

GENERAL SERVICES

Automated Information Service (AIS)	2
Billable Repair Service	8
Business Traffic Study Service	23
Customer Name and Address Service (CNA)	4
Exchange Services Mileage Rates	34
Foreign Exchange Service	25
High Voltage Protection Service	43
Inside Wire Maintenance (IWM) Service	5
Interexchange Receiving Service	75
Miscellaneous Billing Service	50
Multiple Bill Copy Service (MBCS)	50
Call Screening	51
Special Billing Number Service	52
Level Bill Plan (LBP)	54
Private Line Services and Channels	76
Battery Supply	76
Supplemental Services	72
Metering Service	72
Rotary Control Arrangement	72
Telephone Answering Service	55
Verizon Home Voice Mail/Verizon Voice Messaging Service	10

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Effective: December 1, 2008

GENERAL SERVICES

Automated Information Service (AIS)	2
Billable Repair Service	8
Business Traffic Study Service	23
Customer Name and Address Service (CNA)	4
Exchange Services Mileage Rates	34
Foreign Exchange Service	25
High Voltage Protection Service	43
Inside Wire Maintenance (IWM) Service	5
Interexchange Receiving Service	75
Miscellaneous Billing Service	50
Multiple Bill Copy Service (MBCS)	50
Call Screening	51
Special Billing Number Service	52
Magnetic Tape Reproduction	53
Level Bill Plan (LBP)	54
Private Line Services and Channels	76
Battery Supply	76
Supplemental Services	72
Metering Service	72
Rotary Control Arrangement	72
Telephone Answering Service	55
Verizon Home Voice Mail/Verizon Voice Messaging Service	10

Effective: December 1, 2008

GENERAL SERVICES

AUTOMATED INFORMATION SERVICE (AIS)

Special Conditions

A. Automated Information Service (AIS)

Automated Information Service (AIS) is an automated attendant service which allows a subscriber's callers to interact with information through a touch tone telephone. The caller is able to navigate through one or several menus to choose their desired destination, which may include a subscriber's line, an individual extension, a voice mailbox or a prerecorded voice narrative.

The AIS service group includes three options: Automated Attendant, Overflow Attendant and Information Bulletin Board. Automated Attendant and Overflow Attendant answer incoming calls and present the caller with a menu of choices which allow the caller to self direct the call to its destination. Information Bulletin Board delivers to the caller commonly desired information selected by the caller through their touch tone telephone.

AIS Ports

AIS Basic Port - Shared ports for use by multiple customers.

AIS Enhanced Port - Shared ports for use by multiple customers with additional backup. It is recommended that AIS Enhanced Ports be used with Automated Attendant and Overflow Attendant features.

B. EZ-AIS

EZ-AIS is a single level menu Automated Information Service which limits the customer to a smaller, standardized set of auto attendant features and options.

Effective: December 1, 2008

GENERAL SERVICES

AUTOMATED INFORMATION SERVICES (AIS) - Continued

Rates

<u>Nonrecurring Charges</u>	<u>Unit</u>	<u>NRC ¹</u>
a. Automated Information Services (AIS) ²		
Basic Port, per customer	each	495.00
Enhanced Port, per customer	each	495.00
Change Charge, per customer, per order		
1st change	each	50.00
Each additional change	each	35.00
b. EZ-Automated Information Services (AIS) ²		
Basic Port, per customer	each	195.00
Enhanced Port, per customer	each	195.00

<u>Monthly Rates</u>	<u>Unit</u>	<u>Monthly Rate</u>
a. Automated Information Services (AIS) ²		
Basic Port		
Month-to-month	each	60.00
12 month agreement	each	55.00
36 month agreement	each	50.00
Enhanced Port		
Month-to-month	each	70.00
12 month agreement	each	60.00
36 month agreement	each	50.00
b. EZ-Automated Information Services (AIS) ²		
Basic Port		
Month-to-month	each	60.00
12 month agreement	each	55.00
36 month agreement	each	50.00
Enhanced Port		
Month-to-month	each	70.00
12 month agreement	each	60.00
36 month agreement	each	50.00

¹ Section 3 Service Charges are not applicable.

² Business customers only.

Effective: December 1, 2008

GENERAL SERVICES

CUSTOMER NAME AND ADDRESS (CNA) SERVICE

Special Conditions

Customer Name and Address (CNA) Service allows a customer to request a name and/or address by providing a telephone number to the directory assistance operator. Customers have access to name and address information associated with local and/or national listings included in Verizon's directory assistance database. Information is not provided for non-published listings. Charges will apply in the event that no information is available.

CNA is available for both residential and business customers where technically feasible.

CNA may be accessed by dialing 411. The customer will receive a maximum of two listings per call; for example:

- two NDA numbers, or
- one NDA number and one CNA listing, or
- two CNA listings

Operator assisted calls to CNA will be assessed the applicable rate for CNA in addition to the applicable operator assisted station message service charge, as set forth in Section 18, Operator Services.

CNA does not provide a call allowance.

CNA will not be provided on WATS telephone numbers.

The Company assumes no responsibility or liability for any error in the information furnished. The customer shall indemnify the Company 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.

Rates

Nonrecurring Charges ¹

	<u>Unit</u>	<u>NRC ²</u>
Per call	each	0.95

¹ Operator assisted calls to CNA will be assessed the applicable operator assisted station message service charge, as set forth in Section 18, Operator Services.

² Section 3 Service Charges are not applicable.

Effective: December 1, 2008

GENERAL SERVICES

INSIDE WIRE MAINTENANCE (IWM) SERVICE

Special Conditions

- A. Inside Wire Maintenance (IMW) Service is available to residence and business customers subscribing to individual-line Basic Exchange Access Line Service, and CentraNet® customers.

Inside Wire Maintenance (IWM) includes the following:

Determining source of trouble.

Repair or replacement of defective, damaged, or improperly operating standard inside wire or standard jacks.

Inside Wire Maintenance (IWM) excludes the following:

Repair of marine, recreational vehicle (RV), and construction trailer jacks and wiring.

Repair of damage due to natural disasters.

Repair or replacement of non-industry-standard wire and jacks.

Repair of damage due to malicious activity.

Repair of complex inside wiring or jacks associated with complex inside wiring, WATS, or data services.

Repair of customer-provided equipment.

GENERAL SERVICES

INSIDE WIRE MAINTENANCE (IWM) SERVICE - Continued

Special Conditions - Continued

A. - Continued

Lines of customers who subscribe to Inside Wire Maintenance (IWM) or who receive Billable Repair Service may be disconnected for nonpayment of rates and charges for either service.

The services provided in accordance with this guide do not include removal, installation, or re-installation of inside wire nor do they include installation of additional wire or jacks.

An Inside Wire Maintenance (IWM) agreement does not imply resolution of a problem within any specific time period.

Customers who subscribe to Inside Wire Maintenance (IWM) must subscribe on a per-line basis for full coverage.

Customers who subscribe to Inside Wire Maintenance (IWM) with the initial order for telephone service, will receive immediate inside wire maintenance coverage.

Customers who subscribe to Inside Wire Maintenance (IWM) after service has been initiated, will have a thirty (30) day waiting period before inside wire maintenance coverage becomes effective. ¹

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B. Inside Wire Maintenance (IWM) Alternative Offer

Inside Wire Maintenance (IWM) Alternative Offer is available to residence customers. The IWM Alternative Offer provides immediate repair coverage at the time of purchase, and covers pre-existing conditions.

All other special conditions for the standard IWM plan will apply.

The customer must maintain the plan for a 12 month period. An early termination fee will be billed if the customer cancels the plan prior to the end of the 12 month period.

A nonrecurring charge will be billed at the time of purchase.

Monthly charges are the same as for the standard IWM plan.

¹ Does not apply to the Inside Wire Maintenance (IWM) Alternative Offer.

Effective: December 1, 2008

GENERAL SERVICES

INSIDE WIRE MAINTENANCE (IWM) SERVICE - Continued

Special Conditions - Continued

A. - Continued

Lines of customers who subscribe to Inside Wire Maintenance (IWM) or who receive Billable Repair Service may be disconnected for nonpayment of rates and charges for either service.

The services provided in accordance with this guide do not include removal, installation, or re-installation of inside wire nor do they include installation of additional wire or jacks.

An Inside Wire Maintenance (IWM) agreement does not imply resolution of a problem within any specific time period.

Customers who subscribe to Inside Wire Maintenance (IWM) must subscribe on a per-line basis for full coverage.

Customers who subscribe to Inside Wire Maintenance (IWM) with the initial order for telephone service, will receive immediate inside wire maintenance coverage.

Customers who subscribe to Inside Wire Maintenance (IWM) after service has been initiated, will have a thirty (30) day waiting period before inside wire maintenance coverage becomes effective. ¹

Residence customers who subscribe to a package, *i.e.*, Local Package Lite, Local Package Elite, Verizon Regional Package Unlimited SM, Regional Essentials or Regional Value, and the applicable long distance calling plan through Bell Atlantic Communications, Inc. d/b/a Verizon Long Distance, will be eligible for a lower monthly rate for Inside Wire Maintenance (IWM).

B. Inside Wire Maintenance (IWM) Alternative Offer

Inside Wire Maintenance (IWM) Alternative Offer is available to residence customers. The IWM Alternative Offer provides immediate repair coverage at the time of purchase, and covers pre-existing conditions.

All other special conditions for the standard IWM plan will apply.

The customer must maintain the plan for a 12 month period. An early termination fee will be billed if the customer cancels the plan prior to the end of the 12 month period.

A nonrecurring charge will be billed at the time of purchase.

Monthly charges are the same as for the standard IWM plan.

¹ Does not apply to the Inside Wire Maintenance (IWM) Alternative Offer.

GENERAL SERVICES

INSIDE WIRE MAINTENANCE (IWM) SERVICE - Continued

Rates

A. Inside Wire Maintenance (IWM)

	<u>Monthly Rate</u>
Residence service Each Line	\$ 9.99
Business service, Each Line	11.50 (I)
CentraNet [®] Service, Each Line	11.50 (I)

B. Inside Wire Maintenance (IWM) Alternative Offer

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Initial charge for immediate coverage		\$39.95
Residence service Each Line, with a 12-month commitment	\$ 9.99	
Charge for cancellation prior to the end of the 12-month period Early termination fee		50.00

GENERAL SERVICES

INSIDE WIRE MAINTENANCE (IWM) SERVICE - Continued

Rates

A. Inside Wire Maintenance (IWM)

	<u>Monthly Rate</u>
Residence service Each Line	\$ 9.99 (I)
Business service, Each Line	10.50
CentraNet [®] Service, Each Line	10.50

B. Inside Wire Maintenance (IWM) Alternative Offer

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Initial charge for immediate coverage		\$39.95
Residence service Each Line, with a 12-month commitment	\$ 9.99 (I)	
Charge for cancellation prior to the end of the 12-month period Early termination fee		50.00

GENERAL SERVICES

INSIDE WIRE MAINTENANCE (IWM) SERVICE - Continued

Rates

A. Inside Wire Maintenance (IWM)

	<u>Monthly Rate</u>
Residence service Each Line	\$ 8.99 (I)
Business service, Each Line	10.50
CentraNet [®] Service, Each Line	10.50

B. Inside Wire Maintenance (IWM) Alternative Offer

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Initial charge for immediate coverage		\$39.95
Residence service Each Line, with a 12-month commitment	\$ 8.99 (I)	
Charge for cancellation prior to the end of the 12-month period Early termination fee		50.00

GENERAL SERVICES

INSIDE WIRE MAINTENANCE (IWM) SERVICE - Continued

Rates

A. Inside Wire Maintenance (IWM)

Monthly
Rate

Residence service
Each Line

\$ 7.99

Business service,
Each Line

10.50 (I)

CentraNet[®] Service,
Each Line

10.50 (I)

B. Inside Wire Maintenance (IWM) Alternative Offer

Monthly
Rate

Nonrecurring
Charge

Initial charge for immediate coverage

\$39.95

Residence service
Each Line, with a 12-month commitment

\$ 7.99

Charge for cancellation prior to the end of the 12-month period
Early termination fee

50.00

GENERAL SERVICES

INSIDE WIRE MAINTENANCE (IWM) SERVICE - Continued

Rates

A. Inside Wire Maintenance (IWM)

	Monthly <u>Rate</u>	
Residence service Each Line	\$ 7.99 (I)	(C)
		(D)
		(D)
Business service, Each Line	7.50	
CentraNet [®] Service, Each Line	7.50	

B. Inside Wire Maintenance (IWM) Alternative Offer

	Monthly <u>Rate</u>	Nonrecurring <u>Charge</u>	
Initial charge for immediate coverage		\$39.95	
			(D)
			(D)
Residence service Each Line, with a 12-month commitment	\$ 7.99 (I)		(C)
Charge for cancellation prior to the end of the 12-month period Early termination fee		50.00	
			(D)
			(D)

GENERAL SERVICES

INSIDE WIRE MAINTENANCE (IWM) SERVICE - Continued

Rates

A. Inside Wire Maintenance (IWM)

	<u>Monthly Rate</u>
Residence service with a package subscription ¹ , Each Line	\$ 6.99
Residence service without a package subscription, Each Line	\$ 7.99
Business service, Each Line	7.50 (l)
CentraNet [®] Service, Each Line	7.50 (l)

B. Inside Wire Maintenance (IWM) Alternative Offer

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Initial charge for immediate coverage		\$39.95
Residence service with a package subscription ¹ , Each Line, with a 12-month commitment	\$ 6.99	
Residence service without a package subscription, Each Line, with a 12-month commitment	\$ 7.99	
Charge for cancellation prior to the end of the 12-month period Early termination fee		50.00

¹ Available to residence customers who subscribe to Local Package Lite, Local Package Elite, Verizon Regional Package Unlimited SM, Regional Essentials or Regional Value and the applicable long distance calling plan through Bell Atlantic Communications, Inc. d/b/a Verizon Long Distance.

GENERAL SERVICES

INSIDE WIRE MAINTENANCE (IWM) SERVICE - Continued

Rates

A. Inside Wire Maintenance (IWM)

	<u>Monthly Rate</u>	
Residence service with a package subscription ¹ , Each Line	\$ 6.99	(l)
Residence service without a package subscription, Each Line	\$ 7.99	(l)
Business service, Each Line	6.75	
CentraNet [®] Service, Each Line	6.75	

B. Inside Wire Maintenance (IWM) Alternative Offer

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	
Initial charge for immediate coverage		\$39.95	
Residence service with a package subscription ¹ , Each Line, with a 12-month commitment	\$ 6.99		(l)
Residence service without a package subscription, Each Line, with a 12-month commitment	\$ 7.99		(l)
Charge for cancellation prior to the end of the 12-month period Early termination fee		50.00	

¹ Available to residence customers who subscribe to Local Package Lite, Local Package Elite, Verizon Regional Package Unlimited SM, Regional Essentials or Regional Value and the applicable long distance calling plan through Bell Atlantic Communications, Inc. d/b/a Verizon Long Distance.

GENERAL SERVICES

INSIDE WIRE MAINTENANCE (IWM) SERVICE - Continued

Rates

A. Inside Wire Maintenance (IWM)

	<u>Monthly Rate</u>	
Residence service with a package subscription ¹ , Each Line	\$ 5.99	
Residence service without a package subscription, Each Line	\$ 6.99	
Business service, Each Line	6.75	(l)
CentraNet [®] Service, Each Line	6.75	(l)

B. Inside Wire Maintenance (IWM) Alternative Offer

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Initial charge for immediate coverage		\$39.95
Residence service with a package subscription ¹ , Each Line, with a 12-month commitment	\$ 5.99	
Residence service without a package subscription, Each Line, with a 12-month commitment	\$ 6.99	
Charge for cancellation prior to the end of the 12-month period Early termination fee		50.00

¹ Available to residence customers who subscribe to Local Package Lite, Local Package Elite, Verizon Regional Package Unlimited SM, Regional Essentials or Regional Value and the applicable long distance calling plan through Bell Atlantic Communications, Inc. d/b/a Verizon Long Distance.

GENERAL SERVICES

INSIDE WIRE MAINTENANCE (IWM) SERVICE - Continued

Rates

A. Inside Wire Maintenance (IWM)

	<u>Monthly Rate</u>	
Residence service with a package subscription ¹ , Each Line	\$ 5.99	(l)
Residence service without a package subscription, Each Line	\$ 6.99	(l)
Business service, Each Line	5.75	
CentraNet [®] Service, Each Line	5.75	

B. Inside Wire Maintenance (IWM) Alternative Offer

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	
Initial charge for immediate coverage		\$39.95	
Residence service with a package subscription ¹ , Each Line, with a 12-month commitment	\$ 5.99		(l)
Residence service without a package subscription, Each Line, with a 12-month commitment	\$ 6.99		(l)
Charge for cancellation prior to the end of the 12-month period Early termination fee		50.00	

¹ Available to residence customers who subscribe to Local Package Lite, Local Package Elite, Verizon Regional Package Unlimited SM, Regional Essentials or Regional Value and the applicable long distance calling plan through Bell Atlantic Communications, Inc. d/b/a Verizon Long Distance.

Effective: December 1, 2008

GENERAL SERVICES

INSIDE WIRE MAINTENANCE (IWM) SERVICE - Continued

Rates

A. Inside Wire Maintenance (IWM)

	<u>Monthly Rate</u>
Residence service with a package subscription ¹ , Each Line	\$ 4.95
Residence service without a package subscription, Each Line	\$ 5.95
Business service, Each Line	5.75
CentraNet [®] Service, Each Line	5.75

B. Inside Wire Maintenance (IWM) Alternative Offer

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Initial charge for immediate coverage		\$39.95
Residence service with a package subscription ¹ , Each Line, with a 12-month commitment	\$ 4.95	
Residence service without a package subscription, Each Line, with a 12-month commitment	\$ 5.95	
Charge for cancellation prior to the end of the 12-month period Early termination fee		50.00

¹ Available to residence customers who subscribe to Local Package Lite, Local Package Elite, Verizon Regional Package Unlimited SM, Regional Essentials or Regional Value and the applicable long distance calling plan through Bell Atlantic Communications, Inc. d/b/a Verizon Long Distance.

Effective: December 1, 2008

GENERAL SERVICES

BILLABLE REPAIR SERVICE

Special Conditions

The charges for Billable Repair Service commence after a customer accepts the charges, as specified in this section, and the Company's technician is on the premises. Prior to the commencement of actual repair, the customer must be notified that the trouble is on the customer's side of the LLDP and must be advised of competitive alternatives.

Billable Repair Service will be provided to residence and business customers subscribing to individual-line Basic Exchange Access Line Services, WATS, 800, or Private Line and Special Access Service or to any combination of those services.

Rates

Simple Inside Wire Billable Repair Service - Residence

Repair Charge ¹	Nonrecurring <u>Charge</u>
First hour, or less, of billable time required to dispatch employee, locate trouble, and complete repair	
Weekdays (Weekdays, except holidays, 8:00 a.m. to 5:00 p.m.)	\$ 85.00
After Hours (Weekdays 5:00 p.m. to 8:00 a.m. and Saturdays, except holidays)	127.00
Sundays and Holidays	170.00
Each additional 15 minutes, or less, of billable time required to locate trouble and complete repair	
Weekdays (Weekdays, except holidays, 8:00 a.m. to 5:00 p.m.)	21.00
After Hours (Weekdays 5:00 p.m. to 8:00 a.m. and Saturdays, except holidays)	31.00
Sundays and Holidays	42.00

¹ Includes minor materials, i.e. wire, jacks, and material used directly on wire and jacks.

Effective: December 1, 2008

GENERAL SERVICES

BILLABLE REPAIR SERVICE - Continued

Rates - Continued

Simple Inside Wire Billable Repair Service - Business

	Current <u>NRC</u>
Repair Charge ¹	
First hour, or less, of billable time required to dispatch employee, locate trouble, and complete repair	
Weekdays (Weekdays, except holidays, 8:00 a.m. to 5:00 p.m.)	\$ 150.00
After Hours (Weekdays 5:00 p.m. to 8:00 a.m. and Saturdays, except holidays)	190.00
Sundays and Holidays	225.00
Each additional 15 minutes, or less, of billable time required to locate trouble and complete repair	
Weekdays (Weekdays, except holidays, 8:00 a.m. to 5:00 p.m.)	27.50
After Hours (Weekdays 5:00 p.m. to 8:00 a.m. and Saturdays, except holidays)	40.00
Sundays and Holidays	55.00

¹ Includes minor materials, i.e. wire, jacks, and material used directly on wire and jacks.

GENERAL SERVICES

VERIZON HOME VOICE MAIL/VERIZON VOICE MESSAGING SERVICE

Special Conditions

- A. Verizon Home Voice Mail. A voice message service for residential customers which includes call answering, reminder, and wake-up capabilities (wake-up capability is available to residence customers only).

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Home Voice Mail – Standard includes the features of Home Voice Mail - Basic with 30 message capacity ², plus Reminder Messages and Wake Up Service.

The nonrecurring charge associated with establishing a voice mail box is not applicable for customers who choose to upgrade any existing Voice Mail Service to a higher level service.

- B. Verizon Voice Messaging Service. Electronic voice mailbox service for single line and multi-line business customers which provides call answering, ability for users to store messages for play back later, and other features.

Answer Only Mailbox. Message boxes for subscribers who do not want messages to be taken from callers but who want to leave a message for callers. This service is available with either five or three minute increments in which subscribers may record these messages to callers.

BASIC Mailbox. A basic-feature mailbox sold exclusively to business customers with single-line(s), non-CentraNet service. BASIC Mailbox offers a simplified pattern of prompts as an alternative to the Standard Mailbox with full-features. Optional features available with the BASIC Mailbox are: Customer Controllable Ringing (CCR), Audible (C) Ring Burst (ARB) and Visual Message Waiting Indicator (MWI).

The nonrecurring charge associated with establishing a voice messaging mailbox is not applicable for customers who choose to upgrade any existing Voice Messaging Service to a higher level service.

Customers with an existing Verizon Voice Messaging Standard Mailbox who choose to downgrade their mailbox service to the BASIC Mailbox service will be charged the standard one-time, nonrecurring charge for the BASIC Mailbox.

¹ Material formerly on this page has been withdrawn from the Product Guide. Home Voice Mail - Basic service is withdrawn as of February 14, 2014.

² Where equipment and facilities permit.

GENERAL SERVICES

VERIZON HOME VOICE MAIL/VERIZON VOICE MESSAGING SERVICE

Special Conditions

- A. Verizon Home Voice Mail. A voice message service for residential customers which includes call answering, reminder, and wake-up capabilities (wake-up capability is available to residence customers only).

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Home Voice Mail – Standard includes the features of Home Voice Mail - Basic with 30 message capacity ², plus Reminder Messages and Wake Up Service.

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The nonrecurring charge associated with establishing a voice mail box is not applicable for customers who choose to upgrade any existing Voice Mail Service to a higher level service.

- B. Verizon Voice Messaging Service. Electronic voice mailbox service for single line and multi-line business customers which provides call answering, ability for users to store messages for play back later, and other features.

Answer Only Mailbox. Message boxes for subscribers who do not want messages to be taken from callers but who want to leave a message for callers. This service is available with either five or three minute increments in which subscribers may record these messages to callers.

BASIC Mailbox. A basic-feature mailbox sold exclusively to business customers with single-line(s), non-CentraNet service. BASIC Mailbox offers a simplified pattern of prompts as an alternative to the Standard Mailbox with full-features. Optional features available with the BASIC Mailbox are: Spanish Prompts, Customer Controllable Ringing (CCR), Audible Ring Burst (ARB) and Visual Message Waiting Indicator (MWI).

The nonrecurring charge associated with establishing a voice messaging mailbox is not applicable for customers who choose to upgrade any existing Voice Messaging Service to a higher level service.

Customers with an existing Verizon Voice Messaging Standard Mailbox who choose to downgrade their mailbox service to the BASIC Mailbox service will be charged the standard one-time, nonrecurring charge for the BASIC Mailbox.

¹ Material formerly on this page has been withdrawn from the Product Guide. Home Voice Mail - Basic service is withdrawn as of February 14, 2014.

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² Where equipment and facilities permit.

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Effective: December 1, 2008

GENERAL SERVICES

VERIZON HOME VOICE MAIL/VERIZON VOICE MESSAGING SERVICE

Special Conditions

- A. Verizon Home Voice Mail. A voice message service for residential customers which includes call answering, reminder, and wake-up capabilities (wake-up capability is available to residence customers only).

Home Voice Mail - Basic includes 20 message capacity, Standard or Personal Greeting, Date and Time Stamp, Passcode Protection, Messaging (Mailbox to Mailbox) ¹, Saved Message Retention - 30 days ¹, and Automatic Message Review.

Home Voice Mail - Standard includes the features of Home Voice Mail - Basic with 30 message capacity ¹, plus Reminder Messages and Wake Up Service.

The nonrecurring charge associated with establishing a voice mail box is not applicable for customers who choose to upgrade any existing Voice Mail Service to a higher level service.

- B. Verizon Voice Messaging Service. Electronic voice mailbox service for single line and multi-line business customers which provides call answering, ability for users to store messages for play back later, and other features.

Answer Only Mailbox. Message boxes for subscribers who do not want messages to be taken from callers but who want to leave a message for callers. This service is available with either five or three minute increments in which subscribers may record these messages to callers.

BASIC Mailbox. A basic-feature mailbox sold exclusively to business customers with single-line(s), non-CentraNet service. BASIC Mailbox offers a simplified pattern of prompts as an alternative to the Standard Mailbox with full-features. Optional features available with the BASIC Mailbox are: Spanish Prompts, Customer Controllable Ringing (CCR), Audible Ring Burst (ARB) and Visual Message Waiting Indicator (MWI).

The nonrecurring charge associated with establishing a voice messaging mailbox is not applicable for customers who choose to upgrade any existing Voice Messaging Service to a higher level service.

Customers with an existing Verizon Voice Messaging Standard Mailbox who choose to downgrade their mailbox service to the BASIC Mailbox service will be charged the standard one-time, nonrecurring charge for the BASIC Mailbox.

GENERAL SERVICES

VERIZON HOME VOICE MAIL/VERIZON VOICE MESSAGING SERVICE - Continued

Special Conditions - Continued

B. Verizon Voice Messaging Service - Continued

Enhanced Mailbox. An enhancement to a message box which will permit mail to be delivered up to 365 days into the future, a five-minute message length, ten group lists, and a thirty-day period for undelivered messages.

Extension Message Box. A message storage service which permits Verizon Voice Messaging customers to have as many as 98 secondary message boxes. The secondary message boxes must be set by Verizon.

Message Waiting Indicator Visual – Frequency Shift Keying (MWIV-FSK) is a switch generated signal. The MWIV-FSK signal will activate a light on specially designed Customer Premise Equipment (CPE). The light informs users that they have a voice message(s) waiting. Verizon Voice Messaging receives a message for storage.

Message Notification -

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Special Delivery. A service which calls a number programmed by the customer and announces that a voice mail message has been deposited. The customer inputs a passcode and the voice mail message is played.

Where facilities permit, the residence or business customer may also elect to have the Company send and receive instructions relating to the customer's voicemails; e.g. send a message waiting notification, send a copy of the voicemail, delete the voicemail, to a non-Company device that is technically capable of accepting and sending those instructions.

Effective: December 1, 2008

GENERAL SERVICES

VERIZON HOME VOICE MAIL/VERIZON VOICE MESSAGING SERVICE - Continued

Special Conditions - Continued

B. Verizon Voice Messaging Service - Continued

Enhanced Mailbox. An enhancement to a message box which will permit mail to be delivered up to 365 days into the future, a five-minute message length, ten group lists, and a thirty-day period for undelivered messages.

Extension Message Box. A message storage service which permits Verizon Voice Messaging customers to have as many as 98 secondary message boxes. The secondary message boxes must be set by Verizon.

Message Waiting Indicator Visual – Frequency Shift Keying (MWIV-FSK) is a switch generated signal. The MWIV-FSK signal will activate a light on specially designed Customer Premise Equipment (CPE). The light informs users that they have a voice message(s) waiting. Verizon Voice Messaging receives a message for storage.

Message Notification -

Pager Notification. A service which dials the customer's pager device or cell phone and shows voice mail access number in display window. The customer then calls the access number to retrieve voice mail.

Special Delivery. A service which calls a number programmed by the customer and announces that a voice mail message has been deposited. The customer inputs a passcode and the voice mail message is played.

Where facilities permit, the residence or business customer may also elect to have the Company send and receive instructions relating to the customer's voicemails; e.g. send a message waiting notification, send a copy of the voicemail, delete the voicemail, to a non-Company device that is technically capable of accepting and sending those instructions.

GENERAL SERVICES

VERIZON HOME VOICE MAIL/VERIZON VOICE MESSAGING SERVICE - Continued

Special Conditions - Continued

- C. Verizon Home Voice Mail/Verizon Voice Messaging Optional Features. Ring Count Change (RCC) and Audible Ring Burst (ARB) are network enhanced features available with both Verizon Home Voice Mail and Verizon Voice Messaging services.

Ring Count Change (RCC) allows the Verizon Home Voice Mail customer to choose the number of times the phone will ring before forwarding to the Verizon Home Voice Mail mailbox. The customer can choose between 1 and 9 rings, and the number of rings can be changed at the customer's discretion via access codes. This replaces the default forwarding, which is based on seconds, not actual rings (on an average the phone will ring between 3 and 5 times).

Audible Ring Burst (ARB) allows the customer to receive a splash ring every 15 minutes when a message is waiting. The customer can turn this on or off as desired by an access code. This feature gives an audible reminder that a message is waiting.

(D)
(D)

Effective: December 1, 2008

GENERAL SERVICES

VERIZON HOME VOICE MAIL/VERIZON VOICE MESSAGING SERVICE - Continued

Special Conditions - Continued

- C. Verizon Home Voice Mail/Verizon Voice Messaging Optional Features. Ring Count Change (RCC) and Audible Ring Burst (ARB) are network enhanced features available with both Verizon Home Voice Mail and Verizon Voice Messaging services.

Ring Count Change (RCC) allows the Verizon Home Voice Mail customer to choose the number of times the phone will ring before forwarding to the Verizon Home Voice Mail mailbox. The customer can choose between 1 and 9 rings, and the number of rings can be changed at the customer's discretion via access codes. This replaces the default forwarding, which is based on seconds, not actual rings (on an average the phone will ring between 3 and 5 times).

Audible Ring Burst (ARB) allows the customer to receive a splash ring every 15 minutes when a message is waiting. The customer can turn this on or off as desired by an access code. This feature gives an audible reminder that a message is waiting.

Spanish Prompt is available upon request at time of new order at no additional charge. Spanish Prompt is available where technically feasible.

GENERAL SERVICES

VERIZON HOME VOICE MAIL/VERIZON VOICE MESSAGING SERVICE - Continued

Special Conditions - Continued

- D. Verizon OnePoint Voice Mail (OPVM) Service. An electronic voice mailbox service for residential and business customers that provides the customer with the ability to utilize a single voice mailbox for both wireless and wireline voice messages.
- 1) Verizon OnePoint Voice Mail (OPVM) Service includes the features of Home Voice Mail - Standard (except with 50 message capacity), plus eight (8) Individual Mail Boxes, Group Lists, Personal Receptionist, Special Delivery, Ring Count Change (RCC)(formerly Customer Controlled Ringing [CCR]) and Multiple Number Service. (C)
(C)
 - 2) Conditions

Verizon OnePoint Voice Mail (OPVM) Service allows up to four additional Verizon or non-Verizon wireline or wireless telephone numbers (Multiple Number Service), in addition to the main telephone number, to forward calls into a single mailbox.

In order to forward calls to the OPVM mailbox, the four additional numbers must subscribe to the Call Forwarding feature with the Busy Line Don't Answer function.¹ Customers who desire a non-Verizon number as one of the four additional numbers must contact the provider of that number to order the Call Forwarding feature.

The applicable call-forwarding, toll, or wireless charges may apply for each completed call made between the additional line from which the call is forwarded and the OPVM mailbox to which the call is forwarded. For customers with Measured-Rate Service, Local Calling Rate charges from Section 4, Local Exchange Service, will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox. Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.

Verizon OnePoint Voice Mail (OPVM) Service is available where equipment and facilities permit, in accordance with the terms and special conditions specified in this Product Guide and other Verizon tariff schedules. Non-Verizon wireline and wireless numbers may or may not work as additional numbers, as the data received from the provider may not be compatible with Verizon's network.

The nonrecurring charge associated with establishing OPVM Service will be waived for customers who choose to upgrade from any existing Home Voice Mail or Voice Messaging Service to OPVM.

¹ See Section 6, Custom Calling Services for Call Forwarding rates.

Effective: December 1, 2008

GENERAL SERVICES

VERIZON HOME VOICE MAIL/VERIZON VOICE MESSAGING SERVICE - Continued

Special Conditions - Continued

- D. Verizon OnePoint Voice Mail (OPVM) Service. An electronic voice mailbox service for residential and business customers that provides the customer with the ability to utilize a single voice mailbox for both wireless and wireline voice messages.
- 1) Verizon OnePoint Voice Mail (OPVM) Service includes the features of Home Voice Mail - Standard (except with 50 message capacity), plus eight (8) Individual Mail Boxes, Group Lists, Personal Receptionist, Pager Notification, Special Delivery, Ring Count Change (RCC)(formerly Customer Controlled Ringing [CCR]) and Multiple Number Service.
 - 2) Conditions

Verizon OnePoint Voice Mail (OPVM) Service allows up to four additional Verizon or non-Verizon wireline or wireless telephone numbers (Multiple Number Service), in addition to the main telephone number, to forward calls into a single mailbox.

In order to forward calls to the OPVM mailbox, the four additional numbers must subscribe to the Call Forwarding feature with the Busy Line Don't Answer function.¹ Customers who desire a non-Verizon number as one of the four additional numbers must contact the provider of that number to order the Call Forwarding feature.

The applicable call-forwarding, toll, or wireless charges may apply for each completed call made between the additional line from which the call is forwarded and the OPVM mailbox to which the call is forwarded. For customers with Measured-Rate Service, Local Calling Rate charges from Section 4, Local Exchange Service, will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox. Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.

Verizon OnePoint Voice Mail (OPVM) Service is available where equipment and facilities permit, in accordance with the terms and special conditions specified in this Product Guide and other Verizon tariff schedules. Non-Verizon wireline and wireless numbers may or may not work as additional numbers, as the data received from the provider may not be compatible with Verizon's network.

The nonrecurring charge associated with establishing OPVM Service will be waived for customers who choose to upgrade from any existing Home Voice Mail or Voice Messaging Service to OPVM.

¹ See Section 6, Custom Calling Services for Call Forwarding rates.

Effective: December 1, 2008

GENERAL SERVICES

VERIZON HOME VOICE MAIL/VERIZON VOICE MESSAGING SERVICE - Continued

Special Conditions - Continued

D. Verizon OnePoint Voice Mail (OPVM) Service - Continued

3) Feature Descriptions

Group List. A feature that allows customers to create a list with the mailbox numbers of people to whom they send frequent broadcast-type messages. The customer records a message from the Verizon OnePoint Voice Mail (OPVM) mailbox or a Voice Messaging Services mailbox and then sends it to a specified group list. This feature is available with Verizon Voice Messaging Service and Verizon OnePoint Voice Mail (OPVM) Service.

Individual Mail Box. A message storage service which permits customers to set up as many as eight secondary message boxes. Available in One Point Voice Mail for residential customers. Available as Extension Message Boxes to business customers.

Multiple Number Service. A feature of Verizon OnePoint Voice Mail (OPVM) Service that allows up to four additional Verizon or non-Verizon wireline or wireless telephone numbers, in addition to the main telephone number, to forward calls into a single mailbox.

Personal Receptionist. A service which permits a caller who has reached the Verizon OnePoint Voice Mail (OPVM) mailbox to press "zero" and be transferred to a live answer number.

GENERAL SERVICES

VERIZON HOME VOICE MAIL/VERIZON VOICE MESSAGING SERVICE - Continued

Rates

A. Verizon Home Voice Mail

Nonrecurring Charges

	<u>Unit</u>	<u>NRC</u> ¹	
Verizon Home Voice Mail Packages			
- ²			
- Home Voice Mail - Standard	each box	10.00	
Verizon Home Voice Mail Optional Features			
- Ring Count Change (RCC)	each line	--	
- Audible Ring Burst (ARB)	each line	--	
- Spanish Prompt ³	each line	--	(X)
Verizon OnePoint Voice Mail (OPVM) Service	each box	\$15.00	

¹ Service Charges from Section 3 are not applicable.

² Material formerly on this page has been withdrawn from the Product Guide. Home Voice Mail - Basic service is withdrawn as of February 14, 2014.

³ Restores material inadvertently withdrawn from the Product Guide.

GENERAL SERVICES

VERIZON HOME VOICE MAIL/VERIZON VOICE MESSAGING SERVICE - Continued

Rates

A. Verizon Home Voice Mail

Nonrecurring Charges

	<u>Unit</u>	<u>NRC</u> ¹	
Verizon Home Voice Mail Packages			
- ²			
- Home Voice Mail - Standard	each box	10.00	
Verizon Home Voice Mail Optional Features			
- Ring Count Change (RCC)	each line	--	
- Audible Ring Burst (ARB)	each line	--	
- ³			(D)(T)
Verizon OnePoint Voice Mail (OPVM) Service	each box	\$15.00	

¹ Service Charges from Section 3 are not applicable.

² Material formerly on this page has been withdrawn from the Product Guide. Home Voice Mail - Basic service is withdrawn as of February 14, 2014.

³ Material formerly on this page has been withdrawn from the Product Guide. Verizon Home Voice Mail Optional Features Spanish Prompt is withdrawn as of July 21, 2014. (N)
(N)

GENERAL SERVICES

VERIZON HOME VOICE MAIL/VERIZON VOICE MESSAGING SERVICE - Continued

Rates

A. Verizon Home Voice Mail

Nonrecurring Charges

	<u>Unit</u>	<u>NRC</u> ¹	
Verizon Home Voice Mail Packages			
- ²			(D)(T)
- Home Voice Mail - Standard	each box	10.00	
Verizon Home Voice Mail Optional Features			
- Ring Count Change (RCC)	each line	--	
- Audible Ring Burst (ARB)	each line	--	
- Spanish Prompt	each line	--	
Verizon OnePoint Voice Mail (OPVM) Service	each box	\$15.00	

¹ Service Charges from Section 3 are not applicable.

² Material formerly on this page has been withdrawn from the Product Guide. Home Voice Mail - Basic service is withdrawn (N)
as of February 14, 2014. (N)

Effective: December 1, 2008

GENERAL SERVICES

VERIZON HOME VOICE MAIL/VERIZON VOICE MESSAGING SERVICE - Continued

Rates

A. Verizon Home Voice Mail

Nonrecurring Charges

	<u>Unit</u>	<u>NRC</u> ¹
Verizon Home Voice Mail Packages		
- Home Voice Mail - Basic	each box	\$10.00
- Home Voice Mail - Standard	each box	10.00
Verizon Home Voice Mail Optional Features		
- Ring Count Change (RCC)	each line	--
- Audible Ring Burst (ARB)	each line	--
- Spanish Prompt	each line	--
Verizon OnePoint Voice Mail (OPVM) Service	each box	\$15.00

¹ Service Charges from Section 3 are not applicable.

GENERAL SERVICES

VERIZON HOME VOICE MAIL/VERIZON VOICE MESSAGING SERVICE - Continued

Rates - Continued

A. Verizon Home Voice Mail - Continued

Monthly Rates

	<u>Unit</u>	<u>Monthly Rate</u>	
Verizon Home Voice Mail Packages ^{1,2}			
- ⁴			
- Home Voice Mail - Standard	each box	11.99 ³	
Verizon Home Voice Mail Optional Features			
- Ring Count Change (RCC)	each line	1.00	
- Audible Ring Burst (ARB)	each line	1.50	
- Spanish Prompt ⁵	each line	--	(X)
Verizon OnePoint Voice Mail (OPVM) Service ^{1,2}	each box	12.99 ³	
Message Waiting Indication			
Visual – FSK	each box	.50	

¹ For customers with Measured-Rate Service, Local Calling Rate charges from Section 4 of this Product Guide, Local Exchange Service will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.

² Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.

³ To be implemented on a full bill period basis on or after March 21, 2015.

⁴ Material formerly on this page has been withdrawn from the Product Guide. Home Voice Mail - Basic service is withdrawn as of February 14, 2014.

⁵ Restores material inadvertently withdrawn from the Product Guide.

GENERAL SERVICES

VERIZON HOME VOICE MAIL/VERIZON VOICE MESSAGING SERVICE - Continued

Rates - Continued

A. Verizon Home Voice Mail - Continued

Monthly Rates

	<u>Unit</u>	<u>Monthly Rate</u>
Verizon Home Voice Mail Packages ^{1,2}		
- ⁴		
- Home Voice Mail - Standard	each box	11.99 ³ (I)
Verizon Home Voice Mail Optional Features		
- Ring Count Change (RCC)	each line	1.00
- Audible Ring Burst (ARB)	each line	1.50
- ⁵		
Verizon OnePoint Voice Mail (OPVM) Service ^{1,2}	each box	12.99 ³ (I)
Message Waiting Indication Visual – FSK	each box	.50

¹ For customers with Measured-Rate Service, Local Calling Rate charges from Section 4 of this Product Guide, Local Exchange Service will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.

² Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.

³ To be implemented on a full bill period basis on or after March 21, 2015.

⁴ Material formerly on this page has been withdrawn from the Product Guide. Home Voice Mail - Basic service is withdrawn as of February 14, 2014.

⁵ Material formerly on this page has been withdrawn from the Product Guide. Verizon Home Voice Mail Optional Features Spanish Prompt is withdrawn as of July 21, 2014.

GENERAL SERVICES

VERIZON HOME VOICE MAIL/VERIZON VOICE MESSAGING SERVICE - Continued

Rates - Continued

A. Verizon Home Voice Mail - Continued

Monthly Rates

	<u>Unit</u>	<u>Monthly Rate</u>	
Verizon Home Voice Mail Packages ^{1,2}			
- ⁴			
- Home Voice Mail - Standard	each box	10.45 ³	
Verizon Home Voice Mail Optional Features			
- Ring Count Change (RCC)	each line	1.00	
- Audible Ring Burst (ARB)	each line	1.50	
- ⁵			(D)(T)
Verizon OnePoint Voice Mail (OPVM) Service ^{1,2}	each box	11.45 ³	
Message Waiting Indication Visual – FSK	each box	.50	

¹ For customers with Measured-Rate Service, Local Calling Rate charges from Section 4 of this Product Guide, Local Exchange Service will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.

² Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.

³ To be implemented on a full bill period basis on or after November 16, 2013.

⁴ Material formerly on this page has been withdrawn from the Product Guide. Home Voice Mail - Basic service is withdrawn as of February 14, 2014.

⁵ Material formerly on this page has been withdrawn from the Product Guide. Verizon Home Voice Mail Optional Features Spanish Prompt is withdrawn as of July 21, 2014. (N)
(N)

GENERAL SERVICES

VERIZON HOME VOICE MAIL/VERIZON VOICE MESSAGING SERVICE - Continued

Rates - Continued

A. Verizon Home Voice Mail - Continued

Monthly Rates

	<u>Unit</u>	<u>Monthly Rate</u>	
Verizon Home Voice Mail Packages ^{1,2}			
- ⁴			(D)(T)
- Home Voice Mail - Standard	each box	10.45 ³	
Verizon Home Voice Mail Optional Features			
- Ring Count Change (RCC)	each line	1.00	
- Audible Ring Burst (ARB)	each line	1.50	
- Spanish Prompt	each line	--	
Verizon OnePoint Voice Mail (OPVM) Service ^{1,2}	each box	11.45 ³	
Message Waiting Indication Visual – FSK	each box	.50	

¹ For customers with Measured-Rate Service, Local Calling Rate charges from Section 4 of this Product Guide, Local Exchange Service will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.

² Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.

³ To be implemented on a full bill period basis on or after November 16, 2013.

⁴ Material formerly on this page has been withdrawn from the Product Guide. Home Voice Mail - Basic service is withdrawn as of February 14, 2014. (N)
(N)

GENERAL SERVICES

VERIZON HOME VOICE MAIL/VERIZON VOICE MESSAGING SERVICE - Continued

Rates - Continued

A. Verizon Home Voice Mail - Continued

Monthly Rates

	<u>Unit</u>	<u>Monthly Rate</u>	
Verizon Home Voice Mail Packages ^{1,2}			
- Home Voice Mail - Basic	each box	9.45 ³ (I)	(T)
- Home Voice Mail - Standard	each box	10.45 ³ (I)	(T)
Verizon Home Voice Mail Optional Features			
- Ring Count Change (RCC)	each line	1.00	
- Audible Ring Burst (ARB)	each line	1.50	
- Spanish Prompt	each line	--	
Verizon OnePoint Voice Mail (OPVM) Service ^{1,2}	each box	11.45 ³ (I)	(T)
Message Waiting Indication Visual – FSK	each box	.50	

¹ For customers with Measured-Rate Service, Local Calling Rate charges from Section 4 of this Product Guide, Local Exchange Service will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.

² Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.

³ To be implemented on a full bill period basis on or after November 16, 2013.

GENERAL SERVICES

VERIZON HOME VOICE MAIL/VERIZON VOICE MESSAGING SERVICE - Continued

Rates - Continued

A. Verizon Home Voice Mail - Continued

Monthly Rates

	<u>Unit</u>	<u>Monthly Rate</u>
Verizon Home Voice Mail Packages ^{1,2}		
- Home Voice Mail - Basic	each box	8.45 ³ (I)
- Home Voice Mail - Standard	each box	9.45 ³ (I)
Verizon Home Voice Mail Optional Features		
- Ring Count Change (RCC)	each line	1.00
- Audible Ring Burst (ARB)	each line	1.50
- Spanish Prompt	each line	--
Verizon OnePoint Voice Mail (OPVM) Service ^{1,2}	each box	10.45 ³ (I)
Message Waiting Indication Visual – FSK	each box	.50

¹ For customers with Measured-Rate Service, Local Calling Rate charges from Section 4 of this Product Guide, Local Exchange Service will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.

² Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.

³ To be implemented on a full bill period basis on or after November 1, 2009.

GENERAL SERVICES

VERIZON HOME VOICE MAIL/VERIZON VOICE MESSAGING SERVICE - Continued

Rates - Continued

A. Verizon Home Voice Mail - Continued

Monthly Rates

	<u>Unit</u>	<u>Monthly Rate</u>
Verizon Home Voice Mail Packages ^{1,2}		
- Home Voice Mail - Basic	each box	7.45 ³ (I)
- Home Voice Mail - Standard	each box	8.45 ³ (I)
Verizon Home Voice Mail Optional Features		
- Ring Count Change (RCC)	each line	1.00
- Audible Ring Burst (ARB)	each line	1.50
- Spanish Prompt	each line	--
Verizon OnePoint Voice Mail (OPVM) Service ^{1,2}	each box	9.45 ³ (I)
Message Waiting Indication Visual – FSK	each box	.50

¹ For customers with Measured-Rate Service, Local Calling Rate charges from Section 4 of this Product Guide, Local Exchange Service will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.

² Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.

³ To be implemented on a full bill period basis on or after November 1, 2009.

Effective: December 1, 2008

GENERAL SERVICES

VERIZON HOME VOICE MAIL/VERIZON VOICE MESSAGING SERVICE - Continued

Rates - Continued

A. Verizon Home Voice Mail - Continued

Monthly Rates

	<u>Unit</u>	<u>Monthly Rate</u>
Verizon Home Voice Mail Packages ^{1,2}		
- Home Voice Mail - Basic	each box	6.95
- Home Voice Mail - Standard	each box	7.95
Verizon Home Voice Mail Optional Features		
- Ring Count Change (RCC)	each line	1.00
- Audible Ring Burst (ARB)	each line	1.50
- Spanish Prompt	each line	--
Verizon OnePoint Voice Mail (OPVM) Service ^{1,2}	each box	8.95
Message Waiting Indication Visual – FSK	each box	.50

¹ For customers with Measured-Rate Service, Local Calling Rate charges from Section 4 of this Product Guide, Local Exchange Service will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.

² Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.

GENERAL SERVICES

VERIZON HOME VOICE MAIL/VERIZON VOICE MESSAGING SERVICE - Continued

Rates - Continued

B. Verizon Voice Messaging Service

Nonrecurring Charges

	<u>Unit</u>	<u>NRC</u> ¹	
Remote Call Notification ²	each box	--	(D)(T)
Ring Count Change (RCC)	each line	--	
Audible Ring Burst (ARB)	each line	--	
BASIC Mailbox			
No term plan	each order	\$ 15.00	
12-month term	each order	15.00	
Message Boxes - CentraNet® Lines			
No term plan	each box	2.50	
12-month term plan			
from 1 to 50 boxes	each box	2.50	
from 51 to 250 boxes	each box	2.50	
36-month term plan			
from 1 to 50 boxes	each box	2.50	
from 51 to 250 boxes	each box	2.50	
from 251 to 600 boxes	each box	2.50	
more than 600 boxes	each box	2.50	
60-month term plan			
from 51 to 100 boxes	each box	2.50	
from 101 to 250 boxes	each box	2.50	
from 251 to 600 boxes	each box	2.50	
more than 600 boxes	each box	2.50	
84-month term plan			
from 51 to 100 boxes	each box	2.50	
from 101 to 250 boxes	each box	2.50	
from 251 to 600 boxes	each box	2.50	
more than 600 boxes	each box	2.50	
Message Boxes - All Other Lines			
No term plan	each order	15.00	
12-month term plan	each order	n/a	
36-month term plan	each order	n/a	

¹ Section 3 Service Charges are not applicable.

² Material formerly on this page has been withdrawn from the Product Guide. Pager Notification is withdrawn as of July 21, 2014. (N)
(N)

Effective: December 1, 2008

GENERAL SERVICES

VERIZON HOME VOICE MAIL/VERIZON VOICE MESSAGING SERVICE - Continued

Rates - Continued

B. Verizon Voice Messaging Service

Nonrecurring Charges

	<u>Unit</u>	<u>NRC</u> ¹
Remote Call Notification	each box	--
Pager Notification	each box	--
Ring Count Change (RCC)	each line	--
Audible Ring Burst (ARB)	each line	--
BASIC Mailbox		
No term plan	each order	\$ 15.00
12-month term	each order	15.00
Message Boxes - CentraNet® Lines		
No term plan	each box	2.50
12-month term plan		
from 1 to 50 boxes	each box	2.50
from 51 to 250 boxes	each box	2.50
36-month term plan		
from 1 to 50 boxes	each box	2.50
from 51 to 250 boxes	each box	2.50
from 251 to 600 boxes	each box	2.50
more than 600 boxes	each box	2.50
60-month term plan		
from 51 to 100 boxes	each box	2.50
from 101 to 250 boxes	each box	2.50
from 251 to 600 boxes	each box	2.50
more than 600 boxes	each box	2.50
84-month term plan		
from 51 to 100 boxes	each box	2.50
from 101 to 250 boxes	each box	2.50
from 251 to 600 boxes	each box	2.50
more than 600 boxes	each box	2.50
Message Boxes - All Other Lines		
No term plan	each order	15.00
12-month term plan	each order	n/a
36-month term plan	each order	n/a

¹ Section 3 Service Charges are not applicable.

Effective: December 1, 2008

GENERAL SERVICES

VERIZON HOME VOICE MAIL/VERIZON VOICE MESSAGING SERVICE - Continued

Rates - Continued

B. Verizon Voice Messaging Service - Continued

Nonrecurring Charges - Continued	<u>Unit</u>	<u>NRC</u> ¹
Extension Message Boxes		
First Message Box		
CentraNet® Lines		
No Term plan	each box	\$ 2.50
12 month term plan		
from 1 to 50 boxes	each box	2.50
from 51 to 250 boxes	each box	2.50
36 month term plan		
from 1 to 50 boxes	each box	2.50
from 51 to 250 boxes	each box	2.50
All Other Lines		
No Term plan	each order	15.00
12 month term plan		
from 1 to 50 boxes	each order	0.00
from 51 to 250 boxes	each order	0.00
36-month term plan		
from 1 to 50 boxes	each order	0.00
from 51 to 250 boxes	each order	0.00
Additional Message Box		
CentraNet® Lines	each box	2.50
All Other Lines	each order	15.00
Enhanced Mailboxes		
with 50 Message Capacity	each box	--
with 100 Message Capacity	each box	--
CentraNet Enhanced Mailboxes		
with 50 Capacity	each box	--
with 100 Capacity	each box	--
Answering Mailboxes		
CentraNet® Lines		
Five (5) Minute Box	each box	2.50
Three (3) Minute Box	each box	2.50
All Other Lines		
Five (5) Minute Box	each order	15.00
Three (3) Minute Box	each order	15.00
Message Waiting Indicator Visual-FSK	each line	--

¹ Section 3 Service Charges are not applicable.

GENERAL SERVICES

VERIZON HOME VOICE MAIL/VERIZON VOICE MESSAGING SERVICE - Continued

Rates - Continued

B. Verizon Voice Messaging Service - Continued

Monthly Rates

	<u>Unit</u>	<u>Monthly Rate</u>
Remote Call Notification ⁵	each box	\$ 3.00
Ring Count Change (RCC)	each line	1.00
Audible Ring Burst (ARB)	each line	1.50
BASIC Mailbox ^{1, 2, 3}		
No term plan	each box	10.70 (I)
12-month term plan ⁴	each box	4.95
Message Boxes - CentraNet® Lines ^{1, 2, 3}		
No term plan	each box	16.75 (I)
12-month term plan ⁴		
from 1 to 50 boxes	each box	12.00
from 51 to 250 boxes	each box	9.50
36-month term plan ⁴		
from 1 to 50 boxes	each box	10.00
from 51 to 250 boxes	each box	8.75
from 251 to 600 boxes	each box	7.50
more than 600 boxes	each box	6.75

¹ See Section 2 of this Product Guide for termination liability terms and conditions.

² For customers with Measured-Rate Service, Local Calling Rate charges from Section 4 of this Product Guide will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.

³ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.

⁴ Termination liability will be waived for customers on a 12- or 36-month term plan who convert to Unlimited Local and Toll Usage for Business with Feature Package Two or Three. For rates, terms and conditions see Section 6A, Packaged Services.

⁵ Material formerly on this page has been withdrawn from the Product Guide. Pager Notification is withdrawn as of July 21, 2014.

GENERAL SERVICES

VERIZON HOME VOICE MAIL/VERIZON VOICE MESSAGING SERVICE - Continued

Rates - Continued

B. Verizon Voice Messaging Service - Continued

Monthly Rates

	<u>Unit</u>	<u>Monthly Rate</u>	
Remote Call Notification 5	each box	\$ 3.00	
Ring Count Change (RCC)	each line	1.00	(D)(T)
Audible Ring Burst (ARB)	each line	1.50	
BASIC Mailbox 1, 2, 3			
No term plan	each box	9.95	
12-month term plan 4	each box	4.95	
Message Boxes - CentraNet® Lines 1, 2, 3			
No term plan	each box	16.00	
12-month term plan 4			
from 1 to 50 boxes	each box	12.00	
from 51 to 250 boxes	each box	9.50	
36-month term plan 4			
from 1 to 50 boxes	each box	10.00	
from 51 to 250 boxes	each box	8.75	
from 251 to 600 boxes	each box	7.50	
more than 600 boxes	each box	6.75	

¹ See Section 2 of this Product Guide for termination liability terms and conditions.

² For customers with Measured-Rate Service, Local Calling Rate charges from Section 4 of this Product Guide will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.

³ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.

⁴ Termination liability will be waived for customers on a 12- or 36-month term plan who convert to Unlimited Local and Toll Usage for Business with Feature Package Two or Three. For rates, terms and conditions see Section 6A, Packaged Services.

⁵ Material formerly on this page has been withdrawn from the Product Guide. Pager Notification is withdrawn as of July 21, 2014. (N)
(N)

GENERAL SERVICES

VERIZON HOME VOICE MAIL/VERIZON VOICE MESSAGING SERVICE - Continued

Rates - Continued

B. Verizon Voice Messaging Service - Continued

Monthly Rates

	<u>Unit</u>	<u>Monthly Rate</u>
Remote Call Notification	each box	\$ 3.00
Pager Notification	each box	5.00
Ring Count Change (RCC)	each line	1.00
Audible Ring Burst (ARB)	each line	1.50
BASIC Mailbox ^{1, 2, 3}		
No term plan	each box	9.95 (I)
12-month term plan ⁴	each box	4.95
Message Boxes - CentraNet® Lines ^{1, 2, 3}		
No term plan	each box	16.00 (I)
12-month term plan ⁴		
from 1 to 50 boxes	each box	12.00
from 51 to 250 boxes	each box	9.50
36-month term plan ⁴		
from 1 to 50 boxes	each box	10.00
from 51 to 250 boxes	each box	8.75
from 251 to 600 boxes	each box	7.50
more than 600 boxes	each box	6.75

¹ See Section 2 of this Product Guide for termination liability terms and conditions.

² For customers with Measured-Rate Service, Local Calling Rate charges from Section 4 of this Product Guide will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.

³ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.

⁴ Termination liability will be waived for customers on a 12- or 36-month term plan who convert to Unlimited Local and Toll Usage for Business with Feature Package Two or Three. For rates, terms and conditions see Section 6A, Packaged Services.

Effective: December 1, 2008

GENERAL SERVICES

VERIZON HOME VOICE MAIL/VERIZON VOICE MESSAGING SERVICE - Continued

Rates - Continued

B. Verizon Voice Messaging Service - Continued

Monthly Rates

	<u>Unit</u>	<u>Monthly Rate</u>
Remote Call Notification	each box	\$ 3.00
Pager Notification	each box	5.00
Ring Count Change (RCC)	each line	1.00
Audible Ring Burst (ARB)	each line	1.50
BASIC Mailbox ^{1, 2, 3}		
No term plan	each box	6.95
12-month term plan ⁴	each box	4.95
Message Boxes - CentraNet® Lines ^{1, 2, 3}		
No term plan	each box	14.00
12-month term plan ⁴		
from 1 to 50 boxes	each box	12.00
from 51 to 250 boxes	each box	9.50
36-month term plan ⁴		
from 1 to 50 boxes	each box	10.00
from 51 to 250 boxes	each box	8.75
from 251 to 600 boxes	each box	7.50
more than 600 boxes	each box	6.75

¹ See Section 2 of this Product Guide for termination liability terms and conditions.

² For customers with Measured-Rate Service, Local Calling Rate charges from Section 4 of this Product Guide will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.

³ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.

⁴ Termination liability will be waived for customers on a 12- or 36-month term plan who convert to Unlimited Local and Toll Usage for Business with Feature Package Two or Three. For rates, terms and conditions see Section 6A, Packaged Services.

GENERAL SERVICES

VERIZON HOME VOICE MAIL/VERIZON VOICE MESSAGING SERVICE - Continued

Rates - Continued

B. Verizon Voice Messaging Service - Continued

Monthly Rates - Continued

	<u>Unit</u>	<u>Monthly Rate</u>
Message Boxes - CentraNet® Lines ^{1, 2, 3} - Continued		
60-month term plan		
from 51 to 100 boxes	each box	8.25
from 101 to 250 boxes	each box	7.25
from 251 to 600 boxes	each box	6.25
more than 600 boxes	each box	5.75
84-month term plan		
from 51 to 100 boxes	each box	6.95
from 101 to 250 boxes	each box	5.95
from 251 to 600 boxes	each box	5.50
more than 600 boxes	each box	5.25
Message Boxes - All Other Lines ^{1, 2, 3}		
No term plan	each box	16.75 (I)
12-month term plan ⁴	each box	12.00
36-month term plan ⁴	each box	10.00

¹ See Section 2 of this Product Guide for termination liability terms and conditions.

² For customers with Measured-Rate Service, Local Calling Rate charges from Section 4 of this Product Guide will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.

³ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.

⁴ Termination liability will be waived for customers on a 12- or 36-month term plan who convert to Unlimited Local and Toll Usage for Business with Feature Package Two or Three. For rates, terms and conditions see Section 6A, Packaged Services.

GENERAL SERVICES

VERIZON HOME VOICE MAIL/VERIZON VOICE MESSAGING SERVICE - Continued

Rates - Continued

B. Verizon Voice Messaging Service - Continued

Monthly Rates - Continued

	<u>Unit</u>	<u>Monthly Rate</u>
Message Boxes - CentraNet® Lines ^{1, 2, 3} - Continued		
60-month term plan		
from 51 to 100 boxes	each box	8.25
from 101 to 250 boxes	each box	7.25
from 251 to 600 boxes	each box	6.25
more than 600 boxes	each box	5.75
84-month term plan		
from 51 to 100 boxes	each box	6.95
from 101 to 250 boxes	each box	5.95
from 251 to 600 boxes	each box	5.50
more than 600 boxes	each box	5.25
Message Boxes - All Other Lines ^{1, 2, 3}		
No term plan	each box	16.00 (I)
12-month term plan ⁴	each box	12.00
36-month term plan ⁴	each box	10.00

¹ See Section 2 of this Product Guide for termination liability terms and conditions.

² For customers with Measured-Rate Service, Local Calling Rate charges from Section 4 of this Product Guide will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.

³ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.

⁴ Termination liability will be waived for customers on a 12- or 36-month term plan who convert to Unlimited Local and Toll Usage for Business with Feature Package Two or Three. For rates, terms and conditions see Section 6A, Packaged Services.

Effective: December 1, 2008

GENERAL SERVICES

VERIZON HOME VOICE MAIL/VERIZON VOICE MESSAGING SERVICE - Continued

Rates - Continued

B. Verizon Voice Messaging Service - Continued

Monthly Rates - Continued

	<u>Unit</u>	<u>Monthly Rate</u>
Message Boxes - CentraNet® Lines ^{1, 2, 3} - Continued		
60-month term plan		
from 51 to 100 boxes	each box	8.25
from 101 to 250 boxes	each box	7.25
from 251 to 600 boxes	each box	6.25
more than 600 boxes	each box	5.75
84-month term plan		
from 51 to 100 boxes	each box	6.95
from 101 to 250 boxes	each box	5.95
from 251 to 600 boxes	each box	5.50
more than 600 boxes	each box	5.25
Message Boxes - All Other Lines ^{1, 2, 3}		
No term plan	each box	14.00
12-month term plan ⁴	each box	12.00
36-month term plan ⁴	each box	10.00

¹ See Section 2 of this Product Guide for termination liability terms and conditions.

² For customers with Measured-Rate Service, Local Calling Rate charges from Section 4 of this Product Guide will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.

³ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.

⁴ Termination liability will be waived for customers on a 12- or 36-month term plan who convert to Unlimited Local and Toll Usage for Business with Feature Package Two or Three. For rates, terms and conditions see Section 6A, Packaged Services.

GENERAL SERVICES

VERIZON HOME VOICE MAIL/VERIZON VOICE MESSAGING SERVICE - Continued

Rates - Continued

B. Verizon Voice Messaging Service - Continued

Monthly Rates - Continued

	<u>Unit</u>	<u>Monthly Rate</u>
Extension Message Boxes ^{1, 2, 3}		
First Message Box		
CentraNet® Lines		
No term plan	each box	\$ 21.70 (I)
12 month term plan from 1 to 50 boxes	each box	17.95
36 month term plan from 1 to 50 boxes	each box	16.95
All Other Lines		
No Term plan	each box	21.70 (I)
12-month term plan from 1 to 50 boxes	each box	17.95
36-month term plan from 1 to 50 boxes	each box	16.95
Additional Message Box		
CentraNet® Lines	each box	8.75 (I)
All Other Lines	each box	8.75 (I)
Enhanced Mailboxes		
with 50 Message Capacity	each box	4.00
with 100 Message Capacity	each box	15.00
CentraNet® Enhanced Mailboxes		
with 50 Message Capacity	each box	4.00
with 100 Message Capacity	each box	15.00

¹ See Section 2 of this Product Guide for termination liability terms and conditions.

² For customers with Measured-Rate Service, Local Calling Rate charges from Section 4 of this Product Guide will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.

³ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.

⁴ Material formerly on this page has been withdrawn from the Product Guide. Extended Mailboxes from 51-250 on a 12 and 36 month term for business customers is withdrawn as of July 21, 2014.

GENERAL SERVICES

VERIZON HOME VOICE MAIL/VERIZON VOICE MESSAGING SERVICE - Continued

Rates - Continued

B. Verizon Voice Messaging Service - Continued

Monthly Rates - Continued

	<u>Unit</u>	<u>Monthly Rate</u>	
Extension Message Boxes ^{1, 2, 3}			
First Message Box			
CentraNet® Lines			
No term plan	each box	\$ 20.95	
12 month term plan			
from 1 to 50 boxes	each box	17.95	(D)
36 month term plan			
from 1 to 50 boxes	each box	16.95	(D)
All Other Lines			
No Term plan	each box	20.95	
12-month term plan			
from 1 to 50 boxes	each box	17.95	(D)
36-month term plan			
from 1 to 50 boxes	each box	16.95	(D)
Additional Message Box			
CentraNet® Lines	each box	8.00	
All Other Lines	each box	8.00	
Enhanced Mailboxes			
with 50 Message Capacity	each box	4.00	
with 100 Message Capacity	each box	15.00	
CentraNet® Enhanced Mailboxes			
with 50 Message Capacity	each box	4.00	
with 100 Message Capacity	each box	15.00	

¹ See Section 2 of this Product Guide for termination liability terms and conditions.

² For customers with Measured-Rate Service, Local Calling Rate charges from Section 4 of this Product Guide will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.

³ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.

⁴ Material formerly on this page has been withdrawn from the Product Guide. Extended Mailboxes from 51-250 on a 12 and 36 month term for business customers is withdrawn as of July 21, 2014. (N)
(N)

GENERAL SERVICES

VERIZON HOME VOICE MAIL/VERIZON VOICE MESSAGING SERVICE - Continued

Rates - Continued

B. Verizon Voice Messaging Service - Continued

Monthly Rates - Continued

	<u>Unit</u>	<u>Monthly Rate</u>
Extension Message Boxes ^{1, 2, 3}		
First Message Box		
CentraNet® Lines		
No term plan	each box	\$ 20.95 (I)
12 month term plan		
from 1 to 50 boxes	each box	17.95
from 51 to 250 boxes	each box	15.95
36 month term plan		
from 1 to 50 boxes	each box	16.95
from 51 to 250 boxes	each box	14.95
All Other Lines		
No Term plan	each box	20.95 (I)
12-month term plan		
from 1 to 50 boxes	each box	17.95
from 51 to 250 boxes	each box	15.95
36-month term plan		
from 1 to 50 boxes	each box	16.95
from 51 to 250 boxes	each box	14.95
Additional Message Box		
CentraNet® Lines	each box	8.00 (I)
All Other Lines	each box	8.00 (I)
Enhanced Mailboxes		
with 50 Message Capacity	each box	4.00
with 100 Message Capacity	each box	15.00
CentraNet® Enhanced Mailboxes		
with 50 Message Capacity	each box	4.00
with 100 Message Capacity	each box	15.00

¹ See Section 2 of this Product Guide for termination liability terms and conditions.

² For customers with Measured-Rate Service, Local Calling Rate charges from Section 4 of this Product Guide will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.

³ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.

Effective: December 1, 2008

GENERAL SERVICES

VERIZON HOME VOICE MAIL/VERIZON VOICE MESSAGING SERVICE - Continued

Rates - Continued

B. Verizon Voice Messaging Service - Continued

Monthly Rates - Continued

	<u>Unit</u>	<u>Monthly Rate</u>
Extension Message Boxes ^{1, 2, 3}		
First Message Box		
CentraNet® Lines		
No term plan	each box	\$ 19.95
12 month term plan		
from 1 to 50 boxes	each box	17.95
from 51 to 250 boxes	each box	15.95
36 month term plan		
from 1 to 50 boxes	each box	16.95
from 51 to 250 boxes	each box	14.95
All Other Lines		
No Term plan	each box	19.95
12-month term plan		
from 1 to 50 boxes	each box	17.95
from 51 to 250 boxes	each box	15.95
36-month term plan		
from 1 to 50 boxes	each box	16.95
from 51 to 250 boxes	each box	14.95
Additional Message Box		
CentraNet® Lines	each box	5.00
All Other Lines	each box	5.00
Enhanced Mailboxes		
with 50 Message Capacity	each box	4.00
with 100 Message Capacity	each box	15.00
CentraNet® Enhanced Mailboxes		
with 50 Message Capacity	each box	4.00
with 100 Message Capacity	each box	15.00

¹ See Section 2 of this Product Guide for termination liability terms and conditions.

² For customers with Measured-Rate Service, Local Calling Rate charges from Section 4 of this Product Guide will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.

³ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.

GENERAL SERVICES

VERIZON HOME VOICE MAIL/VERIZON VOICE MESSAGING SERVICE - Continued

Rates - Continued

B. Verizon Voice Messaging Service - Continued

Monthly Rates - Continued

	<u>Unit</u>	<u>Monthly Rate</u>
Answering Mailboxes ^{1, 2}		
CentraNet® Lines		
Five (5) Minute Box	each box	\$ 21.90
Three (3) Minute Box	each box	9.95
All Other Lines		
Five (5) Minute Box	each box	21.90
Three (3) Minute Box	each box	9.95
Message Waiting Indicator Visual-FSK	each line	.50

C. Verizon OnePoint Voice Mail (OPVM) Service

Nonrecurring Charges

	<u>Unit</u>	<u>NRC</u> ³
Single Line	each order	\$ 20.00
Hunt Group	each order	20.00

Monthly Rates

	<u>Unit</u>	<u>Monthly Rate</u>
Single Line	each box	18.75 (I)
Hunt Group	each box	25.75 (I)

¹ For customers with Measured-Rate Service, Local Calling Rate charges from Section 4 of this Product Guide, Local Exchange Service will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.

² Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.

³ Section 3 Service Charges are not applicable.

GENERAL SERVICES

VERIZON HOME VOICE MAIL/VERIZON VOICE MESSAGING SERVICE - Continued

Rates - Continued

B. Verizon Voice Messaging Service - Continued

Monthly Rates - Continued

	<u>Unit</u>	<u>Monthly Rate</u>
Answering Mailboxes ^{1, 2}		
CentraNet® Lines		
Five (5) Minute Box	each box	\$ 21.90
Three (3) Minute Box	each box	9.95
All Other Lines		
Five (5) Minute Box	each box	21.90
Three (3) Minute Box	each box	9.95
Message Waiting Indicator Visual-FSK	each line	.50

C. Verizon OnePoint Voice Mail (OPVM) Service

Nonrecurring Charges

	<u>Unit</u>	<u>NRC</u> ³
Single Line	each order	\$ 20.00
Hunt Group	each order	20.00

Monthly Rates

	<u>Unit</u>	<u>Monthly Rate</u>
Single Line	each box	18.00 (I)
Hunt Group	each box	25.00 (I)

¹ For customers with Measured-Rate Service, Local Calling Rate charges from Section 4 of this Product Guide, Local Exchange Service will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.

² Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.

³ Section 3 Service Charges are not applicable.

Effective: December 1, 2008

GENERAL SERVICES

VERIZON HOME VOICE MAIL/VERIZON VOICE MESSAGING SERVICE - Continued

Rates - Continued

B. Verizon Voice Messaging Service - Continued

Monthly Rates - Continued

	<u>Unit</u>	<u>Monthly Rate</u>
Answering Mailboxes ^{1, 2}		
CentraNet® Lines		
Five (5) Minute Box	each box	\$ 21.90
Three (3) Minute Box	each box	9.95
All Other Lines		
Five (5) Minute Box	each box	21.90
Three (3) Minute Box	each box	9.95
Message Waiting Indicator Visual-FSK	each line	.50

C. Verizon OnePoint Voice Mail (OPVM) Service

Nonrecurring Charges

	<u>Unit</u>	<u>NRC</u> ³
Single Line	each order	\$ 20.00
Hunt Group	each order	20.00

Monthly Rates

	<u>Unit</u>	<u>Monthly Rate</u>
Single Line	each box	16.00
Hunt Group	each box	24.00

¹ For customers with Measured-Rate Service, Local Calling Rate charges from Section 4 of this Product Guide, Local Exchange Service will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.

² Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.

³ Section 3 Service Charges are not applicable.

Effective: December 1, 2008

GENERAL SERVICES

BUSINESS TRAFFIC STUDY SERVICE

General

Business Traffic Study Service provides business customers with a performance report of call capacity for originating and terminating traffic on access lines or hunt groups. The traffic study report enables customers to determine how many calls terminate successfully and the number of calls that reach a station busy condition.¹ The reports will be provided verbally and, upon request from the customer, an electronic copy will be provided. The Company provides these reports along with a recommendation of required lines to accommodate the studied call traffic, based on industry standards for call traffic handling. Recommendations are based on traffic engineering tables and are not guaranteed to address all traffic situations which may be encountered by the customer.

Special Conditions

- (a) Business Traffic Study Service is available only to business customers.
- (b) Calls must be carried by Verizon California Inc. and billed by, or on behalf of, Verizon California Inc. to the customer requesting the study.
- (c) Traffic studies are performed on the customer's access lines or hunt groups with local exchange numbers.
- (d) Customers with access lines or hunt groups at more than one location will be assessed the Service Establishment Charge for traffic studies for each location.
- (e) Traffic study reports are provided verbally on a weekly, bi-weekly or monthly basis. The monthly rate is determined by the number of traffic study reports provided within a 4-week billing cycle. Upon request by the customer, an electronic copy will be provided.
- (f) Only one Service Establishment Charge will be applicable when a customer requests an Initial Traffic Study and Subsequent Traffic Studies at the same time. The monthly reporting rate will then begin after the first week of the study.
- (g) Data provided in the traffic study report may vary due to technical parameters determined by the central office switch technology.
- (h) For the setup of each additional Business Traffic Study Report, per customer location, per calendar year, the Service Establishment Charge applies in addition to the monthly rate.

¹ Traffic report studies provided from a DMS 100 central office switch will not include the number of calls that reach a busy condition on individual access lines.

Effective: December 1, 2008

GENERAL SERVICES

BUSINESS TRAFFIC STUDY SERVICE - Continued

Special Conditions - Continued

- (i) A telephone number is defined as a non-hunting business line, a multiline hunt group, or a DID/DOD/PRI or other hunt group.
- (j) Studies cannot be performed on toll-free or pay-per-call type telephone numbers.
- (k) A separate traffic study report is required for each of the following:

Individual Access Line	CentraNet® CustoPAK Group
Multiline Hunt Group	Remote Call Forwarding
PBX Trunk Group	CentraNet® Single Line Station
DID Trunk Group	CentraNet® Multiline Hunt Group
DOD Trunk Group	CentraNet® Attendant
ISDN BRI	CentraNet® Features - RCF/ACD
ISDN PRI Trunk Group	Access Network Register(s) / Business Groups
DCS Trunk Group	or other trunk groups
WorkSmart Group	

Rates

1. Service Establishment Charge, ¹	<u>NRC</u>
Per Traffic Study Request, Per Customer Location	
(a) Initial One-Week Traffic Study, Per Calendar Year	\$ 50.00
(b) Each Subsequent Traffic Study	50.00 ²
2. Traffic Study Reports,	Monthly
Per Access Line or Hunt Group, Per Calendar Year	<u>Rate</u>
(a) Initial One-Week Study Report, Per Calendar Year	--
(b) Each Subsequent Study Report,	
Per 4-Week Billing Cycle	
Weekly Reporting (4 Reports)	\$ 80.00
Bi-Weekly Reporting (2 Reports)	60.00
Monthly Reporting (1 Report)	40.00

¹ Initial Service Establishment Charge includes a one-week report at no charge.

² See Special Conditions.

Effective: December 1, 2008

GENERAL SERVICES

FOREIGN EXCHANGE SERVICE

Special Conditions

1. General

- a. Under the schedule "local exchange" means the exchange where the station located and "foreign exchange" means the exchange from which the service is rendered.
- b. Foreign exchange service will be furnished from the central office of the foreign exchange as designated by the Company or connecting utility but, at the request of the customer, may be furnished from a different central office within the same exchange or district area as provided for under Optional Prefix Service, Sheet 31 in this section.
- c. The rates for local and extended service, in other than ZUM (Zone Usage Measurement) Service Areas, comprehend service without additional charge as set forth in the rates of the foreign exchange. The local service area is determined from the district area or central office area of the foreign exchange from which the service is furnished.
- d. The rates applicable in connection with message toll and/or Zone Usage Measurement service over foreign exchange lines will be in accordance with the Product Guide provisions of the foreign exchange or district area.
- e. The rates for primary foreign exchange service comprehend a listing in the directories having primary distribution in the local and foreign exchange.
- f. Customers of foreign exchange service under this section are not required to take service of the exchange from which service normally would be furnished on the premises on which the service is furnished.
- g. Except as otherwise provided in this section, service furnished in the local exchange will be available in connection with foreign exchange service at rates in accordance with the rates of the local exchange.
- h. Off-premises extension station service will be furnished only for the use of the customer.
- i. Extension station service will be furnished in accordance with the provisions of the local exchange.
- j. Additional listings and lines of information will be furnished to foreign exchange customers in local or foreign exchange directories in accordance with the provisions in effect for the directory containing the additional listing or line of information.

Effective: December 1, 2008

GENERAL SERVICES

FOREIGN EXCHANGE SERVICE - Continued

Special Conditions - Continued

1. General - Continued

k. Foreign exchange service will be furnished under this section in accordance with the following conditions:

- (1) The applicant for such service may be required to pay in advance, prior to the installation of the service, an amount equal to the net cost of installing and removing any facilities necessary in connection with the furnishing of such service by the utility serving the local exchange.
- (2) If the service is retained for a period of one year or more at the same location, the Company will refund to the customer the following amounts, provided the customer retains service continuously throughout the respective periods for which payments apply and, further, provided that the customer has paid any and all sums due and payable to the Company for the service:

On the expiration of first year following installation of service, 33 1/3 percent of advance payment.

On expiration of second year following installation of service, 33 1/3 percent of advance payment.

On expiration of third year following installation of service, 33 1/3 percent of advance payment.

In addition to the above, interest will be paid on each refund payment and on the unrefunded balance at the rate of 6 percent per annum.

- (3) Nothing in this condition shall be construed as limiting or in any way affecting the right of the Company to collect from the customer any other additional sum of money which may become due and payable to the Company from the customer by reason of the service furnished or to be furnished hereunder.

Effective: December 1, 2008

GENERAL SERVICES

FOREIGN EXCHANGE SERVICE - Continued

Special Conditions - Continued

1. General - Continued

I. Los Angeles Exchange service from designated district areas

- (1) Los Angeles Exchange service will be furnished from the following designated district areas in the specified local exchanges, as shown under Groups I and II below.
- (2) Under this serving arrangement, the foreign exchange mileage will be computed on either a contiguous or non-contiguous basis, as shown in Exchange Service Mileage Rates, Special Conditions in this section.
 - (a) Group I (offered to residence and business services)

Local Exchange

Los Angeles Exchange Designated District Areas

Lakewood
Long Beach
Pico Rivera
Redondo
Santa Monica
Sierra Madre
West Los Angeles

District Area 6
District Area 6
District Area 5
District Area 9
District Area 11
District Area 3
District Area 13

(b) Group II (offered to business services only)

Local Exchange

Los Angeles Exchange Designated District Areas

Alamitos
Azusa/Glendora
Covina/Baldwin Park
La Habra
La Puente
Malibu
Monrovia
San Fernando
Sunland/Tujunga
Whittier

District Area 6
District Area 4
District Area 4
District Area 5
District Area 4
District Area 13
District Area 3
District Area 14
District Area 2
District Area 5

Effective: December 1, 2008

GENERAL SERVICES

FOREIGN EXCHANGE SERVICE- Continued

Special Conditions - Continued

2. Business Services

- a. Where there is a requirement for "Availability Control Arrangement" and the necessary service arrangement is located in the foreign exchange, the rates and charges for such service will be in accordance with the Product Guide provisions of the foreign exchange.
- b. Business primary service from a contiguous foreign exchange of a connecting utility will have applicable suburban mileage measured to the rate area nearest to the point on the common boundary.
- c. Business foreign exchange trunk line service may be furnished for hotel-type customers only for the purpose of receiving incoming calls.
- d. Business foreign exchange individual line service furnished for Hotel-type customers in connection with a station location on a pushbutton system service on which PBX station lines also terminate will be restricted to incoming calls only.
- e. The usage allowance for business is (0).
 - (1) Where the foreign exchange is a Pacific Bell's exchange within the Los Angeles or San Francisco - East Bay extended areas the Rates and Conditions for Zone Usage Measurement (ZUM) are applicable as set forth in Section 4, Local Exchange Service.
 - (2) Where the foreign exchange is this Company's exchange within the Los Angeles or San Francisco - East Bay extended area the foreign exchange rate for message and measured units of local calling is applicable.
 - (3) Where the foreign exchange is this Company's or another utility's exchange outside the Los Angeles or San Francisco East Bay extended area the foreign exchange rate for message and measured units of local calling is applicable.

Effective: December 1, 2008

GENERAL SERVICES

FOREIGN EXCHANGE SERVICE- Continued

Special Conditions - Continued

3. Residence Services ¹

- a. Residence foreign exchange service will be provided in connection with service from contiguous exchanges only, except for Los Angeles Exchange service from designated district areas in Lakewood, Long Beach, Pico Rivera, Redondo, Santa Monica, Sierra Madre, and West Los Angeles Exchanges.
- b. Residence 30 unit allowance measured rate service is not offered on a foreign exchange basis.
- c. Limitation of Service - Los Gatos Exchange.
 - (1) Santa Cruz suburban foreign exchange service provided within the base rate area of the Los Gatos exchange is limited to services established on or before September 7, 1970.
- d. Limitation of Suburban Foreign Exchange Service - within all exchange areas.
 - (1) On or after August 7, 1984, application for Suburban Foreign Exchange line service will be accepted only from applicants whose premises are within the first two-quarters (2/4) of a mile from the boundary of the foreign and local exchanges and will only be furnished from cross-boundary facilities where operating conditions permit and individual line facilities are not available.
- e. Limitation of Residence Individual line flat rate Foreign Exchange Service.
 - (1) On or after August 4, 1982, all new applicants for Residence Foreign Exchange Service will be furnished Measured Rate Service from those connecting utility exchanges which offer Residence Individual line, Flat rate, foreign exchange service. This service may continue until such time as service is moved or discontinued. Beverly Hills service in West Los Angeles is excluded from this limitation. Supercedures are not permitted. Rates for Residence Foreign Exchange are in Schedule Cal. P.U.C. No. A-1. Where Measured Rate Service is not available, Flat Rate Service will apply.

¹ Foreign Exchange Primary Service Residence is grandfathered and limited to existing customers at existing locations as of February 24, 2005. Moves, additions or changes will not be permitted.

Effective: December 1, 2008

GENERAL SERVICES

FOREIGN EXCHANGE SERVICE - Continued

Rates - Primary Service

1. Residence ¹ - Usage charges may be applicable in addition to the residence foreign exchange primary line rate. (SEE SPECIAL CONDITION 3.e.)

	<u>Monthly Rate</u>	
Rate for same grade of service in foreign exchange, plus increment as follows:	Refer to exchange schedule of Company or connecting utility.	
	<u>NRC</u> ²	<u>Monthly Increment</u>
a. Individual line (SEE SPECIAL CONDITION 3.c.)	\$252.61	\$9.28
b. Exchange Unit, measured and message unit rates	<u>ZUM Allowance</u> (Zone 1 only)	<u>ZUM Rate</u>
(1) Where the foreign exchange is a Pacific Bell Exchange		
(a) Within the Los Angeles or San Francisco-East Bay extended areas ³	4	4
	<u>Measured Unit/or Message Allowance</u>	<u>Unit Rate</u>
(b) Outside the Los Angeles or San Francisco-East Bay extended areas	60	\$.06

¹ Foreign Exchange Primary Service Residence is grandfathered and limited to existing customers at existing locations as of February 24, 2005. Moves, additions or changes will not be permitted.

² Plus applicable charges as set forth in Section 3 of this Product Guide.

³ For Beverly Hills service in West Los Angeles, Rate A.1.b.(1)(b) applies.

⁴ For rates and conditions applicable to Zone Usage Measurement (ZUM) refer to Section 4a of this Product Guide.

Effective: December 1, 2008

GENERAL SERVICES

FOREIGN EXCHANGE SERVICE - Continued

Rates - Residence Services - Continued

- d. The rate for message and measured units of local calling usage for residence service ¹ applies as follows:

	Initial 5 Min. ²	Each Add'l Min. ²
(1) Measured Rate Service		
8 a.m.to 5 p.m., ³ Monday thru Friday	1 unit	2/10 unit
All other days/hours including holidays	1 unit	-
(2) Message Rate Service	<u>Each Message</u>	
All days/hours	1 unit	-

¹ Foreign Exchange Primary Service Residence is grandfathered and limited to existing customers at existing locations as of February 24, 2005. Moves, additions or changes will not be permitted.

² Or portion thereof

³ To but not including

GENERAL SERVICES

FOREIGN EXCHANGE SERVICE - Continued

Rates - Business Services

Usage charges are applicable in addition to the business foreign exchange primary line rate. (SEE SPECIAL CONDITION 2.e.)

	<u>NRC</u> ¹	<u>Monthly Rate</u>
a. Network Access		
Each trunk or individual line ²	\$ 252.61	\$ 38.70 (l)
Each individual line ³	252.61	\$37.90
Each individual trunk ³	252.61	\$45.40 (l)
b. CentraNet® Increment ⁴		
Each CentraNet® line	-	12.33
d. Usage		
(1) The rate for message and measured units of local calling usage is 10 cents per unit and applies as follows:		
(a) <u>Measured Rate Service</u>	<u>Initial 5 Min.</u> ⁵	<u>Each Add'l Min.</u> ⁵
8 a.m. to 5 p.m. ⁶		
Monday thru Friday	1 unit	2/10 unit
All other hours and holidays	1 unit	
(b) <u>Message Rate Service</u>	<u>Each Message</u>	
All days/hours	1 unit	

¹ Plus applicable charges as set forth in Section 3, Service Charges.

² Rates applicable to exchanges listed in Section 4A, Sheet 3.

³ Rates applicable to exchanges listed in Section 4A, Sheet 4.

⁴ This charge applies in addition to the CentraNet® line charge from Section 8.

⁵ Or portion thereof

⁶ To but not including

GENERAL SERVICES

FOREIGN EXCHANGE SERVICE - Continued

Rates - Business Services

Usage charges are applicable in addition to the business foreign exchange primary line rate. (SEE SPECIAL CONDITION 2.e.)

	<u>NRC</u> ¹	<u>Monthly Rate</u>
a. Network Access		
Each trunk or individual line ²	\$ 252.61	\$ 36.70 (l)
Each individual line ³	252.61	\$35.90 (l)
Each individual trunk ³	252.61	\$43.40 (l)
b. CentraNet® Increment ⁴		
Each CentraNet® line	-	12.33
d. Usage		
(1) The rate for message and measured units of local calling usage is 10 cents per unit and applies as follows:		
(a) <u>Measured Rate Service</u>	<u>Initial 5 Min.</u> ⁵	<u>Each Add'l Min.</u> ⁵
8 a.m. to 5 p.m. ⁶		
Monday thru Friday	1 unit	2/10 unit
All other hours and holidays	1 unit	
(b) <u>Message Rate Service</u>	<u>Each Message</u>	
All days/hours	1 unit	

¹ Plus applicable charges as set forth in Section 3, Service Charges.

² Rates applicable to exchanges listed in Section 4A, Sheet 3.

³ Rates applicable to exchanges listed in Section 4A, Sheet 4.

⁴ This charge applies in addition to the CentraNet® line charge from Section 8.

⁵ Or portion thereof

⁶ To but not including

GENERAL SERVICES

FOREIGN EXCHANGE SERVICE - Continued

Rates - Business Services

Usage charges are applicable in addition to the business foreign exchange primary line rate. (SEE SPECIAL CONDITION 2.e.)

	<u>NRC</u> ¹	Monthly <u>Rate</u>
a. Network Access		
Each trunk or individual line ²	\$ 252.61	\$ 34.55 (I) (X)
Each individual line ³	252.61	\$33.75 (I) (X)
Each individual trunk ³	252.61	\$41.25 (I) (X)
b. CentraNet® Increment ⁴		
Each CentraNet® line	-	12.33
d. Usage		
(1) The rate for message and measured units of local calling usage is 10 cents per unit and applies as follows:		
(a) <u>Measured Rate Service</u>	<u>Initial</u> <u>5 Min.</u> ⁵	<u>Each Add'l</u> <u>Min.</u> ⁵
8 a.m. to 5 p.m. ⁶		
Monday thru Friday	1 unit	2/10 unit
All other hours and holidays	1 unit	
(b) <u>Message Rate Service</u>	<u>Each Message</u>	
All days/hours	1 unit	

(X) Corrects rate revision effective May 18, 2013.

(X)

- ¹ Plus applicable charges as set forth in Section 3, Service Charges.
² Rates applicable to exchanges listed in Section 4A, Sheet 3.
³ Rates applicable to exchanges listed in Section 4A, Sheet 4.
⁴ This charge applies in addition to the CentraNet® line charge from Section 8.
⁵ Or portion thereof
⁶ To but not including

GENERAL SERVICES

FOREIGN EXCHANGE SERVICE - Continued

Rates - Business Services

Usage charges are applicable in addition
to the business foreign exchange primary
line rate. (SEE SPECIAL CONDITION 2.e.)

	<u>NRC</u> ¹	<u>Monthly</u> <u>Rate</u>	
a. Network Access			
Each trunk or individual line ²	\$ 252.61	\$ 31.55	
Each individual line ³	252.61	\$30.75 (I)((X)	(C)
Each individual trunk ³	252.61	\$38.25 (I) (X)	(C)
b. CentraNet® Increment ⁴			
Each CentraNet® line	-	12.33	
d. Usage			
(1) The rate for message and measured units of local calling usage is 10 cents per unit and applies as follows:			
(a) <u>Measured Rate Service</u>	<u>Initial</u> <u>5 Min.</u> ⁵	<u>Each Add'l</u> <u>Min.</u> ⁵	
8 a.m. to 5 p.m. ⁶			
Monday thru Friday	1 unit	2/10 unit	
All other hours and holidays	1 unit		
(b) <u>Message Rate Service</u>	<u>Each Message</u>		
All days/hours	1 unit		

(X) Corrects rate revision effective August 4, 2012..

(N)

- ¹ Plus applicable charges as set forth in Section 3, Service Charges.
² Rates applicable to exchanges listed in Section 4A, Sheet 3.
³ Rates applicable to exchanges listed in Section 4A, Sheet 4.
⁴ This charge applies in addition to the CentraNet® line charge from Section 8.
⁵ Or portion thereof
⁶ To but not including

Effective: December 1, 2008

GENERAL SERVICES

FOREIGN EXCHANGE SERVICE - Continued

Rates - Business Services

Usage charges are applicable in addition to the business foreign exchange primary line rate. (SEE SPECIAL CONDITION 2.e.)

	<u>NRC</u> ¹	<u>Monthly Rate</u>
a. Network Access		
Each trunk or individual line ²	\$ 252.61	\$ 31.55
Each trunk or individual line ³	252.61	29.75
b. CentraNet® Increment ⁴		
Each CentraNet® line	-	12.33
d. Usage		
(1) The rate for message and measured units of local calling usage is 10 cents per unit and applies as follows:		
(a) <u>Measured Rate Service</u>	<u>Initial 5 Min.</u> ⁵	<u>Each Add'l Min.</u> ⁵
8 a.m. to 5 p.m. ⁶		
Monday thru Friday	1 unit	2/10 unit
All other hours and holidays	1 unit	
(b) <u>Message Rate Service</u>	<u>Each Message</u>	
All days/hours	1 unit	

¹ Plus applicable charges as set forth in Section 3, Service Charges.

² Rates applicable to exchanges listed in Section 4A, Sheet 3.

³ Rates applicable to exchanges listed in Section 4A, Sheet 4.

⁴ This charge applies in addition to the CentraNet® line charge from Section 8.

⁵ Or portion thereof

⁶ To but not including

Effective: December 1, 2008

GENERAL SERVICES

FOREIGN EXCHANGE SERVICE - Continued

Rates - Business Services - Continued

d. Usage - Continued

- (2) The rate for measured exchange units of local calling when this Company is the serving company within the Los Angeles or San Francisco-East Bay extended areas is 10 cents per unit and applies as follows:

<u>Measured Rate Service</u>	Initial <u>5 Min.</u> ¹	Each Add'l <u>5 Min.</u> ¹
All days/hours	1 Unit	1 Unit

- (3) Measured-Rate Service. ²

When this Company is the serving company within the Los Angeles extended area or San Francisco-East Bay extended area

	First <u>Minute</u>	Each Add'l <u>Minute</u>
(a) Monday through Friday		
8:00 a.m. to 5:00 p.m. ³	.0480	.0120
5:00 p.m. to 11:00 p.m. ³	.0336	.0084
11:00 p.m. to 8:00 a.m. ³	.0192	.0048
(b) Saturday, Sunday, Holiday		
All hours	.0192	.0048

Foreign exchange service may be furnished from any district area or exchange where facilities and operating conditions permit. In addition to the above, Los Angeles Exchange service may be furnished from designated district areas, as specified in SPECIAL CONDITION k. and l., at the above monthly rates. The applicable mileage charges in this section, plus a flat rate of \$4.80, will apply in lieu of other foreign exchange mileage. (SEE SPECIAL CONDITIONS for Exchange Services Mileage Rates in this section.)

¹ Or portion thereof

² Service available upon implementation of per-minute calling rates in the exchange in which the office providing dial tone is located.

³ To, but not including

Effective: December 1, 2008

GENERAL SERVICES

EXCHANGE SERVICES MILEAGE RATES

Special Conditions

A. Optional Prefix Services

1. The rate below will apply in addition to the primary service rate for the class, type and grade of service furnished, for the following service arrangements:
 - a. Dial service assistance for the physically handicapped.
 - b. Retention or assignment of a telephone number to a primary service located in a central office area other than the serving central office area.
2. The primary rate and calling area of the serving central office applies to each of the above serving arrangements.
3. The rate below applies to airline distance between the two central offices.

B. Foreign Exchange Service

1. Rates for contiguous service as shown in Rates B.1. following are applicable to the airline distance measured between the customer's service location or private branch exchange attendant position and the nearest point on the common boundary of the foreign and local exchange.
2. Rates for noncontiguous service as shown in Rates B.2. following are applicable to the computed airline distance between the rate centers of the local exchange or district area and the foreign exchange or district area.

Effective: December 1, 2008

GENERAL SERVICES

EXCHANGE SERVICES MILEAGE RATES - Continued

Special Conditions - Continued

B. Foreign Exchange Service - Continued

3. Foreign exchange mileage charges for Los Angeles Exchange Service from designated district areas in the exchanges or district areas shown below will be computed (1) on a contiguous basis from a point on the common boundary, and (2) on a noncontiguous basis between rate centers, as follows:

(SEE ALSO SPECIAL CONDITION 1.I. preceeding)

a. Contiguous serving arrangement

Los Angeles Exchange Service in the exchange or district area designated as	Common boundary of the <u>exchanges designated as</u>
Downey	Downey - D.A. No. 6 of Los Angeles Exchange ¹
Lakewood	Lakewood - Compton between Obispo Avenue and west side of Downey Avenue.
Long Beach	Long Beach - Compton between Long Beach Boulevard and west side of Obispo Avenue.
Pico Rivera	Pico Rivera - Montebello
Redondo	Redondo - Hawthorne
Santa Monica	Santa Monica - Culver City
Sierra Madre	Sierra Madre - Pasadena
West Los Angeles	West Los Angeles - Beverly Hills

¹ The flat rate charge of \$4.80 as shown in Foreign Exchange Service Rate in Rates – Business Service d.(3) in this Section does not apply.

Effective: December 1, 2008

GENERAL SERVICES

EXCHANGE SERVICES MILEAGE RATES - Continued

Special Conditions - Continued

B. Foreign Exchange Service - Continued

b. Noncontiguous serving arrangement

Los Angeles Exchange Service
in the exchange of district area
designated as

Common boundary of the
exchanges designated as

Alamitos

Alamitos and Compton Exchanges

Azusa-Glendora

Covina and Alhambra Exchanges

Covina-Baldwin Park

Covina and Alhambra Exchanges

La Habra

La Habra and Montebello
Exchanges

La Puente

Covina and Alhambra Exchanges

Norwalk

Norwalk Exchange and D.A. No. 6 ¹
of Los Angeles Exchange

Malibu

Malibu and Beverly Hills
Exchanges

Monrovia

Monrovia Exchange and
Pasadena D.A. of Pasadena
Exchange

San Fernando

San Fernando and North
Hollywood Exchanges

Sunland - Tujunga

Sunland - Tujunga and
Glendale Exchanges

Whittier

Whittier and
Montebello Exchanges

¹ The flat rate charge of \$4.80 as shown in Foreign Exchange Service Rate in Rates – Business Service d.(3) in this Section does not apply.

GENERAL SERVICES

EXCHANGE SERVICES MILEAGE RATES - Continued

Rates

A. OPTIONAL PREFIX SERVICE ² - within an exchange or district area at the request of the customer, served from a central office which is not the serving central office, designated by the Company.	Monthly Rate Each <u>Mile or Fraction</u>	<u>IOSC</u>	(T)
1. Airline measurement between the central office designated by the Company and the requested central office, each line or trunk	\$ 7.00	40465 40466	
B. FOREIGN EXCHANGE SERVICE ³			(X)
1. Contiguous Exchanges (For special arrangement in the Los Angeles Exchange refer to SPECIAL CONDITION B.3.)			
a. Within the Local Exchanges	Monthly Rate Each 1/4 Mile <u>or Fraction</u>	<u>IOSC</u>	
Airline measurement from the service location of the primary line, Airport Intercommunicating or EBSS/Centrex station lines to the nearest point on the common boundary.			
Each line or trunk	\$ 3.50	00400 19125 1	

¹ Plus various codes.

² Effective November 16, 2013, Optional Prefix Service is no longer available for purchase by residence customers. Existing residence customers of record may retain this service at existing locations in accordance with the terms and conditions described herein. Service is not offered for new installations, moves, changes, or additions

³ Residence Foreign Exchange Service grandfathered January 14, 2005, not available to new customers.

(N)
|
(N)
(X)

Effective: December 1, 2008

GENERAL SERVICES

EXCHANGE SERVICES MILEAGE RATES - Continued

Rates

A. OPTIONAL PREFIX SERVICE - within an exchange or district area at the request of the customer, served from a central office which is not the serving central office, designated by the Company.	Monthly Rate Each <u>Mile or Fraction</u>	<u>IOSC</u>
1. Airline measurement between the central office designated by the Company and the requested central office, each line or trunk	\$ 7.00	40465 40466
B. FOREIGN EXCHANGE SERVICE		
1. Contiguous Exchanges (For special arrangement in the Los Angeles Exchange refer to SPECIAL CONDITION B.3.)	Monthly Rate Each 1/4 Mile <u>or Fraction</u>	<u>IOSC</u>
a. Within the Local Exchanges Airline measurement from the service location of the primary line, Airport Intercommunicating or EBSS/Centrex station lines to the nearest point on the common boundary.	\$ 3.50	00400 19125 1
Each line or trunk		

¹ Plus various codes.

Effective: December 1, 2008

GENERAL SERVICES

EXCHANGE SERVICES MILEAGE RATES - Continued

Rates - Continued

B. FOREIGN EXCHANGE SERVICE - Continued

1. Contiguous Exchanges - Continued

	Monthly Rate Each 1/4 Mile or Fraction	<u>IOSC</u>
b. Within the foreign exchange		
(1) Primary service served from a connecting utility. Suburban mileage, airline measurement from the point on the common boundary to the nearest point on the boundary of the rate area from which the service is rated.	1	
(2) CentraNet station line service		
(a) Within the Company's exchange. Airline measurement from the central office serving the primary location to the nearest central office serving the common boundary.	\$ 3.50	00456
If the primary location is served from a central office serving the common boundary, no charge applies.		
(b) Within an exchange of Pacific Bell. Airline measurement from the point on the common boundary, as determined in 1.a., above, to the customer's primary location.	3.50	00319

¹ See connecting utility's tariff.

Effective: December 1, 2008

GENERAL SERVICES

EXCHANGE SERVICES MILEAGE RATES - Continued

Rates - Continued

B. FOREIGN EXCHANGE SERVICE - Continued

1. Contiguous Exchanges - Continued

	Monthly Rate Each 1/4 Mile or Fraction	<u>IOSC</u>
b. Within the foreign exchange - Continued		
(3) Airport Intercommunicating station line service from a system in an exchange of Pacific Bell. Airline measurement from the point on the common boundary, as determined in 1.a., above, to the customer's primary location.	3.50	00347
c. The total mileage charge is the sum of charges determined under 1.a., and 1.b. above.		
d. Optional Prefix Service		
(1) Within the foreign exchange. Airline measurement between the central office designated by the Company or connecting utility and the requested central office.		
(a) Where the foreign exchange is a Pacific Bell exchange or district area, each line or trunk.	1	
(b) Where the foreign exchange is this Company's exchange or district area, each line or trunk.	\$ 7.00	40467 2

¹ Rate applicable in connecting utility's tariff.

² Plus various codes.

Effective: December 1, 2008

GENERAL SERVICES

EXCHANGE SERVICES MILEAGE RATES - Continued

Rates - Continued

B. FOREIGN EXCHANGE SERVICE - Continued

1. Contiguous Exchanges - Continued

e. Business Extension Line or PBX Station Line.

Monthly Rate
Each 1/4 Mile
or Fraction

IOSC

- (1) When the primary station line or PBX attendant position is connected for foreign exchange service from the exchange of the off-premises location. Airline measurement between the primary location or PBX attendant position and the off-premises location. Terminations on Non-continuous Property

\$ 3.50

00457
00458

- (2) When the primary station line or PBX attendant position is not connected for foreign exchange service from the exchange in which the off-premises station is located.

- (a) Airline distance measured between the off-premises station location and the nearest point on the common boundary of the local and foreign exchange.

3.50

00452

Effective: December 1, 2008

GENERAL SERVICES

EXCHANGE SERVICE MILEAGE RATES - Continued

Rates - Continued

B. FOREIGN EXCHANGE SERVICE - Continued

1. Contiguous Exchanges - Continued

e. Business Extension Line or PBX Station Line - Continued

(2) - Continued

Monthly Rate
Each 1/4 Mile
or Fraction

IOSC

(b) Airline distance measured between point on the common exchange boundary, as established above, to the primary location or PBX attendant position.

f. Within exchanges of the Company and when the service location of an extension station line, auxiliary station line or private branch exchange station line is located in an exchange contiguous to that of the primary station location, or attendant position.

(1) Each extension line auxiliary station line, or private branch exchange station line.

(a) Airline measurement, from the station location to the nearest point on the common exchange boundary.

\$ 3.50

00313

(b) Airline measurement, from said nearest point on the common exchange boundary to the primary station location or attendant position.

3.50

00314

¹ Rate applicable in the foreign exchange from which service is provided.

Effective: December 1, 2008

GENERAL SERVICES

EXCHANGE SERVICE MILEAGE RATES - Continued

Rates - Continued

B. FOREIGN EXCHANGE SERVICE - Continued	<u>Monthly Rate</u>	<u>IOSC</u>
2. Noncontiguous Exchanges (For special arrangement in the Los Angeles Exchange refer to SPECIAL CONDITION B.3.)		
Airline measurement between rate center of foreign or serving exchange or district area and local exchange or district area, each mile or fraction (See Schedule Cal. P.U.C. D&R, Rule No. 16)	\$ 7.00	00459
	Monthly Rate Each 1/4 Mile <u>or Fraction</u>	<u>IOSC</u>
3. Concentrator - Identifier		
a. Identifier in an exchange of the Company, Concentrator in Connecting utility.		
Airline measurement between the Concentrator Unit and the Identifier Unit, per circuit.	\$ 1.15	24257

¹ This charge is in addition to the normal Section 3 charges applicable when establishing service.

GENERAL SERVICES

HIGH VOLTAGE PROTECTION SERVICE ¹

(C)

I. General

Applicability

Applicable to High Voltage Protection Services used to isolate or neutralize ground potential rise or induced voltage caused by faults in electric power systems.

II. Special Conditions

A. Definitions

Ground Potential Rise (GPR). A voltage difference between two or more ground electrodes caused by earth return currents. GPR on cable pairs can occur, for example, when current from lightning surges flow to ground, but GPR often is associated with voltage generated as the power system fault currents flow to ground. Maximum GPR is developed by the percentage of line-to-ground fault current entering earth through an electrode impedance.

Induction. The resultant electromotive force in a circuit or component caused by changes in the magnetic flux linking with the circuit or component (electromagnetic induction (EMI)) or caused by the longitudinal voltage impressed, under fault conditions, on a telecommunications facility due to the mutual coupling between telecommunications lines and power lines (longitudinal induction).

Interruptible. Self-restoring services which must function before and after power-fault conditions. (Class B.)

Look-back Device. A device that allows transmission testing of special access lines from a testing center or central office.

Non-Interruptible. Services which must function before, during, and after power-fault conditions. (Class A.)

¹ Effective September 5, 2012, High Voltage Protection Service – Class A is grandfathered and no longer available to new customers. Verizon will continue to provide service to existing customers at their current locations. Moves, adds or changes to the existing service are not permitted.

(N)
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(N)

Effective: December 1, 2008

GENERAL SERVICES

HIGH VOLTAGE PROTECTION SERVICE

I. General

Applicability

Applicable to High Voltage Protection Services used to isolate or neutralize ground potential rise or induced voltage caused by faults in electric power systems.

II. Special Conditions

A. Definitions

Ground Potential Rise (GPR). A voltage difference between two or more ground electrodes caused by earth return currents. GPR on cable pairs can occur, for example, when current from lightning surges flow to ground, but GPR often is associated with voltage generated as the power system fault currents flow to ground. Maximum GPR is developed by the percentage of line-to-ground fault current entering earth through an electrode impedance.

Induction. The resultant electromotive force in a circuit or component caused by changes in the magnetic flux linking with the circuit or component (electromagnetic induction (EMI)) or caused by the longitudinal voltage impressed, under fault conditions, on a telecommunications facility due to the mutual coupling between telecommunications lines and power lines (longitudinal induction).

Interruptible. Self-restoring services which must function before and after power-fault conditions. (Class B.)

Look-back Device. A device that allows transmission testing of special access lines from a testing center or central office.

Non-Interruptible. Services which must function before, during, and after power-fault conditions. (Class A.)

Effective: December 1, 2008

GENERAL SERVICES

HIGH VOLTAGE PROTECTION SERVICE

II. Special Conditions - Continued

B. Description

The Company requires a high voltage protector (HVP) to be installed at any location to which an exchange service is provided and an HVP and a loop-back testing device to be installed at any location to which a private line or special access service is provided if the customer location is an electrical power station or is any other location where hazardous conditions exist due to ground potential rise (GPR), and/or induced voltage caused by faults in the electrical power system.

This service will provide high voltage isolation for telecommunications, while enabling the normal ac and dc signaling between C.O. and substation equipment during GPR environment due to electrical power faults.

C. Conditions

1. Based on data provided by the customer, the Company shall determine the proper levels of protection required on its network to isolate or neutralize electrical hazard.
2. As a condition to receiving service, potential customers shall provide the Company, in writing, the technical data necessary for determining the high voltage protection requirements, at the time of application of the initial service, additions to, or changes in the existing service. In addition, the customer shall notify the Company prior to making changes in the electrical supply which will increase the GPR at the location.
3. The high voltage protection equipment will be located at the Network Interface (NI) or demarcation point for specially protected telephone facilities at power stations. The Company will be responsible, up to this point, for the provisioning of channels and/or services regardless of ownership of the special high voltage protection equipment.

Effective: December 1, 2008

GENERAL SERVICES

HIGH VOLTAGE PROTECTION SERVICE

II. Special Conditions - Continued

C. Conditions - Continued

4. High voltage protection equipment may also be required on the serving telephone facilities at the Company's Central Office and at Remote Drainage Locations.
5. The rates, charges, termination liabilities, and conditions of this section apply to High Voltage Protection Services placed at the point of demarcation on a customer's premises location along the length of the Excess Footage portion of a line extension or service connection where the Company determines a High Voltage Protection Service is necessary to prevent damage or harm from faults in high voltage systems located at a customer's premises.
6. If equipment for high voltage protection is disconnected at the request of the customer or because the customer's telephone service is disconnected in accordance with Company's terms and conditions, the customer shall pay the remaining basic termination charges. Basic termination charges for fractional portions of a month shall be prorated.
7. The Company shall be indemnified and held harmless for any and all loss, claims, demands, suits or other action or liability whatsoever, whether suffered, made, instituted or asserted by the customer or by any other party or person, for any injury to or death of a person or persons, or for any loss, damage or destruction of any property, whether owned by the customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, location, or use of equipment and services associated with high voltage protection equipment furnished by the Company or with customer equipment when combined or connected with facilities of the Company. Services provided by the Company shall not cause the Company to become responsible for damage, loss, or claims caused by electrical hazards resulting from a customer's electric power system.

Effective: December 1, 2008

GENERAL SERVICES

HIGH VOLTAGE PROTECTION SERVICE

II. Special Conditions - Continued

C. Conditions - Continued

8. Interruptions or outages of exchange or private line services provided to customers at electric power stations may occur for reasons, such as facility damage due to storm loading, vehicle accident, lightning strike, or other acts of God. Circuit failures caused by such events cannot be prevented by services provided in accordance with this section (however, interruptions and service outages due to fault-produced ground potential rise and induction can be minimized). The Company expressly states that provision of the equipment provided in this section cannot prevent such service outages as may normally occur due to the proceeding circumstances. It is the responsibility of the customer to provide sufficient protection to prevent damage caused by such events.
9. Ground start circuits will be provided by the Company in accordance with the terms and conditions of this Product Guide.
10. Non-Interruptible services may require alternative routing. Alternative routing will be provided on an individual case basis.

D. Rates and Charges

1. The rates and charges specified in this section apply to high voltage protection equipment furnished by the Company but do not apply to equipment, cabinets, or mounting arrangements provided by the customer or the Company. Additional charges may be applicable for Company-provided equipment, cabinets, and mounting arrangements.

GENERAL SERVICES

HIGH VOLTAGE PROTECTION SERVICE ¹

(C)

II. Special Conditions - Continued

E. Service Types

Type 1 - Services requiring either dc transmission or ac and dc transmission, such as, Basic Exchange Access Line Services and Private Line Services. Available as Class A (non-interruptible) or Class B (interruptible).

Type 2 - Private Line Services requiring dc transmission or ac dc transmission for pilot wire protective relaying or dc tripping. Available as Class A (non-interruptible) or Class B (interruptible).

Type 3 - Service for Private Line Services requiring ac transmission for supervisory control and data. Available as Class A (non-interruptible) or Class B (interruptible).

Type 4 - Service for Private Line Services requiring ac transmission for audio tone protective relaying. Available as Class A (non-interruptible) or Class B (interruptible).

F. Service Performance Objective Classifications

Because of the customer's need for service continuity during power system faults on some types of telecommunication services provided to power stations, the following system of service performance objective classifications has been established for the purpose of permitting the customer to specify the performance objectives for most types of telecommunication services provided to power stations.

1. Class A - Non-interruptible service performance (must function before, during, and after the power fault).
2. Class B - Self-restoring interruptible service performance (must function before and after the power fault condition).

¹ Effective September 5, 2012, High Voltage Protection Service – Class A is grandfathered and no longer available to new customers. Verizon will continue to provide service to existing customers at their current locations. Moves, adds or changes to the existing service are not permitted.

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Effective: December 1, 2008

GENERAL SERVICES

HIGH VOLTAGE PROTECTION SERVICE

II. Special Conditions - Continued

E. Service Types

Type 1 - Services requiring either dc transmission or ac and dc transmission, such as, Basic Exchange Access Line Services and Private Line Services. Available as Class A (non-interruptible) or Class B (interruptible).

Type 2 - Private Line Services requiring dc transmission or ac dc transmission for pilot wire protective relaying or dc tripping. Available as Class A (non-interruptible) or Class B (interruptible).

Type 3 - Service for Private Line Services requiring ac transmission for supervisory control and data. Available as Class A (non-interruptible) or Class B (interruptible).

Type 4 - Service for Private Line Services requiring ac transmission for audio tone protective relaying. Available as Class A (non-interruptible) or Class B (interruptible).

F. Service Performance Objective Classifications

Because of the customer's need for service continuity during power system faults on some types of telecommunication services provided to power stations, the following system of service performance objective classifications has been established for the purpose of permitting the customer to specify the performance objectives for most types of telecommunication services provided to power stations.

1. Class A - Non-interruptible service performance (must function before, during, and after the power fault).
2. Class B - Self-restoring interruptible service performance (must function before and after the power fault condition).

Effective: December 1, 2008

GENERAL SERVICES

HIGH VOLTAGE PROTECTION SERVICE

II. Special Conditions - Continued

G. Provision of High Voltage Protection Equipment

Based on the customer's technical data provided to the Company, the Company will provide the necessary high voltage protection equipment at the Company's local loop demarcation point on the customer's premises, at the Company Central Office, and at the remote drainage location. The placement of the equipment by the Company shall in no way release the customer of its responsibility for damage, loss or claims caused by electrical hazards resulting from the customer's electric power system.

The customer may elect to furnish the equipment at its premises to isolate or neutralize the electrical hazard subject to the approval of the Company; however, such approval by the Company shall not relieve customer of its responsibility to install or maintain adequate high voltage protection equipment.

When the customer provides the high voltage equipment at its premise, the Company will provide the necessary high voltage equipment at the central office and remote drainage location.

The high voltage protection equipment at the power station will either be exclusively owned by the Company or the customer.

The Company will inspect and verify adequacy of the high voltage protection equipment when service is established and at such future times as deemed necessary due to additions, deletions, rearrangements, routine maintenance or for the purpose of verifying the adequacy of the high voltage protection equipment.

GENERAL SERVICES

HIGH VOLTAGE PROTECTION SERVICE ²

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III. Rates

	<u>Basic Termination Liability ¹</u>	<u>Non- Recurring Charge</u>	<u>Monthly Rate</u>
A. Type 1			
Class A, each	\$ 2,382.00	\$ 386.22	\$ 80.25
Class B, each	1,605.00	386.22	57.34
B. Type 2			
Class A, each	\$ 2,659.00	\$ 386.22	\$ 88.40
Class B, each	1,881.00	386.22	65.49
C. Type 3			
Class A, each	\$ 1,757.00	\$ 386.22	\$ 61.83
Class B, each	967.00	386.22	38.55
D. Type 4			
Class A, each	\$ 1,791.00	\$ 386.22	\$ 62.84
Class B, each	1,014.00	386.22	39.94
E. Installation of customer- provided devices	NA	386.22	NA
F. Loop-Back Device	NA	NC	NC

¹ Basic Termination Liability is reduced 1/288 with each monthly payment.

² Effective September 5, 2012, High Voltage Protection Service – Class A is grandfathered and no longer available to new customers. Verizon will continue to provide service to existing customers at their current locations. Moves, adds or changes to the existing service are not permitted.

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Effective: December 1, 2008

GENERAL SERVICES

HIGH VOLTAGE PROTECTION SERVICE

III. Rates

	<u>Basic Termination Liability ¹</u>	<u>Non- Recurring Charge</u>	<u>Monthly Rate</u>
A. Type 1			
Class A, each	\$ 2,382.00	\$ 386.22	\$ 80.25
Class B, each	1,605.00	386.22	57.34
B. Type 2			
Class A, each	\$ 2,659.00	\$ 386.22	\$ 88.40
Class B, each	1,881.00	386.22	65.49
C. Type 3			
Class A, each	\$ 1,757.00	\$ 386.22	\$ 61.83
Class B, each	967.00	386.22	38.55
D. Type 4			
Class A, each	\$ 1,791.00	\$ 386.22	\$ 62.84
Class B, each	1,014.00	386.22	39.94
E. Installation of customer- provided devices	NA	386.22	NA
F. Loop-Back Device	NA	NC	NC

¹ Basic Termination Liability is reduced 1/288 with each monthly payment.

Effective: December 1, 2008

GENERAL SERVICES

MISCELLANEOUS BILLING SERVICE

A. Multiple Bill Copy Service (MBCS)

Special Conditions

1. The Company is required to provide customers a single copy of their bill at no charge.
2. No more than three additional copies will be provided at the monthly recurring rate.
3. This service is available on a one-time basis or on a recurring monthly basis.
4. All applicable rates and service order charges will apply to each one-time order as well as to any other order.
5. No charge applies to replace bill copies not received, lost or stolen.
6. No penalty applies to a cancellation of a recurring monthly basis service.
7. All rates and charges will apply when MBCS is reinstated.
8. The rate and charge for MBCS is applicable to business service only.

Rates

	<u>NRC</u>	Monthly <u>Rate</u>
Original with one to three copies per business account only	¹	\$ 2.00

¹ Subsequent service order charge from Section 3 will apply unless service is ordered at the time initial service is established.

Effective: December 1, 2008

GENERAL SERVICES

MISCELLANEOUS BILLING SERVICE - Continued

B. Call Screening ¹

Special Conditions

1. Call Screening service will prevent the billing of collect or third number billed calls to the telephone number of the call screening service customer. Call screening service will not prevent outgoing collect or third number billed calls made from the telephone service of the call.
2. Collect or third number billed calls accepted by the customer with call screening will be billed to the customer. These calls may not be disputed or adjusted.
3. Collect billed call screening is not allowed on Official accounts.
4. Call screening is provided where facilities and operating conditions permit.
5. This service is available only to customers in the exchanges listed in Section 4A, Sheet 4 of this Product Guide.

Rates

	Monthly Rate
1. Restricts incoming toll calls to prohibit third number billed calls	\$ 1.50
2. Restricts incoming toll calls to prohibit collect billed calls	1.50
3. Restricts incoming toll calls to prohibit collect and third number billed calls	2.00

¹ This service is available only to customers in the exchanges listed in Section 4A, Sheet 4 of this Product Guide.

Effective: December 1, 2008

GENERAL SERVICES

MISCELLANEOUS BILLING SERVICE - Continued

C. Special Billing Number Service

Special Conditions

1. The service provides for furnishing to a customer, each month, in connection with the regular exchange service bill, a separate listing of toll telephone messages for each special billing number used in placing calls.
2. The minimum period for which the service is offered is two months.
3. Zone calling unit rates are not applicable in connection with special billing number service.

Rates

	Monthly Rate
1. First group of 50, or less, Special Billing Numbers	\$ 21.05
2. Each additional group of 50, or less, Special Billing Numbers	10.55

GENERAL SERVICES

MISCELLANEOUS BILLING SERVICE - Continued

D. Reserved for Future Use

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Effective: December 1, 2008

GENERAL SERVICES

MISCELLANEOUS BILLING SERVICE - Continued

E. Magnetic Tape Reproduction - Monthly Bill

Special Conditions

1. Billing details will be reproduced on tape only in the code terminology and data processing format used by the Company. The customer is responsible for converting the information on the tape to any other terminology or format required.
2. The customer will be provided initially, at no charge, a tape record layout delineating the code terminology and data processing format used by the Company.
3. The Company reserves the right to make changes in its code terminology and data processing format of the information on the tape, upon thirty days' advance notice to the customer.
4. Duplicate tapes may be obtained from the Company if requested within ten days after the original tape is mailed by the Company.
5. For purposes of this offering, a billing account is defined as a service, or combination of services, for which the applicable rates and charges are accumulated against one master billing telephone number for which one monthly bill is prepared.
6. The minimum period for which the service is offered is three months.

Rates

	<u>NRC</u>	<u>Monthly Rate</u>
1. Arrangement to provide one magnetic tape containing all information reflected on the customer's monthly printed statement, each billings. account	\$585.00	235.00
2. Each duplicate tape	75.00	

Effective: December 1, 2008

GENERAL SERVICES

MISCELLANEOUS BILLING SERVICE - Continued

F. Level Bill Plan (LBP)

Special Conditions

1. The LBP is available to large telephone users excluding IECs, whose accounts average \$10,000 per month. The account must be in service for a full 12 months prior to participation in the LBP.
2. Subscription to the plan will be open on a quarterly basis. Enrollment requests must be received by the Company a minimum of 30 days prior to the next quarter. This lead time enables determination of the appropriate LBP amount and the necessary billing system preparation. The LBP amount will be based on the last 12 months of billing divided by 12 to determine the account's monthly average. The LBP amount will be reviewed and adjusted annually.
3. All monthly service rates and charges will be billed at regular billing cycles. The bill format will be revised to reflect the LBP amount due and payable, and the credit or debit status relative to the amounts paid versus amounts billed.
4. The centralized credit check system (CCCS) may be utilized to determine credit worthiness of new applicants to the LBP. An account whose service is temporarily disconnected for non-payment within the preceding 12 month period may be denied the LBP.
5. A settlement procedure will occur in the month following each quarter whereby the difference between the amount paid the previous quarter and the actual amount billed will be debited or credited to the next month's level payment.
6. The plan will be processed in quarterly cyclic periods, as follows.

 (Re) Establishment in January, True Up in April
 (Re) Establishment in April, True Up in July
 (Re) Establishment in July, True Up in October
 (Re) Establishment in October, True Up in January
7. Discontinuance requests must be made no later than 30 days prior to the next monthly billing cycle. These accounts will be eligible to request participation in the LBP at a later date.
8. LBP accounts will be exempt from the Late Payment Charge (LPC). If the LBP is not received within 22 days from the date on the bill, the LBP will be cancelled by the Company and procedures as set forth in Rules No. 10 and 11 will be applicable. The LPC will then be applicable to the first bill following discontinuance of participation in the LBP. A penalty will be incurred whereby the account will not be eligible for participation in the LBP option for 12 months following the account's cancellation from the plan by the Company.

Rates

	<u>NRC</u>	<u>Monthly Rate</u>
Each Account	\$ 33.00	\$ 24.75

Effective: December 1, 2008

GENERAL SERVICES

TELEPHONE ANSWERING SERVICE

APPLICABILITY

Applicable to the termination of answering and secretarial line services individual line primary service on services furnished to a customer for the purpose of providing telephone answering service to his clients (SEE SPECIAL CONDITIONS).

TERRITORY

Within the exchange areas of all exchanges, as said areas are defined on maps as part of this Product Guide.

Effective: December 1, 2008

GENERAL SERVICES

TELEPHONE ANSWERING SERVICE

SPECIAL CONDITIONS

1. Application of Service

- a. A customer is considered engaged in the telephone answering service business when 10 or more off-premises extension station line services of one or more different clients of the customer are terminated on a premises of said customer and will be required to subscribe to telephone answering service as set forth in this Product Guide.
- b. Telephone answering service is furnished to enable customers to answer incoming calls on lines of customer's clients and for the conduct of the customers business. The telephone answering service will be provided two-way individual line primary service for its use.

The clients of a telephone answering service will be provided only one-way incoming service over the Company's lines to telephone answering service arrangements by means of primary service (answering) lines or extension service (secretarial lines). Clients of a telephone answering service may also terminate the following:

- (1) A local private line channel provided the other termination is in customer-provided station equipment on a different premises.
 - (2) Interexchange private line channels, which contemplate a two-point connection with one end being the telephone answering service. Connection of such channels to the exchange network through primary lines of the customer or extension to another private line is not contemplated, nor may the arrangement be used for switching of calls, a service normally provided by the Company. Such switching for the purpose of circumventing service charges of the Company, is in violation of the terms and conditions of the Company.
- c. Service under this schedule does not contemplate communication service through the connection of two lines which terminate on the connecting block except as set forth in Special Conditions.

Effective: December 1, 2008

GENERAL SERVICES

TELEPHONE ANSWERING SERVICE

SPECIAL CONDITIONS - Continued

2. Answering line service is service employing a central office line terminating a connecting block and is designed to enable the customer to answer incoming calls of a client.
3. Secretarial line service is provided for clients only and is furnished by means of an extension of a client's service terminating on a connecting block. It is furnished only in connection with individual line primary service as set forth under Special Condition 12 or PBX station line service or multiples of PBX trunks or dial mobile unit when transfer circuit is provided.
4. Individual primary line service employing a central office line equipped for 2-way service is furnished only in the name of the telephone answering service. The line will terminate on a connecting block.
5. An application for connection of a client's line to a telephone answering serving arrangement shall be accepted from the client or from his telephone answering service. The Company will verify with the client when service is to be discontinued at one telephone answering service and connected at another answering service.
6. Charges for answering lines, secretarial lines and mileage will be billed to the clients. The other charges will be billed to the customer.
7. If for any reason service to the customer is discontinued, all service associated with the telephone answering service arrangement will also be discontinued. If for any reason the exchange service to the client is discontinued, the line to the answering arrangement will be discontinued.

Effective: December 1, 2008

GENERAL SERVICES

TELEPHONE ANSWERING SERVICE

SPECIAL CONDITIONS - Continued

8. Telephone answering serving arrangements may be furnished by the Company at its option subject to the terms and conditions as set forth under a. or b. following:
 - a. At initial payment, payable upon request prior to the installation of the serving arrangement(s), equal to the cost of the arrangement(s) and cable facilities necessary in connection with the furnishing of the service to clients of the telephone answering service customer and installation less the cost of the recoverable serving arrangement(s) and facilities plus the estimated cost of removal, shall be made to the Company by the customer. For each full month the customer retains such service the Company will refund to the customer an amount of money equal to 1/60th of the amount of the initial payment, except that the refunds will be accumulated for a twelve month period, at which time payment will be made to the customer. These annual refunds will include interest on the refunded amount and on the refunded balance at the rate of seven percent per annum. In the event the customer does not retain service for a full twelve month period the Company will refund to the customer, the accumulated credit for each full month the customer retained service in that portion of the twelve month period service was discontinued with seven percent interest per annum.
 - b. The Company may enter into a contract with a customer requiring that if the service is not retained by the customer in conjunction with exchange service for a minimum of five years from the date of installation, the customer will pay to the Company an amount of money equal to the net cost of installing and removing any serving arrangement and cable facilities necessary in connection with the furnishing of the service to clients of the telephone answering service customer less the amount paid as installation charges; this amount to decrease by 1/60th for each month the customer retains service.
 - c. The Company has the option of applying either of the terms and conditions under section a. or b. Nothing in this condition shall be construed as limiting or in any way affecting the right of the Company to collect from the customer any other or additional sum of money which may become due and payable to the Company from the customer by reason of the service furnished or to be furnished hereunder.
 - d. Basic Termination Charges will apply in addition to initial or subsequent payment agreements relative to the retention by the customer of services for not less than five full years.

Effective: December 1, 2008

GENERAL SERVICES

TELEPHONE ANSWERING SERVICE

SPECIAL CONDITIONS - Continued

9. Applicable to Concentrator-Identifier System Serving Arrangements
 - a. Concentrator-identifier systems will be furnished only in connection with cord type answering service.
 - b. Each concentrator-identifier system will consist of one concentrator unit and one identifier unit with a minimum of two and a maximum of six circuits between the units.
 - c. Concentrator-identifier serving arrangement(s) will be offered intra-exchange[#] and inter-exchange provided that facilities and operating conditions permit and that the concentrator unit and the identifier unit be located in the same or contiguous exchange, or district area of this Company as the associated cord type answering attendant position.
 - d. Charges for the concentrator-identifier system and for the mileage between the concentrator unit and the identifier unit will be billed to the customer. Charges for secretarial lines, multiples of a PBX trunk, or answering lines terminating on concentrator-identifier arrangement(s) will be billed to the clients.
 - e. The furnishing of a concentrator-identifier system contemplates a minimum of forty secretarial lines or multiples of a PBX trunk terminating on the service. If there are less than forty such lines, the customer will be billed the difference between the actual number of lines terminating on the service and forty lines, at the rate per month of \$11.84 per station.
 - f. In multiposition installations not equipped with an all trunks busy unit, the 100-line jacks associated with one concentrator-identifier system shall not be divided between more than two adjacent positions.
 - g. Only concentrator-identifier terminations will appear in jack-strips associated with concentrator-identifier system.
 - h. Answering line service terminated on concentrator-identifier arrangement is furnished only to parties other than the customer to the telephone answering service.
 - i. Service between central offices within an exchange will be limited to those ordered or installed prior to August 22, 1978.

[#] SEE SPECIAL CONDITION NO. 9.i.

Effective: December 1, 2008

GENERAL SERVICES

TELEPHONE ANSWERING SERVICE

SPECIAL CONDITIONS - Continued

10. Jointly Provided Concentrator-Identifier System (Identifier in an exchange of the Company)
 - a. Applicable to a serving arrangement where the identifier unit is located in an exchange of the Company.
 - b. Service will only be provided between contiguous exchanges where facilities and operating conditions permit. The utility providing the identifier will determine the facilities and operating conditions.
 - c. For new systems, there will be minimum of two and a maximum of six circuits between the concentrator and identifier units. Where an existing service cannot be modified, the maximum will remain at four circuits.
 - d. Charges, rates and conditions applicable to the identifier unit and the concentrator-identifier trunks will be those of the utility who provides the identifier. Charges, rates and conditions applicable to the concentrator unit include services terminated on that concentrator unit, except concentrator-identifier trunks, will be those of the utility who provides the concentrator unit.
 - e. Charge and rates for the concentrator, identifier and concentrator-identifier trunks are to be billed to the customer.
 - f. Identifier units will be furnished only in connection with cord-type attendant positions.
 - g. To meet operating conditions, additional outside plant facilities for talking and/or signaling and supervision on a concentrator-identifier system may be required, and the rate for each additional such facility required will be the same as the mileage rate set forth in Section 5 of this Product Guide for each concentrator-identifier trunk.
 - h. In multi-positions installations not equipped with an all trunks busy unit, the 100-line jacks associated with one concentrator-identifier system shall not be divided between more than two adjacent positions.
 - i. Only concentrator-identifier terminations will appear in jack-strips associated with concentrator-identifier system.
 - j. Answering line service terminated on concentrator-identifier arrangement is furnished only to parties other than the customer to the telephone answering service.

Effective: December 1, 2008

GENERAL SERVICES

TELEPHONE ANSWERING SERVICE

SPECIAL CONDITIONS - Continued

11. Jointly Provided Concentrator-Identifier Systems
(Concentrator in an exchange of the Company)
 - a. Applicable to a serving arrangement where the concentrator unit is located in an exchange of the Company.
 - b. Service will only be provided between contiguous and noncontiguous exchanges where facilities and operating conditions permit. The utility providing the identifier will determine the facilities and operating conditions.
 - c. Charges, rates and conditions applicable to the identifier unit and the concentrator-identifier trunks will be those of the utility who provides the identifier. Charges, rates and conditions applicable to the concentrator unit including services terminated on that concentrator unit, except concentrator-identifier trunks, will be those of the utility who provides the concentrator unit.
 - d. Charges and rates for the concentrator, identifier and concentrator-identifier trunks are to be billed to the customer.
 - e. To meet operating conditions, additional outside plant facilities for talking and/or signaling and supervision on a concentrator-identifier system may be required, and the rate for each additional such facility required will be the same as the mileage (transport) rate set forth in Schedule Cal. P.U.C. No. C-1, for each concentrator-identifier trunk.

Effective: December 1, 2008

GENERAL SERVICES

TELEPHONE ANSWERING SERVICE

SPECIAL CONDITIONS - Continued

12. When a building complex consisting of one or more structures is owned, leased or managed by a single entity and all portions may be served without crossing a public thoroughfare or property of another, the facility between the serving central office and the attendant position is a special access line as shown in schedule No. C-1. Conduit required between structures will be provided at the expense of the customer.
13. Where structures of a complex are separated by a public thoroughfare, the above mileage charges will be applicable and the customer pays for any unusual costs which may be involved in the furnishing of facilities across the public thoroughfare, or the customer furnishes at his expense, an underground (or enclosed overhead) pedestrian passageway suitable for the running of telephone circuits between the structure of the complex separated by the thoroughfare.
14. When the Company revises a central office serving area boundary, or an exchange boundary, which may increase billing for mileage to clients of an answering bureau or to the customer, the Company will apply the existing mileage billing on a deviation basis for a period not to exceed five years from the date of such revision, unless the service is terminated, changed or suspended within such time period.

Effective: December 1, 2008

GENERAL SERVICES

TELEPHONE ANSWERING SERVICE

SPECIAL CONDITIONS - Continued

15. Candela AUTOTAS™

Electronic concentrator located in the Company central office. Client lines are terminated on the concentrator unit. Identification of client lines is provided by the customer at the customer premises.

a. Master Concentrator

A master concentrator provides capacity for up to 256 client lines. A maximum of 2 slave concentrators may be connected to the master concentrator to provide up to 768 client lines and 16 trunk capability.

b. Slave Concentrator

The slave concentrator provides capability for an additional 256 client lines to be connected to the master concentrator.

c. Line Card

The line card provides for connection of up to 32 client lines to the concentrator. Eight line cards may be connected for a single 256 line concentrator assembly. The line card is used for both the master and slave concentrators.

d. Data Modem

The optional data modem allows the customer to change the ring count on a client's line. One data modem is required in the Company central office and one must be provided by the customer at the customer premises.

e. Applications and Conditions

- (1) Each concentrator is restricted for use by one customer.
- (2) Electronic concentrators are not compatible with existing concentrators.
- (3) Only a Company provided concentrator will be installed in a Company central office.

Effective: December 1, 2008

GENERAL SERVICES

TELEPHONE ANSWERING SERVICE

SPECIAL CONDITIONS - Continued

15. e. - Continued

- (4) Concentrators may be located in the same serving central office area as the telephone answering bureau, within a district area of the same exchange and in contiguous and noncontiguous exchanges where facilities and operating conditions permit.
- (5) Electronic concentrator equipment will be furnished between exchanges of the Company and other local exchange carriers where facilities, operating conditions and tariffs permit. Rates, charges, terms and conditions applicable to the electronic concentrator and the services terminated on the concentrator will be those of the utility providing the concentrator equipment.
- (6) Concentrator equipment will be furnished only so long as it provides answering service arrangements to the exchange or area designated by the customer to be serviced by the concentrator.
- (7) Electronic concentrator systems will be furnished only in connection with customer's electronic answering service. Customer premises equipment compatible with the electronic concentrator is solely the responsibility of the customer.
- (8) Each concentrator system will consist of one concentrator unit with a minimum of 2 and a maximum of 16 circuits between the concentrator and the customer premises. A concentrator system contemplates a minimum of 32 client lines terminating on the unit. If there are less than 32 client lines, the customer will be billed the difference between the actual number of client lines terminating on the unit and 32 lines, at the rate of \$4.15 per month per station.
- (9) Charges for the concentrator system and for circuit mileage between the concentrator unit and the customer premises will be billed to the customer. The circuit mileage (transport) rate is set forth under Schedule Cal. P.U.C. No. C-1. Charges for answering or secretarial (client) lines terminating on the concentrator unit will be billed to the client.

Effective: December 1, 2008

GENERAL SERVICES

TELEPHONE ANSWERING SERVICE

SPECIAL CONDITIONS - Continued

15. e. - Continued

- (10) Concentrator trunk circuits will terminate on a standard network device at the customer premises and be so labeled by the Company.
- (11) The telephone answering service will specify the circuitry the client line is to occupy on the concentrator.

f. Jointly Provided Concentrator System

- (1) Applicable to an arrangement where the customer premises (telephone answering service) is located in the territory of a different utility.
- (2) Service will only be provided between contiguous exchanges where facilities and operating conditions permit.
- (3) There will be a minimum of 2 and a maximum of 16 trunk circuits between the concentrator and customer premises identification equipment.
- (4) The charges and rates for the concentrator and concentrator circuits (trunks) will be billed to the customer.
- (5) Customer premises equipment compatible with the electronic concentrator is solely the responsibility of the customer.

g. Optional Equipment - Data Modem

- (1) The Candela™ concentrator uses a fixed ring count as a standard feature. The customer has the option of subscribing to a customized ring count and the ability to change the ring count.

The option consists of: a central office data modem, a customer provided data modem, and a special access line (SAL). Conditioning from Schedule Cal. P.U.C. No. C-1 may be required.
- (2) The customer must provide a data modem on the customer premises that is compatible with a Rixon model No. 4624/VS.
- (3) The customer must order a special access line from Schedule Cal. P.U.C. No. C-1. The SAL will connect the customer's premises to the central office in which the concentrator is located.

Effective: December 1, 2008

GENERAL SERVICES

TELEPHONE ANSWERING SERVICE

RATES - Continued

A. - Continued	<u>BTC</u>	<u>NRC</u>	<u>Monthly Rate</u>
1. Concentrator-identifier*# system arrangement(s) provided entirely within exchange(s) of the Company (SEE SPECIAL CONDITION 9)			
a. Concentrator-indentifier system equipped for terminating 100 or less lines, equipped for 4 circuits, each	\$3,150.00	\$4,735.00	\$292.60
(1) Arranged for 5th or 6th circuit	650.00	1,102.00	99.00

The Company's ability to continue to provide this service is subject to the availability of replacement parts. The customer will be notified by certified mail within twenty-four (24) hours if replacement parts cannot be obtained. Coincident with this notification, customer billing for this service will cease.

* Plus appropriate mileage (transport) rate as shown in Schedule Cal. P.U.C. No. C-1.

Effective: December 1, 2008

GENERAL SERVICES

TELEPHONE ANSWERING SERVICE

RATES - Continued

				Monthly
A.	1.# - Continued <u>BTC</u>	<u>NRC</u>	<u>Rate</u>	
	c. Rearranging concentrator- identifier jackstrips			
	(1) To change the location of a concentrator- identifier jackstrip			
	(a) Each 10-line jackstrip	\$ -	\$ 25.00	\$ -
	(b) Each 20-line jackstrip	-	34.00	-
	(c) Each line associated with the jackstrips			
	1.1 First line of an order	-	25.00	-
	1.2 Each additional line of an order	-	3.00	-
2.	Concentrator-identifier system* arrangement(s) provided jointly with a connecting utility			
	a. Identifier in an exchange of the Company (SEE SPECIAL CONDITION 10)			
	(1) Identifier	800.00	848.00	222.75
	(a) Arranged for 5th and 6th circuit	265.00	449.00	90.75
	(2) Concentrator (refer to appropriate connecting utility tariffs)			

The Company's ability to continue to provide this service is subject to the availability of replacement parts. The customer will be notified by certified mail within twenty-four (24) hours if replacement parts cannot be obtained. Coincident with this notification, customer billing for this service will cease.

* Plus applicable mileage (transport) rate as shown in Schedule Cal. P.U.C. No. C-1.

Effective: December 1, 2008

GENERAL SERVICES

TELEPHONE ANSWERING SERVICE

RATES - Continued

		<u>NRC</u>	<u>Rate</u>	Monthly
A.	2.# - Continued <u>BTC</u>			
	b. Concentrator in an exchange of the Company (SEE SPECIAL CONDITION 11)			
	(1) Concentrator (Capacity 6 trunks)			
	(a) First 2 trunks	\$1,600.00	\$ 678.00	\$371.25
	(b) Additional 2 trunks, each	-	297.00	41.25
	(2) Identifier (refer to appropriate connecting utility tariffs)			
	(3) Concentrator – Identifier trunks (SEE SPECIAL CONDITION 11.e)			
3.	Concentrator (Candela AUTOTAS™) in Company central office - identification provided by customer on customer premises.			
	a. Master concentrator equipped with line card for 32 client lines and 2 trunks. (SEE SPECIAL CONDITION 15)	3,079.00	5,000.00	400.00*
	(1) Additional 2 trunks, each set	370.00	300.00	50.00*
	(2) Line Card- 32 client terminations, each card	2,523.00	200.00	65.00

The Company's ability to continue to provide this service is subject to the availability of replacement parts. The customer will be notified by certified mail within twenty-four (24) hours if replacement parts cannot be obtained. Coincident with this notification, customer billing for this service will cease.

* Plus mileage (transport) rate as shown in Schedule Cal. P.U.C. No. C-1.

Effective: December 1, 2008

GENERAL SERVICES

TELEPHONE ANSWERING SERVICE

RATES - Continued

		<u>BTC#</u>	<u>NRC</u>	<u>Monthly Rate</u>
A.	5. - Continued			
	b. Slave concentrator (maximum 2 per system) line card(s) required, each	\$2,620.00	\$3,000.00	\$175.00
	c. Optional equipment			
	(1) Data modem (central office) for customized ring count (SEE SPECIAL CONDITION 15.g)	275.00	250.00	45.00*

*Plus special access from Schedule Cal. P.U.C. No. C-1.
#See SPECIAL CONDITION 8

Effective: December 1, 2008

GENERAL SERVICES

TELEPHONE ANSWERING SERVICE

RATES - Continued

	<u>NRC</u>	<u>Monthly Rate</u>
B. Lines Terminating on Telephone Answering Serving Arrangements		
1. Answering lines		
a. Each individual line appearing on a concentrator- identifier arrangement (SEE SPECIAL CONDITION 2)		
(1) Terminated on concentrator- identifier arrangement	\$ *	\$ 11.84#
b. Answering lines appearing on Company concentrator (Candela AUTOTAS™) in central office. Each line**	*	4.15#
2. Secretarial lines		
a. Each individual line appearing on a concentrator-identifier arrangement (refer to Schedule Cal. P.U.C. C-1 for mileage (transport))		
(1) Terminated in concentrator- identifier arrangement (SEE SPECIAL CONDITION 9.e)	*	11.84
b. Secretarial appearing on Company concentrator (Candela AUTOTAS™) in central office. Each line**	*	4.15
3. The following applies in Kenwood, Los Gatos, Morgan Hill and Novato		
a. Answering line service different subscriber, each line	***	15.70

Rate applicable to business indi-
vidual line service, whichever is less.

* Applicable charges in Section 3 of this Product Guide.

** Schedule Cal. P.U.C. C-1 for applicable mileage (transport)

*** Restricted to customers in service before July 19, 1989

Plus applicable business individual line rate

Effective: December 1, 2008

GENERAL SERVICES

SUPPLEMENTAL SERVICES

APPLICABILITY

Applicable to miscellaneous supplemental services. In addition to charges and rates specified herein, charges in Section 3 of this Product Guide are applicable.

TERRITORY

Within the exchange areas of all exchanges as said areas are defined on maps as part of this Product Guide.

Effective: December 1, 2008

GENERAL SERVICES

SUPPLEMENTAL SERVICES

SPECIAL CONDITIONS

A. Metering Service

1. General

- (a) Rate 1 contemplates that meters be located in the central office.
- (b) Metering service is furnished only when operating conditions and facilities permit and in accordance with engineering specifications and standard operating procedures of the Company.
- (c) Resettable or nonresettable meters will be provided based on the customer's requirements when considering the functional operation of the service with which the meters will be associated and whether or not the meters provided will meet the customer's service need.
- (d) Rearrangement of individual primary station and/or trunk line service and other classification of the line (i.e., tie line, private line, etc.) for which the service is adapted will be at the charge in the appropriate tariff schedule and/or Product Guide..

B. Rotary Control Arrangement

Rotary control arrangement stops rotary switching action in the central office at the predetermined number. The arrangement will permit a customer to restrict the number of incoming central office lines in rotary to a group smaller than that required during normal operation. Equipment located in the serving central office and connected to a predetermined number within the rotary group is activated by customer equipment at the customer's premises. Mileage charges as set forth in private line schedules apply to the channel between the customer premises and the central office.

Effective: December 1, 2008

GENERAL SERVICES

SUPPLEMENTAL SERVICES

RATES

	<u>NRC</u>	<u>Monthly Rate</u>
A. Metering Service - for use in central office with Centrex, DID, and EBSS services. (SEE SPECIAL CONDITION A.)		
1. Meters, including housing (cabinet and/or mounting arrangement), using either resettable or nonresettable type.		
a. Arrangement of six (6) or less, each meter		
(1) Centrex Service	\$ 37.00	\$ 2.95
B. Booths		
1. Indoor	\$ 339.00	\$ 25.30
2. Shelfette	16.00	4.70
3. Outdoor	339.00	25.30
4. Canopy	16.00	12.05
C. Coin telephone volume control handset (WE type G13) arranged to amplify on reception of voice signals, each	58.00	4.00

Effective: December 1, 2008

GENERAL SERVICES

SUPPLEMENTAL SERVICES

RATES - Continued

	<u>NRC</u>	<u>Monthly Rate</u>
D. Pushbutton telephone service only arrangement to provide either "1" and "0", "1", or "0" level restriction.		
Electronic central office arrangement, dial pulse or touch calling, per line only		
1. "1" and "0" only	\$44.00	\$ 3.70
2. "1" only	44.00	3.70
3. "0" only	44.00	3.70
4. "1" and "0" only with WATS ¹ calling capability	103.00	17.90
E. Toll and multi-message unit denial service and arrangement to permit access to the traffic service position system (TSPS) toll operator.	2	2
F. Rotary control arrangement for individual line services in Rotary, each unit (SEE SPECIAL CONDITION B).	55.00	2.85

¹ Wide Area Telecommunications Service (WATS) is grandfathered and limited to existing customers at existing locations as of January 13, 2005.

² See Section 8A of this Product Guide for applicable rates.

Effective: December 1, 2008

GENERAL SERVICES

INTEREXCHANGE RECEIVING SERVICE

I. GENERAL

APPLICABILITY

Applicable to interexchange receiving service.

TERRITORY

Within the exchange area of all exchanges, as said areas are defined on maps as part of this Product Guide.

II. SPECIAL CONDITIONS

1. Interexchange receiving service is available to customers to all types and grades of business services, including foreign exchange service located in the receiving exchange, excluding all coin box telephone services.
2. A customer subscribing to interexchange receiving service will be billed for all interexchange toll messages to him from those exchanges in which he subscribes for this service. The regular sent-paid station rate is applicable to each interexchange message.
3. A telephone number designation will be assigned to each service in each exchange in which the interexchange receiving service is subscribed for and will be listed in the telephone directory of that exchange as well as the receiving exchange. Only calls to this number originating from the exchange in which the service is subscribed for will come within the scope of service under this schedule and then only when the customer's telephone service, where calls are received, is not included in the local service area of the calling station.
4. Novato Exchange

Interexchange receiving service will not be furnished in connection with foreign exchange service.

II. RATES

Monthly
Rate

Each interexchange receiving service

\$56.00

Effective: December 1, 2008

GENERAL SERVICES

PRIVATE LINE SERVICES AND CHANNELS

APPLICABILITY

Applicable to miscellaneous supplemental services furnished in connection with private line services.

TERRITORY

Within the exchange areas of all exchanges as said areas are defined on maps as part of this Product Guide.

SPECIAL CONDITIONS

A. Conditions applicable to the supplemental services as shown for private line services other than teletypewriter service.

1. The furnishing of central office battery is subject to plant operating limitations and to the availability of suitable battery at a central office through which the channel normally operates. Where additional channel facilities are required in connection with the furnishing of central office battery rates and charges for a local channel will apply in addition to the rates for the battery tap.

RATES

	<u>NRC</u>	<u>Monthly Rate</u>
Battery supply (SEE SPECIAL CONDITION ABOVE)*		
a. Each A.C. or D.C. battery tap, per channel	-	\$ 1.10

* Offering limited to service established prior to February 27, 1982.