariff or Carrier's Federal Rate Schedule 3. If eligible under Carrier's Promotion No. 9, set forth in Carrier's Federal Rate Schedule 3, Customer may obtain further discounts on its intrastate rates by combining Customer's annual spending with Carrier's affiliates for specified regulated and deregulated services. Such annual spending will not increase Customer's annual dollar commitment, but will make it eligible for rates corresponding to an increased annual dollar commitment. Computations of annual spending with Carrier's affiliates shall be done as set forth in Carrier's Promotion No. 9. (C)

E. Minimum Revenue Commitment

If Customer does not achieve the minimum annual commitment level selected, they will be assessed the incremental difference annually. For example, if Customer commits to $24,000 annually and the actual long distance usage is $20,000, Customer will be billed for the $4,000 shortfall. In addition, the current rates will be re-negotiated based on the new adjusted commitment level.

PART II - LONG DISTANCE

SECTION 3 - DESCRIPTION OF SERVICES (Continued)

3.2 Service Offerings (Continued)

3.2.9 Enterprise Connections (Continued)

F. Early Termination Charges (M)

If Customer terminates the contract prior to fulfillment of the term selected, an Early Termination Charge (ETC) of 40% of Customer's annual commitment will be billed to Customer for the number of years remaining under Customer-selected commitment.

Customer will not be liable for termination charges for a specified service if a new service of the same type and of equal or greater value is ordered, and the order is received by Carrier during the same calendar year in which the original service is discontinued by Customer, provided the expiration date of the contract plan for the new service is on or after the expiration date of the terminated plan. (M)

G. Local Access Facilities

Customer may arrange for local access facilities on its own, or may elect to have Carrier coordinate access arrangements. Access facilities arranged by Carrier will be billed to Customer at rates found by referring to Carrier's Federal Rate Schedule 3. Any special construction or non-standard charges assessed by the company supplying the local access will also be the responsibility of Customer.

H. Contract Liability Extension

If one of the first two conditions and the second and third provision exist, Carrier and Customer may agree to transition Customer to the next lower annual commitment level:

1. If after the ninth month in a one-year contract, Customer is not on schedule to reach their commitment level at the end of the 12 months; or, if after the 11th month in a two or three-year term contract, Customer is not on schedule to reach their commitment level at the end of the first year.

2. Customer must meet at least 75% of the original annual commitment level.

3. Customer must have an original annual commitment level no less than $12,000.

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PART II - LONG DISTANCE

SECTION 3 - DESCRIPTION OF SERVICES (Continued)

3.2 Service Offerings (Continued)

3.2.9 Enterprise Connections (Continued)

H. Contract Liability Extension (Continued) (M)

Upon agreement by both Carrier and Customer, Customer's rates will be re-negotiated based on the new adjusted annual commitment level either before the 12th month anniversary date in a one-year contract or within 45 days after the 12th month anniversary date in a two or three-year term contract. This commitment term and volume will not be renegotiated more than once in any consecutive 18-month period. In conjunction with this re-negotiation, Customer will be assessed five percent on the actual long distance usage billed for the subject year. For example, if Customer's original annual commitment was $48,000 for a two-year term and Customer's actual long distance usage for the first 12 months is $38,000, then Customer has the option to adjust the commitment level to $36,000 for a new two-year term. However, Customer will be billed five percent of the $38,000, which is $1,900.

If Customer does not re-negotiate the commitment level, the original contract term remains in-place and the minimum annual revenue commitment stated in E., based on the original contract term, will be assessed. (M)

PART II - LONG DISTANCE

SECTION 3 - DESCRIPTION OF SERVICES (Continued)

3.2 Service Offerings (Continued)

3.2.10 Simple Connections Service

Effective April 22, 2013, this service is no longer available to new customers. Existing customers will be grandfathered until the expiration of the applicable service term of their contract. During grandfathering, the terms and conditions of such contracts will continue to apply. Customer may make moves, adds, and changes to the service during grandfathering. (C) (C)

A. General

Business Customers who generate $0 - $5,999 per year in long distance charges can enroll in this service. Service is available for switched voice service only and offers fixed rates for both inbound and 1+ dialed outbound domestic calls. Calls that utilize Carrier's dial-around method are not eligible for Simple Connections. All calling card calls will be rated on a fixed rate per-minute usage basis. This service is an add-on to Carrier's interstate offering found in Federal Rate Schedule 3 and posted to Carrier's website at www.verizon.com/tariffs.

Toll-free features are the same as defined in Carrier's Enterprise Connections Service offering and located in Carrier's Federal Rate Schedule 3.

Customer must select a month-to-month, one, two or three-year term plan, and must commit to a minimum revenue amount of up to $5,999 per year. Eligible commitment revenue consists of Customer's total 1+ domestic usage, international outbound usage, ITFS usage, domestic inbound usage, calling card usage and surcharges, and Monthly Recurring Charges (MRCs). VIN E800 and data usage is excluded.

Rates and found in Section 5.8.

B. Conditions/Restrictions

New business Customers and existing business Customers who have met all current contract requirements are eligible for this service. Service must be stand alone voice service. It cannot be combined with data services. Customers using this service will be eligible to participate in the PIC Fee Credit Promotion. No other promotions apply for this service.

Service provided over Wide Area Telephone Service (WATS) lines, payphones, residential lines, and lines with handicap discounts are not eligible for this plan.

Usage charges for Operator Assisted calls will be counted toward Customer's minimum annual commitment. Operator service charges (0-, 0+, Bill to Third Number, Collect calls and Directory Assistance calls) will not be discounted, but are included in Customer's commitment level.

PART II - LONG DISTANCE

SECTION 3 - DESCRIPTION OF SERVICES (Continued)

3.2 Service Offerings (Continued)

3.2.10 Simple Connections Service (Continued)

B. Conditions/Restrictions (Continued)

When a term commitment expires, Customer will have 30 days to select another Carrier service plan. If Customer fails to notify Carrier within this time frame, Carrier will place Customer on pricing that corresponds to a one year term and a $6,000.00 annual commitment level under the Enterprise Connections Service. The new rates will be effective on the first of the month following a 30-day grace period. (C) (C)

Customer can only choose month-to-month rates one time during their enrollment in Simple Connections and then upgrade to a term plan in a one-year period.

C. Rating of Calls

Calls will be sub-minute rated based on an initial period of 18 seconds, with the additional periods being billed in six-second increments thereafter.

D. Minimum Revenue Commitment

If Customer does not achieve the minimum annual commitment level selected, they will be assessed the incremental difference annually. For example, if Customer commits to $3,000 annually and the actual long distance usage is $2,000, Customer will be billed for the $1,000 shortfall. In addition, the current rates will be re-negotiated based on the new adjusted commitment level. There will be no shortfall penalty imposed for Customers that sign up for the $0 - $2,999 level.

E. Early Termination Charges

If Customer terminates the contract prior to fulfillment of the term selected, an Early Termination Charge (ETC) of 40% of Customer's annual commitment will be billed to Customer for the number of years remaining under the customer-selected commitment.

Customer will not be liable for termination charges for a specified service if a new service of the same type and of greater value is ordered, and the order is received by Carrier during the same calendar year in which the original service is discontinued by Customer, provided the expiration date of the contract plan for the new service is on or after the expiration date of the terminated plan.

PART II - LONG DISTANCE

SECTION 3 - DESCRIPTION OF SERVICES (Continued)

3.2 Service Offerings (Continued)

3.2.11 Audio Conferencing Services

THIS SERVICE HAS BEEN CANCELED AND WITHDRAWN. (N)

(D)

(D)

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PART II - LONG DISTANCE

SECTION 3 - DESCRIPTION OF SERVICES (Continued)

3.2 Service Offerings (Continued)

3.2.11 Audio Conferencing Services (Continued)

THIS SERVICE HAS BEEN CANCELED AND WITHDRAWN. (N)

(D)

(D)

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PART II - LONG DISTANCE

SECTION 3 - DESCRIPTION OF SERVICES (Continued)

3.2 Service Offerings (Continued)

3.2.11 Audio Conferencing Services (Continued)

THIS SERVICE HAS BEEN CANCELED AND WITHDRAWN. (N)

(D)

(D)

PART II - LONG DISTANCE

SECTION 3 - DESCRIPTION OF SERVICES (Continued)

3.2 Service Offerings (Continued)

3.2.11 Audio Conferencing Services (Continued)

THIS SERVICE HAS BEEN CANCELED AND WITHDRAWN. (N)

(D)

(D)

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PART II - LONG DISTANCE

SECTION 3 - DESCRIPTION OF SERVICES (Continued)

3.2 Service Offerings (Continued)

3.2.11 Audio Conferencing Services (Continued)

THIS SERVICE HAS BEEN CANCELED AND WITHDRAWN. (N)

(D)

(D)