

Effective: December 1, 2008

TITLE PAGE

THIS PRODUCT GUIDE WILL BECOME EFFECTIVE ON DECEMBER 1, 2008 PENDING APPROVAL FROM THE CALIFORNIA PUBLIC UTILITIES COMMISSION OF VERIZON'S ADVICE LETTER 12282.

SOME TARIFFED SERVICES ARE NOT AFFECTED BY ADVICE LETTER 12282, SUCH AS BASIC RESIDENTIAL SERVICE, 911 SERVICE AND YOUR CHOICE OF A LONG DISTANCE PROVIDER AND THEREFORE WILL NOT BE FOUND IN THIS PRODUCT GUIDE.

Spanish 800-743-2483

華語: 1-800-483-8688

한국어: 1-800-483-7772

Tiếng Việt: 1-800-483-2262

PRODUCT GUIDE
for
Rates and Charges Together
With Terms and Conditions Applicable To
Services Provided In The Territories Served By
VERIZON CALIFORNIA INC.

Within The State Of
California

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¹ Effective November 16, 2013, residence *69 Service, provided for a monthly charge, is no longer available for purchase.
Service is not offered for new installations, moves, changes, or additions.

² Business Service Performance Guarantee is withdrawn effective July 19, 2014. (N)

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¹ Effective November 16, 2013, residence *69 Service, provided for a monthly charge, is no longer available for purchase. (N)
Service is not offered for new installations, moves, changes, or additions (N)

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¹ Effective November 16, 2013, residence Busy Redial, provided for a monthly charge, is no longer available for purchase. Service is not offered for new installations, moves, changes, or additions

^{2,3} Material formerly on this page has been withdrawn from the Product Guide. The feature combination Call Forwarding and Speed Dialing, and Caller ID-Number Only Service are withdrawn as of November 16, 2013.

⁴ Business Advantage 50 is withdrawn as of July 21, 2014. Effective October 18, 2014, this service is also withdrawn at the resale level and no longer available for purchase by resale customers.

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⁴ Business Advantage 50 is withdrawn as of July 21, 2014. Effective October 18, 2014, this service is also withdrawn at the resale level and no longer available for purchase by resale customers. (N)
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¹ Effective November 16, 2013, residence Busy Redial, provided for a monthly charge, is no longer available for purchase. Service is not offered for new installations, moves, changes, or additions (N)

^{2,3} Material formerly on this page has been withdrawn from the Product Guide. The feature combination Call Forwarding and Speed Dialing, and Caller ID-Number Only Service are withdrawn as of November 16, 2013. (N)

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^{1,2} Material formerly on this page has been withdrawn from the Product Guide. Discount Calling Plan One - Residence and Discount Calling Plan Two - Residence Services are withdrawn as of November 16, 2013.		
³ Effective November 16, 2013, residence Distinctive Ring is no longer available for purchase. <u>Service is not offered for new installations, moves, changes, or additions.</u>		
^{4,5,6} Discount Calling Plans Two, Four and Five – Business are withdrawn as of November 16, 2013. Effective October 18, 2014, these services are also withdrawn at the resale level and no longer available for purchase by resale customers.		
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^{1,2} Material formerly on this page has been withdrawn from the Product Guide. Discount Calling Plan One - Residence and Discount Calling Plan Two - Residence Services are withdrawn as of November 16, 2013. (N)

³ Effective November 16, 2013, residence Distinctive Ring is no longer available for purchase. Service is not offered for new installations, moves, changes, or additions. (N)

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¹ Residence Foreign Exchange Service grandfathered January 14, 2005, not available to new customers.

^{2,3,4} Material formerly on this page has been withdrawn from the Product Guide. Last Number Redial, Special Call Waiting and Caller ID – Number Only Services are withdrawn as of November 16, 2013.

⁵ InContactSM Service is withdrawn as of July 21, 2014. Effective October 18, 2014, this service is also withdrawn at the resale level and no longer available for purchase by resale customers.

⁶ Effective July 27, 2015, any Flexgrow Trunking customer that has not made arrangement to migrate their service will have the service removed. Effective December 31, 2016, this service will be withdrawn from the Product Guide and will no longer be available. This service will also be withdrawn at the resale level and no longer available for purchase by resale customers.

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FlexGrow Trunk Service	10 ⁶	(T)
Flexible Call Forwarding	6	
Flexible Packaging	30	
Foreign Exchange (FX) Telephone Service ¹	5	
Frame Relay Service (FRS)	11	
Frame Relay Service (FRS), Shared Private Line (Grandfathered 4/11/05)	28	
General Terms and Conditions	2	
Grandfathered Services	30	
Call Waiting		
Busy Number Redial		
²		
Saved Number Redial		
Cancel Call Waiting		
³		
Priority Call		
Do Not Disturb.		
Call Block		
⁴		
SmartCall® Pak 4400.		
SmartCall® Pak 4900.		
Flexible Packaging		
Call Forwarding and Speed Dialing		
InContact SM ⁵		

¹ Residence Foreign Exchange Service grandfathered January 14, 2005, not available to new customers.

^{2,3,4} Material formerly on this page has been withdrawn from the Product Guide. Last Number Redial, Special Call Waiting and Caller ID – Number Only Services are withdrawn as of November 16, 2013.

⁵ InContactSM Service is withdrawn as of July 21, 2014. Effective October 18, 2014, this service is also withdrawn at the resale level and no longer available for purchase by resale customers.

⁶ Effective July 27, 2015, any Flexgrow Trunking customer that has not made arrangement to migrate their service will have the service removed. Effective January 15, 2016, this service will be withdrawn from the Product Guide and will no longer be available. This service will also be withdrawn at the resale level and no longer available for purchase by resale customers.

(N)
|
(N)

ALPHABETICAL LIST OF SERVICES

<u>Subject</u>	<u>Section</u>
Fixed Call Forwarding	6
FlexGrow Trunk Service	10
Flexible Call Forwarding	6
Flexible Packaging	30
Foreign Exchange (FX) Telephone Service ¹	5
Frame Relay Service (FRS)	11
Frame Relay Service (FRS), Shared Private Line (Grandfathered 4/11/05)	28
General Terms and Conditions	2
Grandfathered Services	30
Call Waiting	
Busy Number Redial	
²	
Saved Number Redial	
Cancel Call Waiting	
³	
Priority Call	
Do Not Disturb.	
Call Block	
⁴	
SmartCall® Pak 4400.	
SmartCall® Pak 4900.	
Flexible Packaging	
Call Forwarding and Speed Dialing	
InContact SM ⁵	(T)

¹ Residence Foreign Exchange Service grandfathered January 14, 2005, not available to new customers.

^{2, 3, 4} Material formerly on this page has been withdrawn from the Product Guide. Last Number Redial, Special Call Waiting and Caller ID – Number Only Services are withdrawn as of November 16, 2013.

⁵ InContactSM Service is withdrawn as of July 21, 2014. Effective October 18, 2014, this service is also withdrawn at the resale level and no longer available for purchase by resale customers. (N)
(N)

ALPHABETICAL LIST OF SERVICES

<u>Subject</u>	<u>Section</u>	
Fixed Call Forwarding	6	
FlexGrow Trunk Service	10	
Flexible Call Forwarding	6	
Flexible Packaging	30	
Foreign Exchange (FX) Telephone Service ¹	5	(X)
Frame Relay Service (FRS)	11	
Frame Relay Service (FRS), Shared Private Line (Grandfathered 4/11/05)	28	
General Terms and Conditions	2	
Grandfathered Services	30	
Call Waiting		
Busy Number Redial		(D)(T)
²		
Saved Number Redial		
Cancel Call Waiting		(D)(T)
³		
Priority Call		
Do Not Disturb.		
Call Block		(D)(T)
⁴		
SmartCall® Pak 4400.		
SmartCall® Pak 4900.		
Flexible Packaging		
Call Forwarding and Speed Dialing		
InContact SM .		

¹ Residence Foreign Exchange Service grandfathered January 14, 2005, not available to new customers. (X)

^{2, 3, 4} Material formerly on this page has been withdrawn from the Product Guide. Last Number Redial, Special Call Waiting and Caller ID – Number Only Services are withdrawn as of November 16, 2013. (N)
(N)

Effective: May 4, 2012

ALPHABETICAL LIST OF SERVICES

<u>Subject</u>	<u>Section</u>	
Fixed Call Forwarding	6	(L)
FlexGrow Trunk Service	10	
Flexible Call Forwarding	6	
Flexible Packaging	30	
Foreign Exchange (FX) Telephone Service	5	
Frame Relay Service (FRS)	11	
Frame Relay Service (FRS), Shared Private Line (Grandfathered 4/11/05)	28	(L)
General Terms and Conditions	2	(N)
Grandfathered Services	30	
Call Waiting .		
Busy Number Redial.		
Last Number Redial..		
Saved Number Redial ..		
Cancel Call Waiting .		
Special Call Waiting..		
Priority Call		
Do Not Disturb.		
Call Block		
Caller ID – Number Only		
SmartCall® Pak 4400.		
SmartCall® Pak 4900.		
Flexible Packaging		
Call Forwarding and Speed Dialing		
InContact SM .		(N)

ALPHABETICAL LIST OF SERVICES - Continued

<u>Subject</u>	<u>Section</u>	
High Voltage Protection Service	5	
Home Voice Mail – Residence	5	
Home Voice Mail Packaged Offerings	6A	(T)
Hunt Service (Rotary Service)	4	
IntraLATA Toll Service – Business	16	
IntraLATA Toll Service – Residence	16	
IntraLATA Toll Service – Calling Card – Business	16	
IntraLATA Toll Service – Calling Card – Residence	16	
IntraLATA Toll Service – Operator Handled – Business	16	
IntraLATA Toll Service – Operator Handled – Residence	16	
IntraLATA Toll Service – Corrections	16	
IntraLATA Toll Service – Coin Station	16	
ISDN (Integrated Services Digital Network) Service	9	
ISDN BRI	9	
ISDN PRI	9	
ISDN Digital Single Line	9	
Identifier - Concentrator Equipment	5	
InContact SM Service	30	
Individual Line Service	4	
Information Calling Service – Primelink 900/976 Service	14	(T)
		(D)

Effective: December 1, 2008

ALPHABETICAL LIST OF SERVICES - Continued

<u>Subject</u>	<u>Section</u>
High Voltage Protection Service	5
Home Voice Mail – Residence	5
Hunt Service (Rotary Service)	4
IntraLATA Toll Service – Business	16
IntraLATA Toll Service – Residence	16
IntraLATA Toll Service – Calling Card – Business	16
IntraLATA Toll Service – Calling Card – Residence	16
IntraLATA Toll Service – Operator Handled – Business	16
IntraLATA Toll Service – Operator Handled – Residence	16
IntraLATA Toll Service – Corrections	16
IntraLATA Toll Service – Coin Station	16
ISDN (Integrated Services Digital Network) Service	9
ISDN BRI	9
ISDN PRI	9
ISDN Digital Single Line	9
Identifier - Concentrator Equipment	5
InContact SM Service	30
Individual Line Service	4
Information Calling Service – Primelink 900 Service	15
Information Calling Service – Primelink 976 Service	14

ALPHABETICAL LIST OF SERVICES - Continued

<u>Subject</u>	<u>Section</u>	
Inside Wire Maintenance	5	
Installation Charges (Service Connection Charges)	3	
Integrated Optical Services (IOS)	11	
Integrated Services Digital Network (ISDN)	9	
Basic Rate Interface	9	
Primary Rate Interface	9	
Digital Single Line	9	
Interexchange Receiving Service	5	
Interrupt/Verify Service	18	
IntraBuilding Cable (INC)	24	
1		(D)(T)
Level Bill Plan (LBP)	5	
Limitation of Liability	2	
Line Extension Rate	3	
Listing - Directory	19	
List Service	19	
Local Calling Areas	4A	
Local Exchange Service	4	
Local Exchanges and Extended Service Areas	4A	
Local Measured Rate Service	4	
Local Operator Services	18	
Local Package Elite ²	6A	(T)
Local Package Lite ³	6A	(T)
Local and Toll Package	6A	

¹ Material formerly on this page has been withdrawn from the Product Guide. Last Number Redial is withdrawn as of November 16, 2013. (N)

^{2,3} Effective November 16, 2013, Local Package Elite and Local Package Lite Services are no longer available for purchase. (N)

Service is not offered for new installations, moves, changes, or additions. (N)

ALPHABETICAL LIST OF SERVICES - Continued

<u>Subject</u>	<u>Section</u>	
Inside Wire Maintenance	5	
Installation Charges (Service Connection Charges)	3	
Integrated Optical Services (IOS)	11	(N)
Integrated Services Digital Network (ISDN)	9	
Basic Rate Interface	9	
Primary Rate Interface	9	
Digital Single Line	9	
Interexchange Receiving Service	5	
Interrupt/Verify Service	18	
IntraBuilding Cable (INC)	24	
Last Number Redial	30	
Level Bill Plan (LBP)	5	
Limitation of Liability	2	(N)
Line Extension Rate	3	
Listing - Directory	19	
List Service	19	
Local Calling Areas	4A	(N)
Local Exchange Service	4	
Local Exchanges and Extended Service Areas	4A	(N)
Local Measured Rate Service	4	
Local Operator Services	18	
Local Package Elite	6A	
Local Package Lite	6A	
Local and Toll Package	6	
		(L)
(L) Material relocated to Sheet 10		(N)

Effective: December 1, 2008

ALPHABETICAL LIST OF SERVICES - Continued

<u>Subject</u>	<u>Section</u>
Inside Wire Maintenance	5
Installation Charges (Service Connection Charges)	3
Integrated Services Digital Network (ISDN)	9
Basic Rate Interface	9
Primary Rate Interface	9
Digital Single Line	9
Interexchange Receiving Service	5
Interrupt/Verify Service	18
IntraBuilding Cable (INC)	24
Last Number Redial	30
Level Bill Plan (LBP)	5
Line Extension Rate	3
Listing - Directory	19
List Service	19
Local Exchange Service	4
Local Measured Rate Service	4
Local Operator Services	18
Local Package Elite	6A
Local Package Lite	6A
Local and Toll Package	6
Local Packet Switching Network	28
Local Service Areas	31
Local Usage	4
Long Distance Message Telephone Service	16

ALPHABETICAL LIST OF SERVICES - Continued

<u>Subject</u>	<u>Section</u>
Local Packet Switching Network	28
Local Service Areas	31
Local Usage	4
Long Distance Message Telephone Service	16
Maps, Exchange Area	4A
Maritime Radio Telephone Service	23
Measured Service (See Local Measured Rate Service)	
Message Detail Recording - CentraNet	8
Metering Service	5
Message Toll Telephone Service (Long Distance Message Telephone Service)	16
Message Waiting Indicator – Voice Mail	5
Mileage Rates	5
Minimum Point of Entry - definition	24
Minimum Point of Entry - relocation	24
Miscellaneous Billing Services	5
Move and Change Charges - Service Connection Charges	3
Multiple Bill Copy Service (MBCS)	5
Multilocation CentraNet® Service	8
National Directory Assistance	19
Neighborhood Telephone Directories	19
Non-Listed Number Service	19
Number Referral Services	18

(D)

ALPHABETICAL LIST OF SERVICES - Continued

<u>Subject</u>	<u>Section</u>	
Local Packet Switching Network	28	(L)
Local Service Areas	31	
Local Usage	4	
Long Distance Message Telephone Service	16	(L)
Magnetic Tape Reproduction	5	
Maps, Exchange Area	4A	
Maritime Radio Telephone Service	23	
Measured Service (See Local Measured Rate Service)		
Message Detail Recording - CentraNet	8	
Metering Service	5	
Message Toll Telephone Service (Long Distance Message Telephone Service)	16	
Message Waiting Indicator – Voice Mail	5	
Mileage Rates	5	
Minimum Point of Entry - definition	24	
Minimum Point of Entry - relocation	24	
Miscellaneous Billing Services	5	
Move and Change Charges - Service Connection Charges	3	
Multiple Bill Copy Service (MBCS)	5	
Multilocation CentraNet® Service	8	
National Directory Assistance	19	
Neighborhood Telephone Directories	19	
Non-Listed Number Service	19	
Number Referral Services	18	
(L) Material relocated from Sheet 9		(N)

Effective: December 1, 2008

ALPHABETICAL LIST OF SERVICES - Continued

<u>Subject</u>	<u>Section</u>
Magnetic Tape Reproduction	5
Maps, Exchange Area	4A
Maritime Radio Telephone Service	23
Measured Service (See Local Measured Rate Service)	
Message Detail Recording - CentraNet	8
Metering Service	5
Message Toll Telephone Service (Long Distance Message Telephone Service)	16
Message Waiting Indicator – Voice Mail	5
Mileage Rates	5
Minimum Point of Entry - definition	24
Minimum Point of Entry - relocation	24
Miscellaneous Billing Services	5
Move and Change Charges - Service Connection Charges	3
Multiple Bill Copy Service (MBCS)	5
Multilocation CentraNet® Service	8
National Directory Assistance	19
Neighborhood Telephone Directories	19
Non-Listed Number Service	19
Number Referral Services	18

ALPHABETICAL LIST OF SERVICES - Continued

<u>Subject</u>	<u>Section</u>
Obsolete Service	29
Farmer Line Service	
Fire Reporting Systems	
OnePoint Voice Mail – Residence	5
OnePoint Voice Mail – Business	5
Operator Emergency Interrupt Service	18
Operator Handled Service Charge	18
Operator Verification	18
Optional Prefix Service	5
Options for Providing Enhanced Services	20
Out of Franchise Facility Based Resale Services	27
Outside Facility Connection Charge	3
Overtime Charges	2
Packet Switching Network Service, Local	28

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(D)(T)

¹ Material formerly on this page has been withdrawn from the Product Guide. Pager Notification – Voice Mail Service is withdrawn as of July 21, 2014. (N)
(N)

ALPHABETICAL LIST OF SERVICES - Continued

<u>Subject</u>	<u>Section</u>	
Obsolete Service	29	(N)
Farmer Line Service		
Fire Reporting Systems		(N)
OnePoint Voice Mail – Residence	5	
OnePoint Voice Mail – Business	5	
Operator Emergency Interrupt Service	18	
Operator Handled Service Charge	18	
Operator Verification	18	
Optional Prefix Service	5	
Options for Providing Enhanced Services	20	
Out of Franchise Facility Based Resale Services	27	
Outside Facility Connection Charge	3	
Overtime Charges	2	(N)
Packet Switching Network Service, Local	28	
Pager Notification – Voice Mail	5	(L)

Effective: December 1, 2008

ALPHABETICAL LIST OF SERVICES - Continued

<u>Subject</u>	<u>Section</u>
OnePoint Voice Mail – Residence	5
OnePoint Voice Mail – Business	5
Operator Emergency Interrupt Service	18
Operator Handled Service Charge	18
Operator Verification	18
Optional Prefix Service	5
Options for Providing Enhanced Services	20
Out of Franchise Facility Based Resale Services	27
Outside Facility Connection Charge	3
Packet Switching Network Service, Local	28
Pager Notification – Voice Mail	5
Personal Telephone Number	4
Premises Visit Charge (See also Outside Facility Connection Charge and Visit Charge)	3
Premium Referral Service	18
Primary Listing	19
PrimeLinksm 900 Service	15
PrimeLinksm 976 Service	14
Priority Call	30
Private Branch Exchange Service (PBX)	8a
Private Branch Exchange Service (PBX) - Trunk	4
Private Branch Exchange Trunks	4
Promotional Pricing	7

ALPHABETICAL LIST OF SERVICES - Continued

<u>Subject</u>	<u>Section</u>
Personal Telephone Number	4
Premises Visit Charge (See also Outside Facility Connection Charge and Visit Charge)	3
	(D)
Primary Listing	19
PrimeLink sm 900/976 Service	14
Priority Call	30
Private Branch Exchange Service (PBX)	8a
Private Branch Exchange Service (PBX) - Trunk	4
Private Branch Exchange Trunks	4
Private Line Services and Channels	5
Promotional Pricing	7
Publisher Listing Fees	27

ALPHABETICAL LIST OF SERVICES - Continued

<u>Subject</u>	<u>Section</u>	
Personal Telephone Number	4	
Premises Visit Charge (See also Outside Facility Connection Charge and Visit Charge)	3	
Premium Referral Service	18	
Primary Listing	19	
PrimeLink sm 900/976 Service	14	
Priority Call	30	
Private Branch Exchange Service (PBX)	8a	
Private Branch Exchange Service (PBX) - Trunk	4	
Private Branch Exchange Trunks	4	
Private Line Services and Channels	5	
Promotional Pricing	7	
Publisher Listing Fees	27	(N)

Effective: May 4, 2012

ALPHABETICAL LIST OF SERVICES - Continued

<u>Subject</u>	<u>Section</u>	
Personal Telephone Number	4	(L)
Premises Visit Charge (See also Outside Facility Connection Charge and Visit Charge)	3	
Premium Referral Service	18	
Primary Listing	19	
PrimeLink sm 900/976 Service	14	(T)
		(D)
Priority Call	30	
Private Branch Exchange Service (PBX)	8a	
Private Branch Exchange Service (PBX) - Trunk	4	
Private Branch Exchange Trunks	4	
Private Line Services and Channels	5	(N)
Promotional Pricing	7	(T)

ALPHABETICAL LIST OF SERVICES - Continued

<u>Subject</u>	<u>Section</u>
Quick Connect SM Service	28
Radio Telephone Services (See Service Through Radiotelephone Utilities)	23
Referral	18
Regional Essentials	6A
Regional Essentials Bundle Discounts	6A
Regional Package Unlimited SM ¹	6A
Regional Value	6A
Regional Value/Wireless Bundle	6A
Remote Call Forwarding Service ²	6
Remote Call Notification (Voice Messaging)	5
Reservation of Telephone Number (Business)	4
Residence Line 800 Service ³	26
⁴	
Residence Direct Discount Plan	17
⁵	
Residential Service Performance Guarantee	2
Rotary Service	4

(D)

^{1, 2, 3} Effective November 16, 2013, residence Regional Package UnlimitedSM, Remote Call Forwarding and Residence Line 800 Services are no longer available for purchase. Service is not offered for new installations, moves, changes, or additions

^{4, 5} Material formerly on this page has been withdrawn from the Product Guide. Residence Community Plan and Residence Service Area Plan are withdrawn as of November 16, 2013.

ALPHABETICAL LIST OF SERVICES - Continued

<u>Subject</u>	<u>Section</u>	
Quick Connect SM Service	28	
Radio Telephone Services (See Service Through Radiotelephone Utilities)	23	
Referral	18	
Regional Essentials	6A	
Regional Essentials Bundle Discounts	6A	
Regional Package Unlimited SM ¹	6A	(T)
Regional Value	6A	
Regional Value/Wireless Bundle	6A	
Remote Call Forwarding Service ²	6	(T)
Remote Call Notification (Voice Messaging)	5	
Reservation of Telephone Number (Business)	4	
Residence Line 800 Service ³	26	(T)
⁴		(D)(T)
Residence Direct Discount Plan	17	
Residence Retention and Reconnect Offer	7A	
⁵		(D)(T)
Residential Service Performance Guarantee	2	
Rotary Service	4	

^{1, 2, 3} Effective November 16, 2013, residence Regional Package UnlimitedSM, Remote Call Forwarding and Residence Line 800 Services are no longer available for purchase. Service is not offered for new installations, moves, changes, or additions (N)

^{4, 5} Material formerly on this page has been withdrawn from the Product Guide. Residence Community Plan and Residence Service Area Plan are withdrawn as of November 16, 2013. (N)

ALPHABETICAL LIST OF SERVICES - Continued

<u>Subject</u>	<u>Section</u>	
Quick Connect SM Service	28	
Radio Telephone Services (See Service Through Radiotelephone Utilities)	23	
Referral	18	
Regional Essentials	6A	
Regional Essentials Bundle Discounts	6A	
Regional Package Unlimited SM	6A	
Regional Value	6A	
Regional Value/Wireless Bundle	6A	
Remote Call Forwarding Service	6	
Remote Call Notification (Voice Messaging)	5	
Reservation of Telephone Number (Business)	4	
Residence Line 800 Service	26	
Residence Community Plan	17	
Residence Direct Discount Plan	17	
Residence Retention and Reconnect Offer	7A	(N)
Residence Service Area Plan	17	
Residential Service Performance Guarantee	2	
Rotary Service	4	

Effective: December 1, 2008

ALPHABETICAL LIST OF SERVICES - Continued

<u>Subject</u>	<u>Section</u>
Quick Connectsm Service	28
Radio Telephone Services (See Service Through Radiotelephone Utilities)	23
Referral	18
Regional Essentials	6A
Regional Essentials Bundle Discounts	6A
Regional Package Unlimited SM	6A
Regional Value	6A
Regional Value/Wireless Bundle	6A
Remote Call Forwarding Service	6
Remote Call Notification (Voice Messaging)	5
Reservation of Telephone Number (Business)	4
Residence Line 800 Service	26
Residence Community Plan	17
Residence Direct Discount Plan	17
Residence Service Area Plan	17
Residential Service Performance Guarantee	2
Rotary Service	4

ALPHABETICAL LIST OF SERVICES - Continued

<u>Subject</u>	<u>Section</u>	
Saved Number Redial	30	
Secretarial Line Service	5	
Select Call Forwarding ¹	6	(T)
Sensible Minute ®	17	
Service Charges	3	
Service Connection Charges - Move and Change Charges	3	
Service Ordering Charge – Service Order Activity	3	
Initial Order		
Each additional central office line		
Subsequent Order	.	
Moves and changes		
Additions		
Record changes		
Number changes		
Landlord Inside Wire Maintenance (Residential)		
Transfer of service		
Central Office Activity		
Outside Facility Connection Charge		
Network Interface Device		
Toll Denial Service		
Service Performance Guarantee	2	
Service Through Radiotelephone Utilities	23	
Shared Private Line Service	28	
Shared System Listing Service	19	
Simple Inside Wire Billable Repair Service – Residence	5	
Simple Inside Wire Billable Repair Service – Business	5	
Single Line Business PAK	6A	

¹ Effective November 16, 2013, residence Select Call Forwarding Service is no longer available for purchase. Service is not (N)
offered for new installations, moves, changes, or additions (N)

ALPHABETICAL LIST OF SERVICES - Continued

<u>Subject</u>	<u>Section</u>	
Saved Number Redial	30	
Secretarial Line Service	5	
Select Call Forwarding	6	
Sensible Minute ®	17	
Service Charges	3	
Service Connection Charges - Move and Change Charges	3	
Service Ordering Charge – Service Order Activity	3	
Initial Order		
Each additional central office line		
Subsequent Order	.	
Moves and changes		
Additions		
Record changes		
Number changes		
Landlord Inside Wire Maintenance (Residential)		
Transfer of service		
Central Office Activity		
Outside Facility Connection Charge		
Network Interface Device		
Toll Denial Service		
Service Performance Guarantee	2	
Service Through Radiotelephone Utilities	23	
Shared Private Line Service	28	
Shared System Listing Service	19	
Simple Inside Wire Billable Repair Service – Residence	5	
Simple Inside Wire Billable Repair Service – Business	5	
Single Line Business PAK	6A	(N)

Effective: December 1, 2008

ALPHABETICAL LIST OF SERVICES - Continued

<u>Subject</u>	<u>Section</u>
Saved Number Redial	30
Secretarial Line Service	5
Select Call Forwarding	6
Sensible Minute ®	17
Service Charges	3
Service Connection Charges - Move and Change Charges	3
Service Ordering Charge – Service Order Activity	3
Initial Order	
Each additional central office line	
Subsequent Order	.
Moves and changes	
Additions	
Record changes	
Number changes	
Landlord Inside Wire Maintenance (Residential)	
Transfer of service	
Central Office Activity	
Outside Facility Connection Charge	
Network Interface Device	
Toll Denial Service	
Service Performance Guarantee	2
Service Through Radiotelephone Utilities	23
Shared Private Line Service	28
Shared System Listing Service	19
Simple Inside Wire Billable Repair Service – Residence	5
Simple Inside Wire Billable Repair Service – Business	5

ALPHABETICAL LIST OF SERVICES - Continued

<u>Subject</u>	<u>Section</u>	
Smart Call sm Services (Verizon Calling Services)	30	
SmartCall ^R Pak 4400	30	
SmartCall ^R Pak 4900	30	
Smart Ring SM Service (Distinctive Ring)	6	
SmartRing with Paks	30	
Smarter Call Pak ^R	30	
Smartest Call Pak ^R ²	30	(T)
Solutions for Business Bundle	6A	
SONET (DSR)	11	
Special Bills	5	
Special Call Waiting	30	
Special Construction	3	
Specialized Facilities for Intrastate Access (FIA) or Arrangements	11	
Speed Dialing ¹	6	
Supplementary Network Services	5	
Telephone Answering Service	5	
Telephone Directories Outside the Local, ZUM and EAS Areas	19	
Telephone Directory Service	19	
Termination Liability (TLA)	2	
Three Way Calling	6	
Time Periods (Long Distance - Message Telephone Service)	16	
Toll Restriction / Call Restriction	6	
Toll Service (intraLATA) (Long Distance Message Telephone Service)	16	
Transparent LAN Service (TLS)	11	
Travel Charge (See Outside Facility Connection Charge and Visit Charge)	3	

¹ Effective November 16, 2013, residence Speed Dialing Service is no longer available for purchase. Service is not offered for new installations, moves, changes, or additions.

² Smartest Call Pak^R is withdrawn as of July 21, 2014. Effective October 18, 2014, this service is also withdrawn at the resale level and no longer available for purchase by resale customers. (N)
(N)

ALPHABETICAL LIST OF SERVICES - Continued

<u>Subject</u>	<u>Section</u>	
Smart Call sm Services (Verizon Calling Services)	30	
SmartCall ^R Pak 4400	30	
SmartCall ^R Pak 4900	30	
Smart Ring sm Service (Distinctive Ring)	6	
SmartRing with Paks	30	
Smarter Call Pak ^R	30	
Smartest Call Pak ^R	30	
Solutions for Business Bundle	6A	
SONET (DSR)	11	
Special Bills	5	
Special Call Waiting	30	
Special Construction	3	
Specialized Facilities for Intrastate Access (FIA) or Arrangements	11	
Speed Dialing ¹	6	(T)
Supplementary Network Services	5	
Telephone Answering Service	5	
Telephone Directories Outside the Local, ZUM and EAS Areas	19	
Telephone Directory Service	19	
Termination Liability (TLA)	2	
Three Way Calling	6	
Time Periods (Long Distance - Message Telephone Service)	16	
Toll Restriction / Call Restriction	6	
Toll Service (intraLATA) (Long Distance Message Telephone Service)	16	
Transparent LAN Service (TLS)	11	
Travel Charge (See Outside Facility Connection Charge and Visit Charge)	3	

¹ Effective November 16, 2013, residence Speed Dialing Service is no longer available for purchase. Service is not offered for new installations, moves, changes, or additions. (N)
(N)

ALPHABETICAL LIST OF SERVICES - Continued

<u>Subject</u>	<u>Section</u>	
Smart Call sm Services (Verizon Calling Services)	30	
SmartCall ^R Pak 4400	30	
SmartCall ^R Pak 4900	30	
Smart Ring SM Service (Distinctive Ring)	6	
SmartRing with Paks	30	
Smarter Call Pak ^R	30	
Smartest Call Pak ^R	30	
Solutions for Business Bundle	6A	(N)
SONET (DSR)	11	
Special Bills	5	
Special Call Waiting	30	
Special Construction	3	(N)
Specialized Facilities for Intrastate Access (FIA) or Arrangements	11	(N)
Speed Dialing	6	
Supplementary Network Services	5	
Telephone Answering Service	5	
Telephone Directories Outside the Local, ZUM and EAS Areas	19	
Telephone Directory Service	19	
Termination Liability (TLA)	2	
Three Way Calling	6	
Time Periods (Long Distance - Message Telephone Service)	16	
Toll Restriction / Call Restriction	6	
Toll Service (intraLATA) (Long Distance Message Telephone Service)	16	
Transparent LAN Service (TLS)	11	(N)
Travel Charge (See Outside Facility Connection Charge and Visit Charge)	3	

Effective: December 1, 2008

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1, 2, 3, 4

Material formerly on this page has been withdrawn from the Product Guide. Unlimited ZUM Plan for Residential Customers, Unlimited Local Toll Plan, Value Cents and Verizon Between Friends are withdrawn as of November 16, 2013.

6 Effective November 16, 2013, Verizon Local Package SM, Verizon Local Package Extra SM and Verizon Regional Package Unlimited SM are no longer available for purchase. Service is not offered for new installations, moves, changes, or additions

7 Effective November 26, 1996, residence Verizon Calling Solutions Service is no longer available for purchase. Service is not offered for new installations, moves, changes, or additions.

(N)
|
(N)
(X)
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1, 5	Material formerly on this page has been withdrawn from the Product Guide. Verizon Easy Savings Plan SM - Residence and Verizon Unlimited Local Toll Plan Services are withdrawn as of November 16, 2013.	(N)
2, 3, 4	Effective November 16, 2013, Verizon Five Cents Plan, Verizon Local Package SM and Verizon Local Package Extra SM are no longer available for purchase. <u>Service is not offered for new installations, moves, changes, or additions.</u>	 (N)

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SYMBOLS

The following symbols are applicable to this Product Guide:

- (C) To signify change in listing, term, or condition which may affect rates or charges.
- (D) To signify discontinued material, including listing, rate, term or condition.
- (I) To signify Increase.
- (L) To signify material relocated from or to another part of the guide with no change in text, rate, term or condition.
- (N) To signify new material Including listing, rate, term or condition.
- (R) To signify reduction.
- (T) To signify change in text, but no change in rate, term or condition.