

PACKAGED SERVICES

TABLE OF CONTENTS

SHEET NO.

PACKAGED SERVICES FOR BUSINESS CUSTOMERS

1. Custom Call Plus (CCP) Feature Package	2
2. Choice PAC	4
3. WorkSmart	6
4. Unlimited Local Usage for Business/ Unlimited Local and Toll Usage for Business	8
5. Unlimited Business Access (B1) Line and Unlimited CustoPAK Packages	13
22. Single Line Business PAK	40
25. Solutions for Business Bundle	48

PACKAGED SERVICES FOR RESIDENTIAL CUSTOMERS

6. Verizon Basic Pack	19 ⁴	(T)
7. Verizon Complete Pack	20 ³	
8. Big Deal Calling Services	21	
9-18. Local Packages	24	
9. Verizon Local Package SM	25 ²	
10. Verizon Local Package Extra SM	26 ²	
11. Local and Toll Package	27 ¹	
12. Regional Package Unlimited SM	28 ²	
13. Regional Essentials	29	
14. Regional Essentials Bundle Discount	30	
15. Regional Value	32	
16. Regional Value/Wireless Bundle	32	
17. Verizon FiOS Bundle Discount	33	
18. Home Voice Mail Packaged Offerings	35	
19-20. Local Package Lite/Elite	36 ²	
19. Local Package Lite	37 ²	
20. Local Package Elite	38 ²	
21. Regional Essentials / Regional Value PSTN Bundles	39	
23. Regional Value Fixed Price Bundle	46	
24. Regional Essentials Package	47	
26. Regional Essentials Bundle Discounts II	31.1	

¹ Effective March 21, 2005, Local and Toll Package is no longer available for purchase. Service is not offered for new installations, moves, changes, or additions.

² Effective November 16, 2013, Verizon Local PackageSM, Verizon Local Package ExtraSM, Regional Package UnlimitedSM, Local Package Lite/Elite, Local Package Lite and Local Package Elite are no longer available for purchase. Service is not offered for new installations, moves, changes, or additions.

³ Effective February 14, 2014, Verizon Complete Pack is no longer available for purchase. Service is not offered for new installations, moves, changes, or additions.

⁴ Effective March 7, 2014, Verizon Basic Pack is no longer available for purchase. Service is not offered for new installations, moves, changes, or additions (N)
(N)

PACKAGED SERVICES

TABLE OF CONTENTS

SHEET NO.

PACKAGED SERVICES FOR BUSINESS CUSTOMERS

1. Custom Call Plus (CCP) Feature Package	2
2. Choice PAC	4
3. WorkSmart	6
4. Unlimited Local Usage for Business/ Unlimited Local and Toll Usage for Business	8
5. Unlimited Business Access (B1) Line and Unlimited CustoPAK Packages	13
22. Single Line Business PAK	40
25. Solutions for Business Bundle	48

PACKAGED SERVICES FOR RESIDENTIAL CUSTOMERS

6. Verizon Basic Pack	19	
7. Verizon Complete Pack	20 ³	(T)
8. Big Deal Calling Services	21	
9-18. Local Packages	24	
9. Verizon Local Package SM	25 ²	
10. Verizon Local Package Extra SM	26 ²	(T)
11. Local and Toll Package	27 ¹	(T)
12. Regional Package Unlimited SM	28 ²	
13. Regional Essentials	29	
14. Regional Essentials Bundle Discount	30	
15. Regional Value	32	
16. Regional Value/Wireless Bundle	32	
17. Verizon FiOS Bundle Discount	33	
18. Home Voice Mail Packaged Offerings	35	
19-20. Local Package Lite/Elite	36 ²	
19. Local Package Lite	37 ²	
20. Local Package Elite	38 ²	
21. Regional Essentials / Regional Value PSTN Bundles	39	
23. Regional Value Fixed Price Bundle	46	
24. Regional Essentials Package	47	
26. Regional Essentials Bundle Discounts II	31.1	

- ¹ Effective March 21, 2005, Local and Toll Package is no longer available for purchase. Service is not offered for new installations, moves, changes, or additions (N)
- ² Effective November 16, 2013, Verizon Local PackageSM, Verizon Local Package ExtraSM, Regional Package UnlimitedSM, Local Package Lite/Elite, Local Package Lite and Local Package Elite are no longer available for purchase. Service is not offered for new installations, moves, changes, or additions (N)
- ³ Effective February 14, 2014, Verizon Complete Pack is no longer available for purchase. Service is not offered for new installations, moves, changes, or additions (N)

PACKAGED SERVICES

TABLE OF CONTENTS

SHEET NO.

PACKAGED SERVICES FOR BUSINESS CUSTOMERS

1. Custom Call Plus (CCP) Feature Package	2
2. Choice PAC	4
3. WorkSmart	6
4. Unlimited Local Usage for Business/ Unlimited Local and Toll Usage for Business	8
5. Unlimited Business Access (B1) Line and Unlimited CustoPAK Packages	13
22. Single Line Business PAK	40
25. Solutions for Business Bundle	48

PACKAGED SERVICES FOR RESIDENTIAL CUSTOMERS

6. Verizon Basic Pack	19
7. Verizon Complete Pack	20
8. Big Deal Calling Services	21
9-18. Local Packages	24
9. Verizon Local Package SM	25
10. Verizon Local Package Extra SM	26
11. Local and Toll Package	27
12. Regional Package Unlimited SM	28
13. Regional Essentials	29
14. Regional Essentials Bundle Discount	30
15. Regional Value	32
16. Regional Value/Wireless Bundle	32
17. Verizon FiOS Bundle Discount	33
18. Home Voice Mail Packaged Offerings	35
19-20. Local Package Lite/Elite	36
19. Local Package Lite	37
20. Local Package Elite	38
21. Regional Essentials / Regional Value PSTN Bundles	39
23. Regional Value Fixed Price Bundle	46
24. Regional Essentials Package	47
26. Regional Essentials Bundle Discounts II	31.1

(N)

PACKAGED SERVICES

TABLE OF CONTENTS

SHEET NO.

PACKAGED SERVICES FOR BUSINESS CUSTOMERS

1. Custom Call Plus (CCP) Feature Package	2	
2. Choice PAC	4	
3. WorkSmart	6	
4. Unlimited Local Usage for Business/ Unlimited Local and Toll Usage for Business	8	
5. Unlimited Business Access (B1) Line and Unlimited CustoPAK Packages	13	
22. Single Line Business PAK	40	
25. Solutions for Business Bundle	48	(N)

PACKAGED SERVICES FOR RESIDENTIAL CUSTOMERS

6. Verizon Basic Pack	19	
7. Verizon Complete Pack	20	
8. Big Deal Calling Services	21	
9-18. Local Packages	24	
9. Verizon Local Package SM	25	
10. Verizon Local Package Extra SM	26	
11. Local and Toll Package	27	
12. Regional Package Unlimited SM	28	
13. Regional Essentials	29	
14. Regional Essentials Bundle Discount	30	
15. Regional Value	32	
16. Regional Value/Wireless Bundle	32	
17. Verizon FiOS Bundle Discount	33	
18. Home Voice Mail Packaged Offerings	35	
19-20. Local Package Lite/Elite	36	
19. Local Package Lite	37	
20. Local Package Elite	38	
21. Regional Essentials / Regional Value PSTN Bundles	39	
23. Regional Value Fixed Price Bundle	46	
24. Regional Essentials Package	47	

PACKAGED SERVICES

TABLE OF CONTENTS

SHEET NO.

PACKAGED SERVICES FOR BUSINESS CUSTOMERS

1. Custom Call Plus (CCP) Feature Package	2
2. Choice PAC	4
3. WorkSmart	6
4. Unlimited Local Usage for Business/ Unlimited Local and Toll Usage for Business	8
5. Unlimited Business Access (B1) Line and Unlimited CustoPAK Packages	13
22. Single Line Business PAK	40

PACKAGED SERVICES FOR RESIDENTIAL CUSTOMERS

6. Verizon Basic Pack	19
7. Verizon Complete Pack	20
8. Big Deal Calling Services	21
9-18. Local Packages	24
9. Verizon Local Package SM	25
10. Verizon Local Package Extra SM	26
11. Local and Toll Package	27
12. Regional Package Unlimited SM	28
13. Regional Essentials	29
14. Regional Essentials Bundle Discount	30
15. Regional Value	32
16. Regional Value/Wireless Bundle	32
17. Verizon FiOS Bundle Discount	33
18. Home Voice Mail Packaged Offerings	35
19-20. Local Package Lite/Elite	36
19. Local Package Lite	37
20. Local Package Elite	38
21. Regional Essentials / Regional Value PSTN Bundles	39
23. Regional Value Fixed Price Bundle	46
24. Regional Essentials Package	47

(N)

PACKAGED SERVICES

TABLE OF CONTENTS

SHEET NO.

PACKAGED SERVICES FOR BUSINESS CUSTOMERS

1. Custom Call Plus (CCP) Feature Package	2
2. Choice PAC	4
3. WorkSmart	6
4. Unlimited Local Usage for Business/ Unlimited Local and Toll Usage for Business	8
5. Unlimited Business Access (B1) Line and Unlimited CustoPAK Packages	13
22. Single Line Business PAK	40

PACKAGED SERVICES FOR RESIDENTIAL CUSTOMERS

6. Verizon Basic Pack	19
7. Verizon Complete Pack	20
8. Big Deal Calling Services	21
9-18. Local Packages	24
9. Verizon Local Package SM	25
10. Verizon Local Package Extra SM	26
11. Local and Toll Package	27
12. Regional Package Unlimited SM	28
13. Regional Essentials	29
14. Regional Essentials Bundle Discount	30
15. Regional Value	32
16. Regional Value/Wireless Bundle	32
17. Verizon FiOS Bundle Discount	33
18. Home Voice Mail Packaged Offerings	35
19-20. Local Package Lite/Elite	36
19. Local Package Lite	37
20. Local Package Elite	38
23. Regional Value Fixed Price Bundle	46
24. Regional Essentials Package	47

(N)

PACKAGED SERVICES

TABLE OF CONTENTS

SHEET NO.

PACKAGED SERVICES FOR BUSINESS CUSTOMERS

1. Custom Call Plus (CCP) Feature Package	2
2. Choice PAC	4
3. WorkSmart	6
4. Unlimited Local Usage for Business/ Unlimited Local and Toll Usage for Business	8
5. Unlimited Business Access (B1) Line and Unlimited CustoPAK Packages	13
22. Single Line Business PAK	40

PACKAGED SERVICES FOR RESIDENTIAL CUSTOMERS

6. Verizon Basic Pack	19
7. Verizon Complete Pack	20
8. Big Deal Calling Services	21
9-18. Local Packages	24
9. Verizon Local Package SM	25
10. Verizon Local Package Extra SM	26
11. Local and Toll Package	27
12. Regional Package Unlimited SM	28
13. Regional Essentials	29
14. Regional Essentials Bundle Discount	30
15. Regional Value	32
16. Regional Value/Wireless Bundle	32
17. Verizon FiOS Bundle Discount	33
18. Home Voice Mail Packaged Offerings	35
19-20. Local Package Lite/Elite	36
19. Local Package Lite	37
20. Local Package Elite	38
23. Regional Value Fixed Price Bundle	46

(N)

PACKAGED SERVICES

TABLE OF CONTENTS

SHEET NO.

PACKAGED SERVICES FOR BUSINESS CUSTOMERS

1. Custom Call Plus (CCP) Feature Package	2	
2. Choice PAC	4	
3. WorkSmart	6	
4. Unlimited Local Usage for Business/ Unlimited Local and Toll Usage for Business	8	
5. Unlimited Business Access (B1) Line and Unlimited CustoPAK Packages	13	
22. Single Line Business PAK	40	(N)

PACKAGED SERVICES FOR RESIDENTIAL CUSTOMERS

6. Verizon Basic Pack	19	
7. Verizon Complete Pack	20	
8. Big Deal Calling Services	21	
9-18. Local Packages	24	
9. Verizon Local Package SM	25	
10. Verizon Local Package Extra SM	26	
11. Local and Toll Package	27	
12. Regional Package Unlimited SM	28	
13. Regional Essentials	29	
14. Regional Essentials Bundle Discount	30	
15. Regional Value	32	
16. Regional Value/Wireless Bundle	32	
17. Verizon FiOS Bundle Discount	33	
18. Home Voice Mail Packaged Offerings	35	
19-20. Local Package Lite/Elite	36	
19. Local Package Lite	37	
20. Local Package Elite	38	

Effective: December 1, 2008

PACKAGED SERVICES

TABLE OF CONTENTS

SHEET NO.

PACKAGED SERVICES FOR BUSINESS CUSTOMERS

1. Custom Call Plus (CCP) Feature Package	2
2. Choice PAC	4
3. WorkSmart	6
4. Unlimited Local Usage for Business/ Unlimited Local and Toll Usage for Business	8
5. Unlimited Business Access (B1) Line and Unlimited CustoPAK Packages	13

PACKAGED SERVICES FOR RESIDENTIAL CUSTOMERS

6. Verizon Basic Pack	19
7. Verizon Complete Pack	20
8. Big Deal Calling Services	21
9-18. Local Packages	24
9. Verizon Local Package SM	25
10. Verizon Local Package Extra SM	26
11. Local and Toll Package	27
12. Regional Package Unlimited SM	28
13. Regional Essentials	29
14. Regional Essentials Bundle Discount	30
15. Regional Value	32
16. Regional Value/Wireless Bundle	32
17. Verizon FiOS Bundle Discount	33
18. Home Voice Mail Packaged Offerings	35
19-20. Local Package Lite/Elite	36
19. Local Package Lite	37
20. Local Package Elite	38

Effective: December 1, 2008

PACKAGED SERVICES
BUSINESS

1. CUSTOM CALL PLUS FEATURE PACKAGE

Special Conditions

- (a) Custom Calling Plus (CCP) is a service offering comprised of a group of features individually described below, which allow customers to effectively manage call flow. Call management is accomplished by the central office deployment of a technology which routes the calling party's telephone number from the central office originating the call to the terminating central office serving the called party. CCP will be provided from central offices have the generic capability.

(b) Feature Description

Repeat Call - automatically redials the last outgoing telephone number dialed by the customer by dialing a code, providing there have been no intervening outgoing calls. If it is busy, the central office will continue trying the number until both parties are idle and then the central office will ring the customer.

Priority Call¹ - provides a way to distinguish up to a maximum of twelve calling telephone numbers from all others by using a distinctive alerting signal. Call Waiting customers hear a distinctive call waiting tone when special callers call during another conversation.

Select Call Forwarding - provides customers with a way to forward incoming calls from up to a maximum of twelve (12) calling telephone numbers to another telephone number.

Call Block¹ - allows the customer to automatically block incoming calls from twelve preselected telephone numbers specified by the customer. Calls can be blocked from selected telephone numbers or a number from which a customer has just received a call. The list of numbers may be changed by the customer any time. Call Block routes calls to a standard announcement stating, "The number you have dialed is not accepting calls at this time. Please try again." Toll charges or local usage charges will not apply to the calling party's number whose call is blocked. Pursuant to Ordering paragraph 16, D.92-11-062, the calling party's number will not be delivered or announced to the call recipient under any circumstances.

*69 - allows a customer to automatically return the last incoming call whether it is answered or not. Upon activation of this feature, the calling number will be automatically dialed. If the called line is busy, a 30 minute queuing process begins. The customer is given an indication that the network will attempt to set up the call when the called line is idle. The network will periodically test the busy/idle status of both parties until both lines are found idle, the customer cancels the request, or the queuing process expires. If both lines are found to be idle, the customer is alerted with a distinctive ring signifying that the call can now be completed.

Calls initiated by *69 will appear on the subscriber's billing record by area code and prefix only. The calling party's number will not be announced to the *69 customer.

¹ Priority Call and Business Call Block services are grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes may be made to existing service.

Effective: December 1, 2008

PACKAGED SERVICES
BUSINESS

1. CUSTOM CALL PLUS FEATURE PACKAGE - Continued

Special Conditions - Continued

Call Trace - automatically initiates a trace of the last incoming calling number when activated by a customer. Information from the traced call is maintained in the company security department's secured database. The customer requesting the Call Trace will not receive the traced calling number from the Company. The call trace information will only be disclosed to a law enforcement agency for investigative purposes.

- (c) CCP is available to customers having exchange access line service provided from a generically equipped central office where adequate facilities are present.
- (d) CCP will not be available to customers having Two-Party/Multi-Party Lines, Key Systems, Coin and Coinless pay Phones, Hotel/Motel and Hospital Lines, PBX Service, Public Access Line Service, Mobile Telephone Service, 900, 976, and 800/888 lines and data access lines. CCP features will only operate when both the caller and the call recipient are served from capable switches and with adequate end user CPE.
- (e) CCP features will be offered on a subscription basis only. The customer must specify each exchange access line to be equipped with the specific CCP features desired.
- (f) A CCP customer may employ all available CCP features under the following conditions:
 - When both the CCP customer and the other party involved in the call are served from the same central office, even if the other party does not subscribe to CCP.
 - When both the CCP customer and the other party involved in the call are served from different central offices which are linked by facilities that can handle the delivery of the calling number, even if the other party does not subscribe to CCP.

Rates

Custom Calling Plus Feature Packages, ¹
each line

a. Two Feature Package - percent discount	25%
b. Three Feature Package - percent discount	30%
c. Four or More Feature Package - percent discount	35%

¹ Custom Calling Plus Feature Packages are available to existing business customers listed in exchanges in Section 4A, Sheet 2 of this Product Guide.

Effective: December 1, 2008

PACKAGED SERVICES
BUSINESS

2. CHOICE PAC

Special Conditions

- (a) This service offers a discount off the monthly rates for the following Custom Calling (SmartCall) and Custom Local Area Signaling Service (CLASS) features, provided the customer orders three or more features on the same business account.

The following features are eligible for the Choice PAC offering:

Busy Redial
*69
Call Block ¹
Call Forwarding (Flexible)
Call Waiting ²
Caller ID
Caller ID - Number Only ²
Call Waiting / Cancel Call Waiting
Distinctive Ring (Smart Ring)
Do Not Disturb ¹
Select Call Forwarding
Speed Dialing (8 Code Capacity)
Speed Dialing (30 Code Capacity)
Three Way Calling
Priority Call ¹

Bonus Feature

Anonymous Call Block

- (b) Choice PAC is available to business customers only.
- (c) When a customer subscribes to three or more of the features as specified in (a) preceding, the discount as specified in Rates following will apply to all of these features.

¹ Call Block, Do Not Disturb and Priority Call are grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes of these features may be made to existing Choice PAC service.

² Call Waiting and Caller ID - Number Only are grandfathered and limited to existing customers at existing locations as of May 26, 2005. No moves, additions or changes of these features may be made to existing Choice PAC service.

Effective: December 1, 2008

PACKAGED SERVICES
BUSINESS

2. CHOICE PAC - Continued

Special Conditions - Continued

- (d) If the number of qualifying features ordered is less than three, or the customer removes a feature or features such that the total subscribed to become less than three, the discount does not apply.
- (e) One feature may be substituted for another, or other features may be added at a later date.
- (f) All features that qualify under Choice PAC will be discounted by the percentage indicated under Rates below.
- (g) Nonrecurring Charges as set forth in Section 3, Service Charges, are not applicable to customers ordering Choice PAC. These charges are not applicable when one feature is substituted for another in the Choice PAC or when other features are added to the Choice PAC after the initial installation of a Choice PAC.
- (h) Anonymous Call Block is offered as a bonus service in the Choice PAC. When a customer subscribes to three or more of the eligible services listed above and subscribes to Anonymous Call Block as the fourth feature, the monthly rate for Anonymous Call Block will also be discounted at a 30% discount.

Rate

Choice PAC ¹

All features that qualify under the Choice PAC offering (see SPECIAL CONDITIONS (a) above) will be discounted by 30% for business customers.

¹ Nonrecurring Charges as found in Section 3, Service Charges, will not be applicable to Choice PAC customers when, (a) ordering Choice PAC, (b) when one feature is substituted for another in Choice PAC or (c) when other features are added to Choice PAC after the initial installation of a Choice PAC.

Effective: December 1, 2008

PACKAGED SERVICES
BUSINESS

3. WORKSMART

WorkSmart Basic, Complete and Deluxe Packages are a combination of Custom Calling and CLASS features available at term discounts to business customers.

- a. Features - Features within the packages cannot be substituted for other features.

- (1) Features offered in WorkSmart Basic Package consist of:

Option A ¹

Call Waiting/Cancel Call Waiting	Caller ID ²
Three-Way Calling	Special Call Forwarding

Option B ¹

Call Waiting/Cancel Call Waiting	Caller ID ²
Three-Way Calling	Enhanced Call Forwarding-Existing Number

- (2) Features offered in WorkSmart Complete Package consist of:

Call Waiting/Cancel Call Waiting	Caller ID ²
Three-Way Calling	Flexible Call Forwarding

- (3) Features offered in WorkSmart Deluxe Package consist of:

Call Waiting/Cancel Call Waiting	Flexible Call Forwarding
Three-Way Calling	*69
Caller ID ²	Distinctive Ring

- b. Termination Liability

In the event the customer terminates service within the first 60 days, the customer will be liable for the applicable monthly recurring charges; however, the Termination Liability will be waived. If the customer terminates service after 60 days but prior to completion of the term commitment period, the customer shall be liable for an early termination charge. See Section 2, B.15. of this Product Guide for Termination Liability terms and conditions.

If the customer terminates Worksmart to subscribe to Unlimited Local and Toll Usage for Business with Feature Package One, Two A, or Three ³ on the same line, no termination liability charges will apply.

¹ Offered in exchanges where technically feasible.

² Includes Anonymous Call Block at no additional charge.

³ See rates, terms and conditions for Unlimited Local and Toll Usage for Business and Feature Package One, Two A, and Three in this Section.

PACKAGED SERVICES
BUSINESS

3. WORKSMART ¹ - Continued

Monthly Rate
Business

a. Basic Package

Option A ²

1 Year Term	\$ 17.10 (l)
2 Year Term	15.68 (l)
3 Year Term	14.25 (l)

Option B ²

1 Year Term	20.10 (l)
2 Year Term	18.43 (l)
3 Year Term	16.75 (l)

b. Complete Package

1 Year Term	17.10 (l)
2 Year Term	15.68 (l)
3 Year Term	14.25 (l)

c. Deluxe Package

1 Year Term	24.30 (l)
2 Year Term	22.28 (l)
3 Year Term	20.25 (l)

¹ Nonrecurring Charges as found in Section 3, Service Charges, are not applicable to customers ordering WorkSmart Packages. Features within the WorkSmart Packages cannot be substituted for other features.

² Offered in exchanges where technically feasible.

Effective: December 1, 2008

PACKAGED SERVICES
BUSINESS

3. WORKSMART ¹ - Continued

	<u>Monthly Rate</u> <u>Business</u>
a. Basic Package	
Option A ²	
1 Year Term	\$ 15.30
2 Year Term	14.03
3 Year Term	12.75
Option B ²	
1 Year Term	18.30
2 Year Term	16.78
3 Year Term	15.25
b. Complete Package	
1 Year Term	14.70
2 Year Term	13.48
3 Year Term	12.25
c. Deluxe Package	
1 Year Term	21.30
2 Year Term	19.53
3 Year Term	17.75

¹ Nonrecurring Charges as found in Section 3, Service Charges, are not applicable to customers ordering WorkSmart Packages. Features within the WorkSmart Packages cannot be substituted for other features.

² Offered in exchanges where technically feasible.

PACKAGED SERVICES
BUSINESS

4. UNLIMITED LOCAL USAGE FOR BUSINESS/UNLIMITED LOCAL AND TOLL USAGE FOR BUSINESS

Special Conditions

- (a) The Unlimited Local Usage for Business and Unlimited Local and Toll Usage for Business packages are optional calling plans available on a month-to-month or one-year term to business customers with Basic Exchange Access Line Business Service (B1), CentraNet®, or CentraNet® CustoPAK Service.

The Unlimited Local Usage for Business plan provides unlimited local voice usage for a flat monthly rate within the customer's local calling area, including Zones 1 and 2, ZUM Zone 3 usage where facilities permit.

The Unlimited Local and Toll Usage for Business plan provides unlimited local and intraLATA Toll voice usage for a flat monthly rate within the customer's local, Zones 1 and 2, ZUM Zone 3, and intraLATA areas, where facilities permit.

- (b) Monthly rates or one-year term rates for either plan apply per line in addition to B1, CentraNet®, or CentraNet® CustoPAK monthly line rates.

Nonrecurring charges as set forth in Section 3, Service Charges, are not applicable for customers ordering either plan on an existing B1, CentraNet®, or CentraNet® CustoPAK line.

- (c) All terms and conditions applicable to B1, CentraNet®, or CentraNet® CustoPAK Service apply to that service when offered with the these packages.

- (d) Unlimited Local Usage for Business or Unlimited Local and Toll Usage for Business is only available to business customers who subscribe to Verizon California, Inc. as their carrier for all local and intraLATA toll calls.

- (e) These packages are available to business customers who subscribe to 25 or fewer Verizon California, Inc. lines (voice grade or voice grade equivalent) per customer location at the time service is initiated. Eligible business customers may subscribe to Unlimited Local Usage for Business or Unlimited Local and Toll Usage for Business for a maximum of ten (10) lines per customer location.

- (f) The packages are not available with the following services:

- Flexgrow Service¹
- ISDN Basic Service
- ISDN Primary Service
- Remote Call Forwarding Service
- Auto Universal Call Distribution (ACD/UCD)
- PBX Trunks
- Foreign Exchange Service
- Customer Owned Pay Telephone (COPT)

¹ Effective July 27, 2015, any Flexgrow Trunking customer that has not made arrangement to migrate their service will have the service removed. Effective December 31, 2016, this service will be withdrawn from the Product Guide and will no longer be available. This service will also be withdrawn at the resale level and no longer available for purchase by resale customers. (C)

PACKAGED SERVICES
BUSINESS

4. UNLIMITED LOCAL USAGE FOR BUSINESS/UNLIMITED LOCAL AND TOLL USAGE FOR BUSINESS

Special Conditions

- (a) The Unlimited Local Usage for Business and Unlimited Local and Toll Usage for Business packages are optional calling plans available on a month-to-month or one-year term to business customers with Basic Exchange Access Line Business Service (B1), CentraNet®, or CentraNet® CustoPAK Service.

The Unlimited Local Usage for Business plan provides unlimited local voice usage for a flat monthly rate within the customer's local calling area, including Zones 1 and 2, ZUM Zone 3 usage where facilities permit.

The Unlimited Local and Toll Usage for Business plan provides unlimited local and intraLATA Toll voice usage for a flat monthly rate within the customer's local, Zones 1 and 2, ZUM Zone 3, and intraLATA areas, where facilities permit.

- (b) Monthly rates or one-year term rates for either plan apply per line in addition to B1, CentraNet®, or CentraNet® CustoPAK monthly line rates.

Nonrecurring charges as set forth in Section 3, Service Charges, are not applicable for customers ordering either plan on an existing B1, CentraNet®, or CentraNet® CustoPAK line.

- (c) All terms and conditions applicable to B1, CentraNet®, or CentraNet® CustoPAK Service apply to that service when offered with the these packages.

- (d) Unlimited Local Usage for Business or Unlimited Local and Toll Usage for Business is only available to business customers who subscribe to Verizon California, Inc. as their carrier for all local and intraLATA toll calls.

- (e) These packages are available to business customers who subscribe to 25 or fewer Verizon California, Inc. lines (voice grade or voice grade equivalent) per customer location at the time service is initiated. Eligible business customers may subscribe to Unlimited Local Usage for Business or Unlimited Local and Toll Usage for Business for a maximum of ten (10) lines per customer location.

- (f) The packages are not available with the following services:

- Flexgrow Service¹
- ISDN Basic Service
- ISDN Primary Service
- Remote Call Forwarding Service
- Auto Universal Call Distribution (ACD/UCD)
- PBX Trunks
- Foreign Exchange Service
- Customer Owned Pay Telephone (COPT)

(T)

¹ Effective July 27, 2015, any Flexgrow Trunking customer that has not made arrangement to migrate their service will have the service removed. Effective January 15, 2016, this service will be withdrawn from the Product Guide and will no longer be available. This service will also be withdrawn at the resale level and no longer available for purchase by resale customers.

(N)
|
(N)

PACKAGED SERVICES
BUSINESS

4. UNLIMITED LOCAL USAGE FOR BUSINESS/UNLIMITED LOCAL AND TOLL USAGE FOR BUSINESS

Special Conditions

- (a) The Unlimited Local Usage for Business and Unlimited Local and Toll Usage for Business packages are optional calling plans available on a month-to-month or one-year term to business customers with Basic Exchange Access Line Business Service (B1), CentraNet®, or CentraNet® CustoPAK Service.

The Unlimited Local Usage for Business plan provides unlimited local voice usage for a flat monthly rate within the customer's local calling area, including Zones 1 and 2, ZUM Zone 3 usage where facilities permit.

The Unlimited Local and Toll Usage for Business plan provides unlimited local and intraLATA Toll voice usage for a flat monthly rate within the customer's local, Zones 1 and 2, ZUM Zone 3, and intraLATA areas, where facilities permit.

- (b) Monthly rates or one-year term rates for either plan apply per line in addition to B1, CentraNet®, or CentraNet® CustoPAK monthly line rates.

Nonrecurring charges as set forth in Section 3, Service Charges, are not applicable for customers ordering either plan on an existing B1, CentraNet®, or CentraNet® CustoPAK line.

- (c) All terms and conditions applicable to B1, CentraNet®, or CentraNet® CustoPAK Service apply to that service when offered with the these packages.

- (d) Unlimited Local Usage for Business or Unlimited Local and Toll Usage for Business is only available to business customers who subscribe to Verizon California, Inc. as their carrier for all local and intraLATA toll calls.

- (e) These packages are available to business customers who subscribe to 25 or fewer Verizon California, Inc. lines (voice grade or voice grade equivalent) per customer location at the time service is initiated. Eligible business customers may subscribe to Unlimited Local Usage for Business or Unlimited Local and Toll Usage for Business for a maximum of ten (10) lines per customer location. (N)

- (f) The packages are not available with the following services:

- FlexGrow Service
- ISDN Basic Service
- ISDN Primary Service
- Remote Call Forwarding Service
- Auto Universal Call Distribution (ACD/UCD)
- PBX Trunks
- Foreign Exchange Service
- Customer Owned Pay Telephone (COPT)

Effective: December 1, 2008

PACKAGED SERVICES
BUSINESS

4. UNLIMITED LOCAL USAGE FOR BUSINESS/UNLIMITED LOCAL AND TOLL USAGE FOR BUSINESS

Special Conditions

- (a) The Unlimited Local Usage for Business and Unlimited Local and Toll Usage for Business packages are optional calling plans available on a month-to-month or one-year term to business customers with Basic Exchange Access Line Business Service (B1), CentraNet®, or CentraNet® CustoPAK Service.

The Unlimited Local Usage for Business plan provides unlimited local voice usage for a flat monthly rate within the customer's local calling area, including Zones 1 and 2, ZUM Zone 3 usage where facilities permit.

The Unlimited Local and Toll Usage for Business plan provides unlimited local and intraLATA Toll voice usage for a flat monthly rate within the customer's local, Zones 1 and 2, ZUM Zone 3, and intraLATA areas, where facilities permit.

- (b) Monthly rates or one-year term rates for either plan apply per line in addition to B1, CentraNet®, or CentraNet® CustoPAK monthly line rates.

Nonrecurring charges as set forth in Section 3, Service Charges, are not applicable for customers ordering either plan on an existing B1, CentraNet®, or CentraNet® CustoPAK line.

- (c) All terms and conditions applicable to B1, CentraNet®, or CentraNet® CustoPAK Service apply to that service when offered with the these packages.

- (d) Unlimited Local Usage for Business or Unlimited Local and Toll Usage for Business is only available to business customers who subscribe to Verizon California, Inc. as their carrier for all local and intraLATA toll calls.

- (e) These packages are available to business customers who subscribe to 25 or fewer Verizon California, Inc. lines (voice grade or voice grade equivalent) at the time service is initiated. Eligible business customers may subscribe to Unlimited Local Usage for Business or Unlimited Local and Toll Usage for Business for a maximum of ten (10) lines.

- (f) The packages are not available with the following services:

- FlexGrow Service
- ISDN Basic Service
- ISDN Primary Service
- Remote Call Forwarding Service
- Auto Universal Call Distribution (ACD/UCD)
- PBX Trunks
- Foreign Exchange Service
- Customer Owned Pay Telephone (COPT)

Effective: May 2, 2011

PACKAGED SERVICES
BUSINESS

4. UNLIMITED LOCAL USAGE FOR BUSINESS/UNLIMITED LOCAL AND TOLL USAGE FOR BUSINESS -
Continued

Special Conditions - Continued

- (g) Unlimited Local Usage for Business or Unlimited Local and Toll Usage for Business is not available in combination with the following business packages or optional plans:
- Corporate Rewards
 - CentraNet® Calling Solutions
- (h) Unlimited Local Usage for Business or Unlimited Local and Toll Usage for Business package does not apply to the following calls or services:
- Operator Handled Station-to-Station Service
 - Operator Handled Person-to-Person Service
 - Operator Handled Credit/Calling Card Calls
 - Directory Assistance Service
 - Verification/Interrupt Service
 - 900 and 976 Service
 - 800 Service
 - Extended Area Service (EAS)
 - Three Way Calling (per activation)
 - *69 (per activation)
- (i) Unlimited Local Usage for Business or Unlimited Local and Toll Usage for Business may only be used for voice applications and incidental non-broadcast facsimile usage, and may not be used for the transmission of data, for internet connections, or for any other non-voice application. This service may also not be used for autodialing, predictive dialers, or facsimile broadcasting, blasting, or spamming. Verizon California Inc. reserves the right to restrict the number of other services and/or equipment furnished or used in connection with any particular class of service in order to prevent any impairment in the quality of service furnished. If the Customer uses either of these Services for any non-eligible purpose, including, but not limited to, the examples noted above, the Company may suspend, restrict or cancel the Service according to the provisions of Schedule Cal. P.U.C. No. D&R, Rule No. 11. (N)
- (j) Unlimited Local Usage for Business or Unlimited Local and Toll Usage for Business is available on a month-to-month or on a one-year term. Term agreements are applied per line and are not required to be co-terminus. At the end of the term period or any subsequent renewal, the agreement will automatically be renewed for successive one-year terms on the same terms and conditions, unless either party provides advance notice that it does not wish to renew the term. Each subsequent renewal will allow for a 60-day grace period for the Customer to remove the plan without penalty. Pricing will remain the same during any automatic renewal unless the Company has provided 30 days notice of any change. (N)

Effective: December 1, 2008

PACKAGED SERVICES
BUSINESS

4. UNLIMITED LOCAL USAGE FOR BUSINESS/UNLIMITED LOCAL AND TOLL USAGE FOR BUSINESS -
Continued

Special Conditions - Continued

- (g) Unlimited Local Usage for Business or Unlimited Local and Toll Usage for Business is not available in combination with the following business packages or optional plans:
 - Corporate Rewards
 - CentraNet® Calling Solutions
- (h) Unlimited Local Usage for Business or Unlimited Local and Toll Usage for Business package does not apply to the following calls or services:
 - Operator Handled Station-to-Station Service
 - Operator Handled Person-to-Person Service
 - Operator Handled Credit/Calling Card Calls
 - Directory Assistance Service
 - Verification/Interrupt Service
 - 900 and 976 Service
 - 800 Service
 - Extended Area Service (EAS)
 - Three Way Calling (per activation)
 - *69 (per activation)
- (i) Unlimited Local Usage for Business or Unlimited Local and Toll Usage for Business applies to voice traffic only. Verizon California Inc. reserves the right to restrict the number of other services and/or equipment furnished or used in connection with any particular class of service in order to prevent any impairment in the quality of service furnished. If the Customer uses either of these Services for any non-eligible purpose, including, but not limited to, the examples noted above, the Company may suspend, restrict or cancel the Service according to the provisions of Schedule Cal. P.U.C. No. D&R, Rule No. 11.
- (j) Unlimited Local Usage for Business or Unlimited Local and Toll Usage for Business is available on a month-to-month or on a one-year term. Term agreements are applied per line and are not required to be co-terminus. At the end of the term period or any subsequent renewal, the agreement will automatically be renewed for successive one-year terms on the same terms and conditions, unless either party provides advance notice that it does not wish to renew the term. Each subsequent renewal will allow for a 60-day grace period for the Customer to remove the plan without penalty. Pricing will remain the same during any automatic renewal unless the Company has provided 30 days notice of any change.

Effective: December 1, 2008

PACKAGED SERVICES
BUSINESS

4. UNLIMITED LOCAL USAGE FOR BUSINESS/UNLIMITED LOCAL AND TOLL USAGE FOR BUSINESS -
Continued

Special Conditions - Continued

(k) In the event a Customer terminates one-year term service within the first 60 days, starting on the Order Completion Date, the Customer will be liable for the month-to-month charges up to the date of termination, and any termination liability will be waived. If the Customer terminates service after 60 calendar days, but prior to the completion of the term commitment period, the customer shall be liable for early termination charges as set forth in Section 2, B.15. of this Product Guide. Early termination charges will not be assessed under the circumstances described in part B of Section 2, B.15. of this Product Guide..

(l) A Customer may discontinue enrollment in a month-to-month package at any time upon request to the Company.

(m) UNLIMITED LOCAL AND TOLL USAGE FOR BUSINESS FEATURE PACKAGES

- 1) Feature Package One is available for the customer with Unlimited Local and Toll Usage for Business on a Basic Exchange Access Business (B1) Line. Feature Package One includes Call Forwarding, Call Waiting/Cancel Call Waiting, and/or Three Way Calling. The customer may choose any single feature, a combination of any two of the features, or all three features offered for the same rate.
- 2) Feature Package Two A is available for customers with Unlimited Local and Toll Usage for Business on a Basic Exchange Access Business (B1) Line, or CentraNet® CustoPAK Basic Service Line. Feature Package Two B is available for customers with a CentraNet® Station Line. Feature Package Two includes Caller ID and/or Voice Messaging. The customer may choose either or both of the features offered for the same rate.
- 3) Feature Package Three is available for customers with Unlimited Local and Toll Usage for Business on a Basic Exchange Access Business (B1) Line, CentraNet® CustoPAK Basic Service Line, or CentraNet® Station Line. Feature Package Three includes Caller ID and/or One Point Voice Mail (OPVM). The customer may choose either or both of the features offered for the same rate.
- 4) Monthly rates for Feature Packages One, Two, or Three apply in addition to the monthly rate or term rate for Unlimited Local and Toll Usage for Business. Nonrecurring charges as set forth in Section 3, Service Charges, are not applicable when ordering Feature Packages One, Two, or Three on an existing B1, CentraNet®, or CentraNet® CustoPAK line with Unlimited Local and Toll Usage for Business. Minor Software Change Charge in Section 8, CentraNet® Service, does not apply for an order for Feature Packages Two A, Two B, or Three.

PACKAGED SERVICES
BUSINESS

4. UNLIMITED LOCAL USAGE FOR BUSINESS/UNLIMITED LOCAL AND TOLL USAGE FOR BUSINESS -
Continued

<u>Rates</u>	<u>Month-to-Month Rate</u>	<u>One-Year Term Rate</u>	<u>One-Year Term Rate ⁴</u>
Unlimited Local Usage for Business ^{1, 2, 3}			
a. Per Basic Exchange Access Business (B1) Line	\$43.00	\$37.00	
b. Per CentraNet® Station Line	43.00	37.00	
c. Per CentraNet® CustopAK Basic Service Line	43.00	37.00	
Unlimited Local and Toll Usage for Business ^{1, 2, 3}			
a. Per Basic Exchange Access Business (B1) Line	38.00	32.00	34.00 ⁴ (N)
b. Per CentraNet® Station Line	38.00	32.00	34.00 ⁴ (N)
c. Per CentraNet® CustopAK Basic Service Line	38.00	32.00	34.00 ⁴ (N)

¹ Unlimited Local Usage for Business or Unlimited Local and Toll Usage for Business does not include a B1, CentraNet®, or CentraNet® CustopAK line. Monthly rates or term rates for either package apply in addition to the monthly line rates associated with these services.

² For Business customers with 25 or fewer lines at time service is initiated per customer location. Eligible Business customers may subscribe to these packages for a maximum of ten (10) lines per customer location.

³ Nonrecurring charges as set forth in Section 3, Service Charges, are not applicable for customers ordering either of these packages on an existing B1, CentraNet®, or CentraNet® CustopAK line.

⁴ One Year Term Option with Unlimited Nationwide Long Distance Calling Plan through Verizon Long Distance LLC. (C)

PACKAGED SERVICES
BUSINESS

4. UNLIMITED LOCAL USAGE FOR BUSINESS/UNLIMITED LOCAL AND TOLL USAGE FOR BUSINESS -
Continued

Rates

	<u>Month-to-Month</u> <u>Rate</u> ⁴	<u>One-Year Term</u> <u>Rate</u> ⁴	(T)
Unlimited Local Usage for Business ^{1, 2, 3}			
a. Per Basic Exchange Access Business (B1) Line	\$43.00 (I)	\$37.00 (I)	
b. Per CentraNet® Station Line	43.00 (I)	37.00 (I)	
c. Per CentraNet® CustopAK Basic Service Line	43.00 (I)	37.00 (I)	
Unlimited Local and Toll Usage for Business ^{1, 2, 3}			
a. Per Basic Exchange Access Business (B1) Line	\$38.00 (I)	\$32.00 (I)	
b. Per CentraNet® Station Line	38.00 (I)	32.00 (I)	
c. Per CentraNet® CustopAK Basic Service Line	38.00 (I)	32.00 (I)	

¹ Unlimited Local Usage for Business or Unlimited Local and Toll Usage for Business does not include a B1, CentraNet®, or CentraNet® CustopAK line. Monthly rates or term rates for either package apply in addition to the monthly line rates associated with these services.

² For Business customers with 25 or fewer lines at time service is initiated per customer location. Eligible Business customers may subscribe to these packages for a maximum of ten (10) lines per customer location.

³ Nonrecurring charges as set forth in Section 3, Service Charges, are not applicable for customers ordering either of these packages on an existing B1, CentraNet®, or CentraNet® CustopAK line.

⁴ Effective September 21, 2013, to be implemented on a full bill period basis.

PACKAGED SERVICES
BUSINESS

4. UNLIMITED LOCAL USAGE FOR BUSINESS/UNLIMITED LOCAL AND TOLL USAGE FOR BUSINESS -
Continued

Rates

	<u>Month-to-Month Rate</u>	<u>One-Year Term Rate</u>
Unlimited Local Usage for Business ^{1, 2, 3}		
a. Per Basic Exchange Access Business (B1) Line	\$39.00 (l)	\$33.00 (l)
d. Per CentraNet® Station Line	39.00 (l)	33.00 (l)
e. Per CentraNet® CustopAK Basic Service Line	39.00 (l)	33.00 (l)
Unlimited Local and Toll Usage for Business ^{1, 2, 3}		
a. Per Basic Exchange Access Business (B1) Line	\$34.00 (l)	\$28.00 (l)
b. Per CentraNet® Station Line	34.00 (l)	28.00 (l)
c. Per CentraNet® CustopAK Basic Service Line	34.00 (l)	28.00 (l)

¹ Unlimited Local Usage for Business or Unlimited Local and Toll Usage for Business does not include a B1, CentraNet®, or CentraNet® CustopAK line. Monthly rates or term rates for either package apply in addition to the monthly line rates associated with these services.

² For Business customers with 25 or fewer lines at time service is initiated per customer location. Eligible Business customers may subscribe to these packages for a maximum of ten (10) lines per customer location.

³ Nonrecurring charges as set forth in Section 3, Service Charges, are not applicable for customers ordering either of these packages on an existing B1, CentraNet®, or CentraNet® CustopAK line.

PACKAGED SERVICES
BUSINESS

4. UNLIMITED LOCAL USAGE FOR BUSINESS/UNLIMITED LOCAL AND TOLL USAGE FOR BUSINESS -
Continued

Rates

	<u>Month-to-Month Rate</u>	<u>One-Year Term Rate</u>
Unlimited Local Usage for Business ^{1, 2, 3}		
a. Per Basic Exchange Access Business (B1) Line	\$36.00 (l)	\$30.00 (l)
f. Per CentraNet® Station Line	36.00 (l)	30.00 (l)
g. Per CentraNet® CustopAK Basic Service Line	36.00 (l)	30.00 (l)
Unlimited Local and Toll Usage for Business ^{1, 2, 3}		
a. Per Basic Exchange Access Business (B1) Line	\$31.00 (l)	\$25.00 (l)
b. Per CentraNet® Station Line	31.00 (l)	25.00 (l)
c. Per CentraNet® CustopAK Basic Service Line	31.00 (l)	25.00 (l)

¹ Unlimited Local Usage for Business or Unlimited Local and Toll Usage for Business does not include a B1, CentraNet®, or CentraNet® CustopAK line. Monthly rates or term rates for either package apply in addition to the monthly line rates associated with these services.

² For Business customers with 25 or fewer lines at time service is initiated per customer location. Eligible Business customers may subscribe to these packages for a maximum of ten (10) lines per customer location.

³ Nonrecurring charges as set forth in Section 3, Service Charges, are not applicable for customers ordering either of these packages on an existing B1, CentraNet®, or CentraNet® CustopAK line.

PACKAGED SERVICES
BUSINESS

4. UNLIMITED LOCAL USAGE FOR BUSINESS/UNLIMITED LOCAL AND TOLL USAGE FOR BUSINESS -
Continued

Rates

	<u>Month-to-Month Rate</u>	<u>One-Year Term Rate</u>	
Unlimited Local Usage for Business ^{1, 2, 3}			
a. Per Basic Exchange Access Business (B1) Line	\$ 34.00	\$28.00 (I)	(X)
h. Per CentraNet® Station Line	34.00	28.00 (I)	(X)
i. Per CentraNet® CustopAK Basic Service Line	34.00	28.00 (I)	(X)
Unlimited Local and Toll Usage for Business ^{1, 2, 3}			
a. Per Basic Exchange Access Business (B1) Line	\$ 29.00	\$23.00 (I)	(X)
b. Per CentraNet® Station Line	29.00	23.00 (I)	(X)
c. Per CentraNet® CustopAK Basic Service Line	29.00	23.00 (I)	(X)

¹ Unlimited Local Usage for Business or Unlimited Local and Toll Usage for Business does not include a B1, CentraNet®, or CentraNet® CustopAK line. Monthly rates or term rates for either package apply in addition to the monthly line rates associated with these services.

² For Business customers with 25 or fewer lines at time service is initiated per customer location. Eligible Business customers may subscribe to these packages for a maximum of ten (10) lines per customer location.

³ Nonrecurring charges as set forth in Section 3, Service Charges, are not applicable for customers ordering either of these packages on an existing B1, CentraNet®, or CentraNet® CustopAK line.

(X) Corrected to reflect the change that was effective on 4/1/09

(N)

PACKAGED SERVICES
BUSINESS

4. UNLIMITED LOCAL USAGE FOR BUSINESS/UNLIMITED LOCAL AND TOLL USAGE FOR BUSINESS -
Continued

Rates

	<u>Month-to-Month Rate</u>	<u>One-Year Term Rate</u>
Unlimited Local Usage for Business ^{1, 2, 3}		
a. Per Basic Exchange Access Business (B1) Line	\$ 34.00	\$26.00
j. Per CentraNet® Station Line	34.00	26.00
k. Per CentraNet® CustopAK Basic Service Line	34.00	26.00
Unlimited Local and Toll Usage for Business ^{1, 2, 3}		
a. Per Basic Exchange Access Business (B1) Line	\$ 29.00	\$21.00
b. Per CentraNet® Station Line	29.00	21.00
c. Per CentraNet® CustopAK Basic Service Line	29.00	21.00

¹ Unlimited Local Usage for Business or Unlimited Local and Toll Usage for Business does not include a B1, CentraNet®, or CentraNet® CustopAK line. Monthly rates or term rates for either package apply in addition to the monthly line rates associated with these services.

² For Business customers with 25 or fewer lines at time service is initiated per customer location. Eligible Business customers may subscribe to these packages for a maximum of ten (10) lines per customer location. (N)

³ Nonrecurring charges as set forth in Section 3, Service Charges, are not applicable for customers ordering either of these packages on an existing B1, CentraNet®, or CentraNet® CustopAK line. (N)

PACKAGED SERVICES
BUSINESS

4. UNLIMITED LOCAL USAGE FOR BUSINESS/UNLIMITED LOCAL AND TOLL USAGE FOR BUSINESS -
Continued

Rates

	<u>Month-to-Month Rate</u>	<u>One-Year Term Rate</u>
Unlimited Local Usage for Business ^{1, 2, 3}		
a. Per Basic Exchange Access Business (B1) Line	\$ 34.00 (I)	\$26.00
l. Per CentraNet® Station Line	34.00 (I)	26.00
m. Per CentraNet® CustopAK Basic Service Line	34.00 (I)	26.00
Unlimited Local and Toll Usage for Business ^{1, 2, 3}		
a. Per Basic Exchange Access Business (B1) Line	\$ 29.00 (I)	\$21.00
b. Per CentraNet® Station Line	29.00 (I)	21.00
c. Per CentraNet® CustopAK Basic Service Line	29.00 (I)	21.00

¹ Unlimited Local Usage for Business or Unlimited Local and Toll Usage for Business does not include a B1, CentraNet®, or CentraNet® CustopAK line. Monthly rates or term rates for either package apply in addition to the monthly line rates associated with these services.

² For Business customers with 25 or fewer lines at time service is initiated. Eligible Business customers may subscribe to these packages for a maximum of ten (10) lines.

³ Nonrecurring charges as set forth in Section 3, Service Charges, are not applicable for customers ordering either of these packages on an existing B1, CentraNet®, or CentraNet® CustopAK line.

Effective: December 1, 2008

PACKAGED SERVICES
BUSINESS

4. UNLIMITED LOCAL USAGE FOR BUSINESS/UNLIMITED LOCAL AND TOLL USAGE FOR BUSINESS -
Continued

Rates

	<u>Month-to-Month Rate</u>	<u>One-Year Term Rate</u>
Unlimited Local Usage for Business ^{1, 2, 3}		
a. Per Basic Exchange Access Business (B1) Line	\$ 32.00	\$26.00
n. Per CentraNet® Station Line	32.00	26.00
o. Per CentraNet® CustopAK Basic Service Line	32.00	26.00
Unlimited Local and Toll Usage for Business ^{1, 2, 3}		
a. Per Basic Exchange Access Business (B1) Line	\$ 27.00	\$21.00
b. Per CentraNet® Station Line	27.00	21.00
c. Per CentraNet® CustopAK Basic Service Line	27.00	21.00

¹ Unlimited Local Usage for Business or Unlimited Local and Toll Usage for Business does not include a B1, CentraNet®, or CentraNet® CustopAK line. Monthly rates or term rates for either package apply in addition to the monthly line rates associated with these services.

² For Business customers with 25 or fewer lines at time service is initiated. Eligible Business customers may subscribe to these packages for a maximum of ten (10) lines.

³ Nonrecurring charges as set forth in Section 3, Service Charges, are not applicable for customers ordering either of these packages on an existing B1, CentraNet®, or CentraNet® CustopAK line.

PACKAGED SERVICES
BUSINESS

4. UNLIMITED LOCAL USAGE FOR BUSINESS/UNLIMITED LOCAL AND TOLL USAGE FOR BUSINESS -
Continued

Rates - Continued

Monthly Rate
Business

Unlimited Local and Toll Usage for Business Feature Packages ^{1, 2, 3}

1) Feature Package One	
per Basic Exchange Access Business (B1) Line	\$ 19.00 (I)
2) Feature Package Two	
Feature Package Two A	
per Basic Exchange Access Business (B1) Line,	
or CentraNet® CustoPAK Basic Service Line	25.00 (I)
Feature Package Two B	
per CentraNet® Station Line	25.00 (I)
3) Feature Package Three	
per Basic Exchange Access Business (B1) Line,	
CentraNet® CustoPAK Basic Service Line,	
or CentraNet® Station Line	28.00 (I)

¹ Monthly rates for Feature Packages One, Two or Three apply in addition to the monthly rate or term rate for Unlimited Local and Toll Usage for Business.

² Nonrecurring charges as set forth in Section 3, Service Charges, are not applicable when ordering Feature Packages One, Two, or Three on existing B1, CentraNet®, or CentraNet® CustoPAK lines with Unlimited Local and Toll Usage for Business. Minor Software Change Charge in Section 8, CentraNet® Service, does not apply for an order for Feature Packages Two A, Two B, or Three.

³ See Special Conditions in this Section for Feature Package descriptions and conditions.

PACKAGED SERVICES
BUSINESS

4. UNLIMITED LOCAL USAGE FOR BUSINESS/UNLIMITED LOCAL AND TOLL USAGE FOR BUSINESS -
Continued

Rates - Continued

Monthly Rate
Business

Unlimited Local and Toll Usage for Business Feature Packages ^{1, 2, 3}

1) Feature Package One per Basic Exchange Access Business (B1) Line	\$ 17.00 (I)
2) Feature Package Two Feature Package Two A per Basic Exchange Access Business (B1) Line, or CentraNet® CustopAK Basic Service Line	23.00 (I)
Feature Package Two B per CentraNet® Station Line	23.00 (I)
3) Feature Package Three per Basic Exchange Access Business (B1) Line, CentraNet® CustopAK Basic Service Line, or CentraNet® Station Line	26.00 (I)

¹ Monthly rates for Feature Packages One, Two or Three apply in addition to the monthly rate or term rate for Unlimited Local and Toll Usage for Business.

² Nonrecurring charges as set forth in Section 3, Service Charges, are not applicable when ordering Feature Packages One, Two, or Three on existing B1, CentraNet®, or CentraNet® CustopAK lines with Unlimited Local and Toll Usage for Business. Minor Software Change Charge in Section 8, CentraNet® Service, does not apply for an order for Feature Packages Two A, Two B, or Three.

³ See Special Conditions in this Section for Feature Package descriptions and conditions.

PACKAGED SERVICES
BUSINESS

4. UNLIMITED LOCAL USAGE FOR BUSINESS/UNLIMITED LOCAL AND TOLL USAGE FOR BUSINESS -
Continued

Rates - Continued

Monthly Rate
Business

Unlimited Local and Toll Usage for Business Feature Packages ^{1, 2, 3}

1) Feature Package One per Basic Exchange Access Business (B1) Line	\$ 14.00 (I)
2) Feature Package Two Feature Package Two A per Basic Exchange Access Business (B1) Line, or CentraNet® CustopAK Basic Service Line	20.00 (I)
Feature Package Two B per CentraNet® Station Line	20.00 (I)
3) Feature Package Three per Basic Exchange Access Business (B1) Line, CentraNet® CustopAK Basic Service Line, or CentraNet® Station Line	23.00 (I)

¹ Monthly rates for Feature Packages One, Two or Three apply in addition to the monthly rate or term rate for Unlimited Local and Toll Usage for Business.

² Nonrecurring charges as set forth in Section 3, Service Charges, are not applicable when ordering Feature Packages One, Two, or Three on existing B1, CentraNet®, or CentraNet® CustopAK lines with Unlimited Local and Toll Usage for Business. Minor Software Change Charge in Section 8, CentraNet® Service, does not apply for an order for Feature Packages Two A, Two B, or Three.

³ See Special Conditions in this Section for Feature Package descriptions and conditions.

PACKAGED SERVICES
BUSINESS

4. UNLIMITED LOCAL USAGE FOR BUSINESS/UNLIMITED LOCAL AND TOLL USAGE FOR BUSINESS -
Continued

Rates - Continued

Monthly Rate
Business

Unlimited Local and Toll Usage for Business Feature Packages ^{1, 2, 3}

1) Feature Package One per Basic Exchange Access Business (B1) Line	\$ 11.00 (I)
2) Feature Package Two Feature Package Two A per Basic Exchange Access Business (B1) Line, or CentraNet® CustopAK Basic Service Line	17.00 (I)
Feature Package Two B per CentraNet® Station Line	17.00 (I)
3) Feature Package Three per Basic Exchange Access Business (B1) Line, CentraNet® CustopAK Basic Service Line, or CentraNet® Station Line	20.00 (I)

¹ Monthly rates for Feature Packages One, Two or Three apply in addition to the monthly rate or term rate for Unlimited Local and Toll Usage for Business.

² Nonrecurring charges as set forth in Section 3, Service Charges, are not applicable when ordering Feature Packages One, Two, or Three on existing B1, CentraNet®, or CentraNet® CustopAK lines with Unlimited Local and Toll Usage for Business. Minor Software Change Charge in Section 8, CentraNet® Service, does not apply for an order for Feature Packages Two A, Two B, or Three.

³ See Special Conditions in this Section for Feature Package descriptions and conditions.

PACKAGED SERVICES
BUSINESS

4. UNLIMITED LOCAL USAGE FOR BUSINESS/UNLIMITED LOCAL AND TOLL USAGE FOR BUSINESS -
Continued

Rates - Continued

	<u>Monthly Rate</u> <u>Business</u>	
Unlimited Local and Toll Usage for Business Feature Packages ^{1, 2, 3}		
1) Feature Package One per Basic Exchange Access Business (B1) Line	\$ 9.00	(l)
2) Feature Package Two Feature Package Two A per Basic Exchange Access Business (B1) Line, or CentraNet® CustopAK Basic Service Line	15.00	(l)
Feature Package Two B per CentraNet® Station Line	15.00	(l)
3) Feature Package Three per Basic Exchange Access Business (B1) Line, CentraNet® CustopAK Basic Service Line, or CentraNet® Station Line	18.00	(l)

¹ Monthly rates for Feature Packages One, Two or Three apply in addition to the monthly rate or term rate for Unlimited Local and Toll Usage for Business.

² Nonrecurring charges as set forth in Section 3, Service Charges, are not applicable when ordering Feature Packages One, Two, or Three on existing B1, CentraNet®, or CentraNet® CustopAK lines with Unlimited Local and Toll Usage for Business. Minor Software Change Charge in Section 8, CentraNet® Service, does not apply for an order for Feature Packages Two A, Two B, or Three.

³ See Special Conditions in this Section for Feature Package descriptions and conditions.

Effective: December 1, 2008

PACKAGED SERVICES
BUSINESS

4. UNLIMITED LOCAL USAGE FOR BUSINESS/UNLIMITED LOCAL AND TOLL USAGE FOR BUSINESS -
Continued

Rates - Continued

	<u>Monthly Rate</u> <u>Business</u>
Unlimited Local and Toll Usage for Business Feature Packages ^{1, 2, 3}	
1) Feature Package One per Basic Exchange Access Business (B1) Line	\$ 8.00
2) Feature Package Two Feature Package Two A per Basic Exchange Access Business (B1) Line, or CentraNet® CustoPAK Basic Service Line	14.00
Feature Package Two B per CentraNet® Station Line	14.00
3) Feature Package Three per Basic Exchange Access Business (B1) Line, CentraNet® CustoPAK Basic Service Line, or CentraNet® Station Line	17.00

¹ Monthly rates for Feature Packages One, Two or Three apply in addition to the monthly rate or term rate for Unlimited Local and Toll Usage for Business.

² Nonrecurring charges as set forth in Section 3, Service Charges, are not applicable when ordering Feature Packages One, Two, or Three on existing B1, CentraNet®, or CentraNet® CustoPAK lines with Unlimited Local and Toll Usage for Business. Minor Software Change Charge in Section 8, CentraNet® Service, does not apply for an order for Feature Packages Two A, Two B, or Three.

³ See Special Conditions in this Section for Feature Package descriptions and conditions.

PACKAGED SERVICES
BUSINESS

5. UNLIMITED BUSINESS ACCESS (B1) LINE AND UNLIMITED CUSTOPAK PACKAGES ¹ (T)

Special Conditions

Unlimited Business Access (B1) Line and Unlimited Custopak Basic Packages are optional business flat-rated usage packages with a network access line, calling features and specified non-regulated services offered for a one-year or three-year term commitment. Customers must purchase at least one (1) Expansion Line for each Basic Package. Expansion Lines are offered on a monthly basis per each additional line ordered.

The following two (2) options are available:

a. Unlimited Business Access (B1) Line Basic Package includes the following:

- One (1) Business Access (B1) Line with touch-tone
- Unlimited local calling
- Unlimited intraLATA toll calling
- Choice of any or all of the following calling features:

Call Waiting, Three-Way Calling, Call Forwarding, Caller ID and any Verizon Voice Messaging Service

An additional credit will apply if provisioned with Verizon Broadband service.

1) Unlimited Business Access (B1) Expansion Lines

At least one (1) Expansion Line is required with each Unlimited Business Access (B1) Line Package. The following two (2) options are available:

(a) Expansion Lines with unlimited calling

B1 Expansion Lines are available for a monthly rate, per line, with unlimited local and intraLATA toll usage calling and a choice of any or all of the following calling features:

Call Waiting, Three-Way Calling, Call Forwarding, Caller ID and any Verizon Voice Messaging Service

(b) Expansion Lines without unlimited calling

B1 Expansion Lines are available for a monthly rate, per line, and choice of any or all of the following calling features:

Call Waiting, Three-Way Calling, Call Forwarding, Caller ID and any Verizon Voice Messaging Service

¹ As of March 17, 2012, the Unlimited Business Access (B1) Line and Unlimited Custopak Packages will not be provided to new subscribers. They will be provided only to customers who subscribed to the packages as of March 16, 2012. (N)
(N)

Effective: December 1, 2008

PACKAGED SERVICES
BUSINESS

5. UNLIMITED BUSINESS ACCESS (B1) LINE AND UNLIMITED CUSTOPAK PACKAGES

Special Conditions

Unlimited Business Access (B1) Line and Unlimited CustopAK Basic Packages are optional business flat-rated usage packages with a network access line, calling features and specified non-regulated services offered for a one-year or three-year term commitment. Customers must purchase at least one (1) Expansion Line for each Basic Package. Expansion Lines are offered on a monthly basis per each additional line ordered.

The following two (2) options are available:

a. Unlimited Business Access (B1) Line Basic Package includes the following:

- One (1) Business Access (B1) Line with touch-tone
- Unlimited local calling
- Unlimited intraLATA toll calling
- Choice of any or all of the following calling features:

Call Waiting, Three-Way Calling, Call Forwarding, Caller ID and any Verizon Voice Messaging Service

An additional credit will apply if provisioned with Verizon Broadband service.

1) Unlimited Business Access (B1) Expansion Lines

At least one (1) Expansion Line is required with each Unlimited Business Access (B1) Line Package. The following two (2) options are available:

(a) Expansion Lines with unlimited calling

B1 Expansion Lines are available for a monthly rate, per line, with unlimited local and intraLATA toll usage calling and a choice of any or all of the following calling features:

Call Waiting, Three-Way Calling, Call Forwarding, Caller ID and any Verizon Voice Messaging Service

(b) Expansion Lines without unlimited calling

B1 Expansion Lines are available for a monthly rate, per line, and choice of any or all of the following calling features:

Call Waiting, Three-Way Calling, Call Forwarding, Caller ID and any Verizon Voice Messaging Service

PACKAGED SERVICES
BUSINESS

5. UNLIMITED BUSINESS ACCESS (B1) LINE AND UNLIMITED CUSTOPAK PACKAGES ¹ – Continued (T)

Special Conditions - Continued

The following two (2) options are available: – Continued

b. Unlimited CustoPAK Basic Package includes the following:

- One (1) CustoPAK Line
- Unlimited local calling
- Unlimited intraLATA toll calling
- Choice of one or both of the following calling features:

Caller ID and/or any Verizon Voice Messaging Service

An additional credit will apply if provisioned with Verizon Broadband service.

1) Unlimited CustoPAK Expansion Lines

At least one (1) Expansion Line is required with each Unlimited CustoPAK Basic Package. The following two (2) options are available:

(a) Expansion Lines with unlimited calling

CustoPAK Expansion Lines are available for a monthly rate, per line, with unlimited local and intraLATA toll usage calling and a choice of one or both of the following calling features:

Caller ID and/or any Verizon Voice Messaging Service

(b) Expansion Lines without unlimited calling

CustoPAK Expansion Lines are available for a monthly rate, per line, and choice of one or both of the following calling features:

Caller ID and/or any Verizon Voice Messaging Service

c. Conditions

- 1) Unlimited B1 and CustoPAK Basic Packages are available only on Basic Exchange Access Line Business Service and CentraNet®CustoPAK lines where facilities and conditions permit.
- 2) Unlimited B1 and CustoPAK Basic Packages are available to business customers who subscribe to 25 or fewer lines (voice grade or voice grade equivalent) per customer location at the time service is initiated.

¹ As of March 17, 2012, the Unlimited Business Access (B1) Line and Unlimited CustoPAK Packages will not be provided to new subscribers. They will be provided only to customers who subscribed to the packages as of March 16, 2012. (N)
(N)

PACKAGED SERVICES
BUSINESS

5. UNLIMITED BUSINESS ACCESS (B1) LINE AND UNLIMITED CUSTOPAK PACKAGES – Continued

Special Conditions - Continued

The following two (2) options are available: – Continued

b. Unlimited CustopAK Basic Package includes the following:

- One (1) CustopAK Line
- Unlimited local calling
- Unlimited intraLATA toll calling
- Choice of one or both of the following calling features:

Caller ID and/or any Verizon Voice Messaging Service

An additional credit will apply if provisioned with Verizon Broadband service.

1) Unlimited CustopAK Expansion Lines

At least one (1) Expansion Line is required with each Unlimited CustopAK Basic Package. The following two (2) options are available:

(a) Expansion Lines with unlimited calling

CustopAK Expansion Lines are available for a monthly rate, per line, with unlimited local and intraLATA toll usage calling and a choice of one or both of the following calling features:

Caller ID and/or any Verizon Voice Messaging Service

(b) Expansion Lines without unlimited calling

CustopAK Expansion Lines are available for a monthly rate, per line, and choice of one or both of the following calling features:

Caller ID and/or any Verizon Voice Messaging Service

c. Conditions

- 1) Unlimited B1 and CustopAK Basic Packages are available only on Basic Exchange Access Line Business Service and CentraNet®CustopAK lines where facilities and conditions permit.
- 2) Unlimited B1 and CustopAK Basic Packages are available to business customers who subscribe to 25 or fewer lines (voice grade or voice grade equivalent) per customer location at the time service is initiated. (N)

Effective: December 1, 2008

PACKAGED SERVICES
BUSINESS

5. UNLIMITED BUSINESS ACCESS (B1) LINE AND UNLIMITED CUSTOPAK PACKAGES – Continued

Special Conditions - Continued

The following two (2) options are available: – Continued

b. Unlimited CustopAK Basic Package includes the following:

- One (1) CustopAK Line
- Unlimited local calling
- Unlimited intraLATA toll calling
- Choice of one or both of the following calling features:

Caller ID and/or any Verizon Voice Messaging Service

An additional credit will apply if provisioned with Verizon Broadband service.

1) Unlimited CustopAK Expansion Lines

At least one (1) Expansion Line is required with each Unlimited CustopAK Basic Package. The following two (2) options are available:

(a) Expansion Lines with unlimited calling

CustopAK Expansion Lines are available for a monthly rate, per line, with unlimited local and intraLATA toll usage calling and a choice of one or both of the following calling features:

Caller ID and/or any Verizon Voice Messaging Service

(b) Expansion Lines without unlimited calling

CustopAK Expansion Lines are available for a monthly rate, per line, and choice of one or both of the following calling features:

Caller ID and/or any Verizon Voice Messaging Service

c. Conditions

- 1) Unlimited B1 and CustopAK Basic Packages are available only on Basic Exchange Access Line Business Service and CentraNet®CustopAK lines where facilities and conditions permit.
- 2) Unlimited B1 and CustopAK Basic Packages are available to business customers who subscribe to 25 or fewer lines (voice grade or voice grade equivalent) at the time service is initiated.

PACKAGED SERVICES
BUSINESS

5. UNLIMITED BUSINESS ACCESS (B1) LINE AND UNLIMITED CUSTOPAK PACKAGES ¹ - Continued (T)

c. Conditions - Continued

- 3) Unlimited B1 and CustoPAK Basic Packages are only available with subscription to a business unlimited nationwide long distance calling plan through Bell Atlantic Communications, Inc. d/b/a/ Verizon Long Distance and Verizon highspeed internet service. Each Expansion Line must also subscribe to a business long distance calling plan through Bell Atlantic Communications, Inc. d/b/a/ Verizon Long Distance.
- 4) Customers must purchase at least one (1) Expansion Line with each Unlimited B1 Basic Package or Unlimited CustoPAK Basic Package. Customers are allowed up to 24 Expansion Lines per customer location. A maximum of nine (9) such lines can have Unlimited Calling either with this plan or any other unlimited local and/or toll product offered by Verizon.
- 5) Customers may have any combination of Expansion Lines but the combined total number of Expansion Lines allowed is 24 per customer location and may not exceed nine (9) Expansion Lines with Unlimited Calling per customer location.
- 6) Usage rates will apply in addition to the Monthly rate for Expansion Lines without Unlimited Calling.
- 7) Unlimited B1 and CustoPAK Basic Packages are available only on a one-year or three-year term agreement. Expansion Lines are available on a month-to-month basis only.
- 9) All terms and conditions applicable to B1 or CentraNet® CustoPAK Service apply to that service when offered with the Unlimited B1 and CustoPAK Basic Packages.
- 8) Unlimited B1 and CustoPAK Basic Packages are not available in combination with the following business packages or optional plans:
 - Corporate Rewards
 - CentraNet® Calling Solutions
- 10) Unlimited B1 and CustoPAK Basic Packages are not available in combination with other optional calling plans or virtual private network services.
- 11) Unlimited B1 and Unlimited CustoPAK Basic Packages are not available with services provided under a special contract.

¹ As of March 17, 2012, the Unlimited Business Access (B1) Line and Unlimited CustoPAK Packages will not be provided to new subscribers. They will be provided only to customers who subscribed to the packages as of March 16, 2012. (N)
(N)

PACKAGED SERVICES
BUSINESS

5. UNLIMITED BUSINESS ACCESS (B1) LINE AND UNLIMITED CUSTOPAK PACKAGES - Continued

c. Conditions - Continued

- 3) Unlimited B1 and CustoPAK Basic Packages are only available with subscription to a business unlimited nationwide long distance calling plan through Bell Atlantic Communications, Inc. d/b/a/ Verizon Long Distance and Verizon highspeed internet service. Each Expansion Line must also subscribe to a business long distance calling plan through Bell Atlantic Communications, Inc. d/b/a/ Verizon Long Distance.
- 4) Customers must purchase at least one (1) Expansion Line with each Unlimited B1 Basic Package or Unlimited CustoPAK Basic Package. Customers are allowed up to 24 Expansion Lines per customer location. A maximum of nine (9) such lines can have Unlimited Calling either with this plan or any other unlimited local and/or toll product offered by Verizon. (N)
(N)
- 5) Customers may have any combination of Expansion Lines but the combined total number of Expansion Lines allowed is 24 per customer location and may not exceed nine (9) Expansion Lines with Unlimited Calling per customer location. (N)
(N)
- 6) Usage rates will apply in addition to the Monthly rate for Expansion Lines without Unlimited Calling.
- 7) Unlimited B1 and CustoPAK Basic Packages are available only on a one-year or three-year term agreement. Expansion Lines are available on a month-to-month basis only.
- 9) All terms and conditions applicable to B1 or CentraNet® CustoPAK Service apply to that service when offered with the Unlimited B1 and CustoPAK Basic Packages.
- 8) Unlimited B1 and CustoPAK Basic Packages are not available in combination with the following business packages or optional plans:
 - Corporate Rewards
 - CentraNet® Calling Solutions
- 10) Unlimited B1 and CustoPAK Basic Packages are not available in combination with other optional calling plans or virtual private network services.
- 11) Unlimited B1 and Unlimited CustoPAK Basic Packages are not available with services provided under a special contract.

Effective: December 1, 2008

PACKAGED SERVICES
BUSINESS

5. UNLIMITED BUSINESS ACCESS (B1) LINE AND UNLIMITED CUSTOPAK PACKAGES - Continued

c. Conditions - Continued

- 3) Unlimited B1 and CustoPAK Basic Packages are only available with subscription to a business unlimited nationwide long distance calling plan through Bell Atlantic Communications, Inc. d/b/a/ Verizon Long Distance and Verizon highspeed internet service. Each Expansion Line must also subscribe to a business long distance calling plan through Bell Atlantic Communications, Inc. d/b/a/ Verizon Long Distance.
- 4) Customers must purchase at least one (1) Expansion Line with each Unlimited B1 Basic Package or Unlimited CustoPAK Basic Package. Customers are allowed up to 24 Expansion Lines. A maximum of nine (9) such lines can have Unlimited Calling either with this plan or any other unlimited local and/or toll product offered by Verizon.
- 5) Customers may have any combination of Expansion Lines but the combined total number of Expansion Lines allowed is 24 and may not exceed nine (9) Expansion Lines with Unlimited Calling.
- 6) Usage rates will apply in addition to the Monthly rate for Expansion Lines without Unlimited Calling.
- 7) Unlimited B1 and CustoPAK Basic Packages are available only on a one-year or three-year term agreement. Expansion Lines are available on a month-to-month basis only.
- 9) All terms and conditions applicable to B1 or CentraNet® CustoPAK Service apply to that service when offered with the Unlimited B1 and CustoPAK Basic Packages.
- 8) Unlimited B1 and CustoPAK Basic Packages are not available in combination with the following business packages or optional plans:
 - Corporate Rewards
 - CentraNet® Calling Solutions
- 10) Unlimited B1 and CustoPAK Basic Packages are not available in combination with other optional calling plans or virtual private network services.
- 11) Unlimited B1 and Unlimited CustoPAK Basic Packages are not available with services provided under a special contract.

PACKAGED SERVICES
BUSINESS

5. UNLIMITED BUSINESS ACCESS (B1) LINE AND UNLIMITED CUSTOPAK PACKAGES ¹ - Continued

c. Conditions - Continued

12) Unlimited B1 and Unlimited CustoPAK Basic Packages are not available with the following services:

- Flexgrow Service²
- ISDN Basic Service
- ISDN Primary Service
- Remote Call Forwarding Service
- Auto Universal Call Distribution (ACD/UCD)
- PBX Trunks
- Foreign Exchange Service
- Customer Owned Pay Telephone (COPT)

13) Unlimited B1 and Unlimited CustoPAK Basic Packages do not apply to the following calls or services:

- Operator Handled Station-to-Station Service
- Operator Handled Person-to-Person Service
- Operator Handled Credit/Calling Card Calls
- Directory Assistance Service
- Verification/Interrupt Service
- 900 and 976 Service
- Wide Area Telecommunications and 800 Service
- Extended Area Service (EAS)
- Three Way Calling (per activation)
- *69 (per activation)

14) Unlimited B1 and Unlimited CustoPAK Basic Packages may only be used for voice applications and incidental non-broadcast facsimile usage, and may not be used for the transmission of data, for internet connections, or for any other non-voice application. This service may also not be used for autodialing, predictive dialers, or facsimile broadcasting, blasting, or spamming. Verizon reserves the right to restrict the number of other services and/or equipment furnished or used in connection with any particular class of service in order to prevent any impairment in the quality of service furnished. If the customer uses this service for any non-eligible purpose, including, but not limited to, the examples noted above, the Company may suspend, restrict or cancel the service.

15) Call details are not available for this service.

d. Termination Liability

Unlimited B1 and Unlimited CustoPAK Basic Packages are offered on a one-year or a three-year term agreement.

¹ As of March 17, 2012, the Unlimited Business Access (B1) Line and Unlimited CustoPAK Packages will not be provided to new subscribers. They will be provided only to customers who subscribed to the packages as of March 16, 2012.

² Effective July 27, 2015, any Flexgrow Trunking customer that has not made arrangement to migrate their service will have the service removed. Effective December 31, 2016, this service will be withdrawn from the Product Guide and will no longer be available. This service will also be withdrawn at the resale level and no longer available for purchase by resale customers.

PACKAGED SERVICES
BUSINESS

5. UNLIMITED BUSINESS ACCESS (B1) LINE AND UNLIMITED CUSTOPAK PACKAGES ¹ - Continued

c. Conditions - Continued

12) Unlimited B1 and Unlimited CustopAK Basic Packages are not available with the following services:

- Flexgrow Service²
- ISDN Basic Service
- ISDN Primary Service
- Remote Call Forwarding Service
- Auto Universal Call Distribution (ACD/UCD)
- PBX Trunks
- Foreign Exchange Service
- Customer Owned Pay Telephone (COPT)

(T)

13) Unlimited B1 and Unlimited CustopAK Basic Packages do not apply to the following calls or services:

- Operator Handled Station-to-Station Service
- Operator Handled Person-to-Person Service
- Operator Handled Credit/Calling Card Calls
- Directory Assistance Service
- Verification/Interrupt Service
- 900 and 976 Service
- Wide Area Telecommunications and 800 Service
- Extended Area Service (EAS)
- Three Way Calling (per activation)
- *69 (per activation)

14) Unlimited B1 and Unlimited CustopAK Basic Packages may only be used for voice applications and incidental non-broadcast facsimile usage, and may not be used for the transmission of data, for internet connections, or for any other non-voice application. This service may also not be used for autodialing, predictive dialers, or facsimile broadcasting, blasting, or spamming. Verizon reserves the right to restrict the number of other services and/or equipment furnished or used in connection with any particular class of service in order to prevent any impairment in the quality of service furnished. If the customer uses this service for any non-eligible purpose, including, but not limited to, the examples noted above, the Company may suspend, restrict or cancel the service.

15) Call details are not available for this service.

d. Termination Liability

Unlimited B1 and Unlimited CustopAK Basic Packages are offered on a one-year or a three-year term agreement.

¹ As of March 17, 2012, the Unlimited Business Access (B1) Line and Unlimited CustopAK Packages will not be provided to new subscribers. They will be provided only to customers who subscribed to the packages as of March 16, 2012.

² Effective July 27, 2015, any Flexgrow Trunking customer that has not made arrangement to migrate their service will have the service removed. Effective January 15, 2016, this service will be withdrawn from the Product Guide and will no longer be available. This service will also be withdrawn at the resale level and no longer available for purchase by resale customers.

(N)
|
(N)

PACKAGED SERVICES
BUSINESS

5. UNLIMITED BUSINESS ACCESS (B1) LINE AND UNLIMITED CUSTOPAK PACKAGES ¹ - Continued (T)

c. Conditions - Continued

12) Unlimited B1 and Unlimited CustopAK Basic Packages are not available with the following services:

- FlexGrow Service
- ISDN Basic Service
- ISDN Primary Service
- Remote Call Forwarding Service
- Auto Universal Call Distribution (ACD/UCD)
- PBX Trunks
- Foreign Exchange Service
- Customer Owned Pay Telephone (COPT)

13) Unlimited B1 and Unlimited CustopAK Basic Packages do not apply to the following calls or services:

- Operator Handled Station-to-Station Service
- Operator Handled Person-to-Person Service
- Operator Handled Credit/Calling Card Calls
- Directory Assistance Service
- Verification/Interrupt Service
- 900 and 976 Service
- Wide Area Telecommunications and 800 Service
- Extended Area Service (EAS)
- Three Way Calling (per activation)
- *69 (per activation)

14) Unlimited B1 and Unlimited CustopAK Basic Packages may only be used for voice applications and incidental non-broadcast facsimile usage, and may not be used for the transmission of data, for internet connections, or for any other non-voice application. This service may also not be used for autodialing, predictive dialers, or facsimile broadcasting, blasting, or spamming. Verizon reserves the right to restrict the number of other services and/or equipment furnished or used in connection with any particular class of service in order to prevent any impairment in the quality of service furnished. If the customer uses this service for any non-eligible purpose, including, but not limited to, the examples noted above, the Company may suspend, restrict or cancel the service.

15) Call details are not available for this service.

d. Termination Liability

Unlimited B1 and Unlimited CustopAK Basic Packages are offered on a one-year or a three-year term agreement.

¹ As of March 17, 2012, the Unlimited Business Access (B1) Line and Unlimited CustopAK Packages will not be provided to new subscribers. They will be provided only to customers who subscribed to the packages as of March 16, 2012. (N)
(N)

PACKAGED SERVICES
BUSINESS

5. UNLIMITED BUSINESS ACCESS (B1) LINE AND UNLIMITED CUSTOPAK PACKAGES - Continued

c. Conditions - Continued

12) Unlimited B1 and Unlimited Custopak Basic Packages are not available with the following services:

- FlexGrow Service
- ISDN Basic Service
- ISDN Primary Service
- Remote Call Forwarding Service
- Auto Universal Call Distribution (ACD/UCD)
- PBX Trunks
- Foreign Exchange Service
- Customer Owned Pay Telephone (COPT)

13) Unlimited B1 and Unlimited Custopak Basic Packages do not apply to the following calls or services:

- Operator Handled Station-to-Station Service
- Operator Handled Person-to-Person Service
- Operator Handled Credit/Calling Card Calls
- Directory Assistance Service
- Verification/Interrupt Service
- 900 and 976 Service
- Wide Area Telecommunications and 800 Service
- Extended Area Service (EAS)
- Three Way Calling (per activation)
- *69 (per activation)

14) Unlimited B1 and Unlimited Custopak Basic Packages may only be used for voice applications and incidental non-broadcast facsimile usage, and may not be used for the transmission of data, for internet connections, or for any other non-voice application. This service may also not be used for autodialing, predictive dialers, or facsimile broadcasting, blasting, or spamming. Verizon reserves the right to restrict the number of other services and/or equipment furnished or used in connection with any particular class of service in order to prevent any impairment in the quality of service furnished. If the customer uses this service for any non-eligible purpose, including, but not limited to, the examples noted above, the Company may suspend, restrict or cancel the service.

(N)
|
(N)

15) Call details are not available for this service.

d. Termination Liability

Unlimited B1 and Unlimited Custopak Basic Packages are offered on a one-year or a three-year term agreement.

Effective: December 1, 2008

PACKAGED SERVICES
BUSINESS

5. UNLIMITED BUSINESS ACCESS (B1) LINE AND UNLIMITED CUSTOPAK PACKAGES - Continued

c. Conditions - Continued

12) Unlimited B1 and Unlimited CustopAK Basic Packages are not available with the following services:

- FlexGrow Service
- ISDN Basic Service
- ISDN Primary Service
- Remote Call Forwarding Service
- Auto Universal Call Distribution (ACD/UCD)
- PBX Trunks
- Foreign Exchange Service
- Customer Owned Pay Telephone (COPT)

13) Unlimited B1 and Unlimited CustopAK Basic Packages do not apply to the following calls or services:

- Operator Handled Station-to-Station Service
- Operator Handled Person-to-Person Service
- Operator Handled Credit/Calling Card Calls
- Directory Assistance Service
- Verification/Interrupt Service
- 900 and 976 Service
- Wide Area Telecommunications and 800 Service
- Extended Area Service (EAS)
- Three Way Calling (per activation)
- *69 (per activation)

14) Unlimited B1 and Unlimited CustopAK Basic Packages may only be used for voice applications and may not be used for the transmission of data, for internet connections, or for any other non- voice application. These services may not be used for autodialing. Verizon reserves the right to restrict the number of other services and/or equipment furnished or used in connection with any particular class of service in order to prevent any impairment in the quality of service furnished. If the customer uses this service for any non-eligible purpose, including, but not limited to, the examples noted above, the Company may suspend, restrict or cancel the service.

15) Call details are not available for this service.

d. Termination Liability

Unlimited B1 and Unlimited CustopAK Basic Packages are offered on a one-year or a three-year term agreement.

PACKAGED SERVICES
BUSINESS

5. UNLIMITED BUSINESS ACCESS (B1) LINE AND UNLIMITED CUSTOPAK PACKAGES ¹ - Continued (T)

d. Termination Liability - Continued

Early termination of a Unlimited B1 Basic Package or Unlimited CustopAK Basic Package term agreement by the customer will result in a one-time flat Termination Charge of:

1-year term agreement

\$75

3-year term agreement

\$225 for default within the 1st year of the term
\$150 for default within the 2nd year of the term
\$75 for default within the 3rd year of the term

If the customer cancels any of the unregulated components or all of the Expansion Line(s) of the bundle, the remaining components will revert to the individual rate and/or the rate elsewhere in this Product Guide that is associated with that component.

The customer can add, delete or change the Expansion Lines without termination charges as long as two (2) lines (the core, Basic Package, and one Expansion Line) remain on the account. If the one Expansion Line is removed, the remaining elements will revert to rates found elsewhere in this Product Guide. If the Basic Package core line is removed, the applicable termination charge shown above will apply.

Customer termination of service within the first 60 days, starting on the Order Completion Date, will result in customer liability for the monthly charges. Termination liability will be waived.

At the end of the term period or any subsequent renewal, the agreement will automatically be renewed for a successive one-year or three-year term at the same terms and conditions, unless either party provides advance notice that it does not wish to renew the term. Each subsequent renewal will allow for a 60-day grace period for the subscriber to unsubscribe from the plan without penalty. Pricing will remain the same during any automatic renewal unless the Company has provided 30 days notice of any change. Customers can move from a one-year to a three-year term without incurring a penalty.

e. Application of Rates and Charges

- 1) Service Order Activity Charges from Section 3 are waived if a class of service change is required in order to have an Unlimited B1 or Unlimited CustopAK Basic Package.
- 2) Applicable Service Charges as specified in Section 3, Service Charges, will be waived for customers subscribing to a three-year agreement.

¹ As of March 17, 2012, the Unlimited Business Access (B1) Line and Unlimited CustopAK Packages will not be provided to new subscribers. They will be provided only to customers who subscribed to the packages as of March 16, 2012. (N)
(N)

Effective: December 1, 2008

PACKAGED SERVICES
BUSINESS

5. UNLIMITED BUSINESS ACCESS (B1) LINE AND UNLIMITED CUSTOPAK PACKAGES - Continued

d. Termination Liability - Continued

Early termination of a Unlimited B1 Basic Package or Unlimited CustopAK Basic Package term agreement by the customer will result in a one-time flat Termination Charge of:

1-year term agreement

\$75

3-year term agreement

\$225 for default within the 1st year of the term
\$150 for default within the 2nd year of the term
\$75 for default within the 3rd year of the term

If the customer cancels any of the unregulated components or all of the Expansion Line(s) of the bundle, the remaining components will revert to the individual rate and/or the rate elsewhere in this Product Guide that is associated with that component.

The customer can add, delete or change the Expansion Lines without termination charges as long as two (2) lines (the core, Basic Package, and one Expansion Line) remain on the account. If the one Expansion Line is removed, the remaining elements will revert to rates found elsewhere in this Product Guide. If the Basic Package core line is removed, the applicable termination charge shown above will apply.

Customer termination of service within the first 60 days, starting on the Order Completion Date, will result in customer liability for the monthly charges. Termination liability will be waived.

At the end of the term period or any subsequent renewal, the agreement will automatically be renewed for a successive one-year or three-year term at the same terms and conditions, unless either party provides advance notice that it does not wish to renew the term. Each subsequent renewal will allow for a 60-day grace period for the subscriber to unsubscribe from the plan without penalty. Pricing will remain the same during any automatic renewal unless the Company has provided 30 days notice of any change. Customers can move from a one-year to a three-year term without incurring a penalty.

e. Application of Rates and Charges

- 1) Service Order Activity Charges from Section 3 are waived if a class of service change is required in order to have an Unlimited B1 or Unlimited CustopAK Basic Package.
- 2) Applicable Service Charges as specified in Section 3, Service Charges, will be waived for customers subscribing to a three-year agreement.

PACKAGED SERVICES
BUSINESS

5. UNLIMITED BUSINESS ACCESS (B1) LINE AND UNLIMITED CUSTOPAK PACKAGES ⁴ - Continued

Rates

	<u>Monthly Rate</u>	
	<u>One-Year Term</u>	<u>Three-Year Term</u>
a. Unlimited Business Access (B1) Line Basic Package ¹	\$ 70.00 (I)	\$ 55.00 (I)

	<u>Monthly Rate</u>
1) Expansion Line with Unlimited Calling, per line ²	36.50
2) Expansion Line without Unlimited Calling, per line ^{2,3}	36.50

	<u>Monthly Rate</u>	
	<u>One-Year Term</u>	<u>Three-Year Term</u>
b. Unlimited CustopAK Basic Package ¹	\$ 65.00 (I)	\$ 55.00 (I)

	<u>Monthly Rate</u>
1) Expansion Line with Unlimited Calling, per line ²	46.50
2) Expansion Line without Unlimited Calling, per line ^{2,3}	31.50

¹ At least one (1) Expansion Line is required with each Unlimited Business Access (B1) Line Basic Package or Unlimited CustopAK Basic Package ordered.

² Customers may have any combination of Expansion Lines but the combined total number allowed is 24 per customer location and may not exceed nine (9) Expansion Lines with Unlimited Calling per customer location.

³ Usage rates apply in addition to the monthly rate.

⁴ As of March 17, 2012, the Unlimited Business Access (B1) Line and Unlimited CustopAK Packages will not be provided to new subscribers. They will be provided only to customers who subscribed to the packages as of March 16, 2012.

PACKAGED SERVICES
BUSINESS

5. UNLIMITED BUSINESS ACCESS (B1) LINE AND UNLIMITED CUSTOPAK PACKAGES ⁴ - Continued (T)

Rates

	<u>Monthly Rate</u>	
	<u>One-Year Term</u>	<u>Three-Year Term</u>
a. Unlimited Business Access (B1) Line Basic Package ¹	\$ 68.00	\$ 53.00

	<u>Monthly Rate</u>
1) Expansion Line with Unlimited Calling, per line ²	36.50
2) Expansion Line without Unlimited Calling, per line ^{2,3}	36.50

	<u>Monthly Rate</u>	
	<u>One-Year Term</u>	<u>Three-Year Term</u>
b. Unlimited CustopAK Basic Package ¹	\$ 63.00	\$ 53.00

	<u>Monthly Rate</u>
1) Expansion Line with Unlimited Calling, per line ²	46.50
2) Expansion Line without Unlimited Calling, per line ^{2,3}	31.50

¹ At least one (1) Expansion Line is required with each Unlimited Business Access (B1) Line Basic Package or Unlimited CustopAK Basic Package ordered.

² Customers may have any combination of Expansion Lines but the combined total number allowed is 24 per customer location and may not exceed nine (9) Expansion Lines with Unlimited Calling per customer location.

³ Usage rates apply in addition to the monthly rate.

⁴ As of March 17, 2012, the Unlimited Business Access (B1) Line and Unlimited CustopAK Packages will not be provided to new subscribers. They will be provided only to customers who subscribed to the packages as of March 16, 2012. (N)
(N)

PACKAGED SERVICES
BUSINESS

5. UNLIMITED BUSINESS ACCESS (B1) LINE AND UNLIMITED CUSTOPAK PACKAGES - Continued

Rates

	<u>Monthly Rate</u>	
	<u>One-Year Term</u>	<u>Three-Year Term</u>
a. Unlimited Business Access (B1) Line Basic Package ¹	\$ 68.00 (I)	\$ 53.00 (I)

	<u>Monthly Rate</u>
1) Expansion Line with Unlimited Calling, per line ²	36.50 (I)
2) Expansion Line without Unlimited Calling, per line ^{2,3}	36.50 (I)

	<u>Monthly Rate</u>	
	<u>One-Year Term</u>	<u>Three-Year Term</u>
b. Unlimited CustopAK Basic Package ¹	\$ 63.00 (I)	\$ 53.00 (I)

	<u>Monthly Rate</u>
1) Expansion Line with Unlimited Calling, per line ²	46.50 (I)
2) Expansion Line without Unlimited Calling, per line ^{2,3}	31.50 (I)

¹ At least one (1) Expansion Line is required with each Unlimited Business Access (B1) Line Basic Package or Unlimited CustopAK Basic Package ordered.

² Customers may have any combination of Expansion Lines but the combined total number allowed is 24 per customer location and may not exceed nine (9) Expansion Lines with Unlimited Calling per customer location.

³ Usage rates apply in addition to the monthly rate.

PACKAGED SERVICES
BUSINESS

5. UNLIMITED BUSINESS ACCESS (B1) LINE AND UNLIMITED CUSTOPAK PACKAGES - Continued

Rates

	<u>Monthly Rate</u>	
	<u>One-Year Term</u>	<u>Three-Year Term</u>
a. Unlimited Business Access (B1) Line Basic Package ¹	\$ 63.00 (R)	\$ 48.00 (R)

	<u>Monthly Rate</u>
1) Expansion Line with Unlimited Calling, per line ²	35.00
2) Expansion Line without Unlimited Calling, per line ^{2,3}	35.00

	<u>Monthly Rate</u>	
	<u>One-Year Term</u>	<u>Three-Year Term</u>
b. Unlimited CustopAK Basic Package ¹	\$ 58.00 (R)	\$ 48.00 (R)

	<u>Monthly Rate</u>
1) Expansion Line with Unlimited Calling, per line ²	45.00
2) Expansion Line without Unlimited Calling, per line ^{2,3}	30.00

¹ At least one (1) Expansion Line is required with each Unlimited Business Access (B1) Line Basic Package or Unlimited CustopAK Basic Package ordered.

² Customers may have any combination of Expansion Lines but the combined total number allowed is 24 per customer location and may not exceed nine (9) Expansion Lines with Unlimited Calling per customer location.

³ Usage rates apply in addition to the monthly rate.

PACKAGED SERVICES
BUSINESS

5. UNLIMITED BUSINESS ACCESS (B1) LINE AND UNLIMITED CUSTOPAK PACKAGES - Continued

Rates

	<u>Monthly Rate</u>	
	<u>One-Year Term</u>	<u>Three-Year Term</u>
a. Unlimited Business Access (B1) Line Basic Package ¹	\$ 73.00	\$ 58.00

	<u>Monthly Rate</u>
1) Expansion Line with Unlimited Calling, per line ²	35.00
2) Expansion Line without Unlimited Calling, per line ^{2,3}	35.00

	<u>Monthly Rate</u>	
	<u>One-Year Term</u>	<u>Three-Year Term</u>
b. Unlimited CustopAK Basic Package ¹	\$ 68.00	\$ 53.00

	<u>Monthly Rate</u>
1) Expansion Line with Unlimited Calling, per line ²	45.00
2) Expansion Line without Unlimited Calling, per line ^{2,3}	30.00

¹ At least one (1) Expansion Line is required with each Unlimited Business Access (B1) Line Basic Package or Unlimited CustopAK Basic Package ordered.

² Customers may have any combination of Expansion Lines but the combined total number allowed is 24 per customer location and may not exceed nine (9) Expansion Lines with Unlimited Calling per customer location. (N)

³ Usage rates apply in addition to the monthly rate. (N)

Effective: December 1, 2008

PACKAGED SERVICES
BUSINESS

5. UNLIMITED BUSINESS ACCESS (B1) LINE AND UNLIMITED CUSTOPAK PACKAGES - Continued

Rates

	<u>Monthly Rate</u>	
	<u>One-Year Term</u>	<u>Three-Year Term</u>
a. Unlimited Business Access (B1) Line Basic Package ¹	\$ 73.00	\$ 58.00

	<u>Monthly Rate</u>
1) Expansion Line with Unlimited Calling, per line ²	35.00
2) Expansion Line without Unlimited Calling, per line ^{2,3}	35.00

	<u>Monthly Rate</u>	
	<u>One-Year Term</u>	<u>Three-Year Term</u>
b. Unlimited CustopAK Basic Package ¹	\$ 68.00	\$ 53.00

	<u>Monthly Rate</u>
1) Expansion Line with Unlimited Calling, per line ²	45.00
2) Expansion Line without Unlimited Calling, per line ^{2,3}	30.00

¹ At least one (1) Expansion Line is required with each Unlimited Business Access (B1) Line Basic Package or Unlimited CustopAK Basic Package ordered.

² Customers may have any combination of Expansion Lines but the combined total number allowed is 24 and may not exceed nine (9) Expansion Lines with Unlimited Calling.

³ Usage rates apply in addition to the monthly rate.

PACKAGED SERVICES
RESIDENCE

6. VERIZON BASIC PACK ¹

Special Conditions

- (a) This service offers six (6) custom calling features in a service package to single line residential customers only.
- (b) The custom calling features offered in the Verizon Basic Pack are:
 - Call Waiting
 - Cancel Call Waiting
 - Caller ID
 - *69
 - Three Way Calling
 - Call Block
- (c) Verizon Basic Pack is offered where the network is technically capable.
- (d) Nonrecurring charges as set forth in Section 3, Service Charges, are not applicable to customers ordering Verizon Basic Pack.
- (e) Custom calling features within the Verizon Basic Pack cannot be substituted for other custom calling features. Customers may subscribe to additional individual custom calling services at the rates in Section 5, General Services, Custom Calling Services.

Rates

	<u>Monthly Rate</u> <u>Residential</u>
Verizon Basic Pack, per line ²	\$ 18.95 (I)

¹ Effective March 7, 2014, Verizon Basic Pack, provided for a monthly charge, is no longer available for purchase. Service is not offered for new installations, moves, changes, or additions

² Nonrecurring charges in Section 3, Service Charges, are not applicable.

PACKAGED SERVICES
RESIDENCE

6. VERIZON BASIC PACK ¹

Special Conditions

- (a) This service offers six (6) custom calling features in a service package to single line residential customers only.
- (b) The custom calling features offered in the Verizon Basic Pack are:
 - Call Waiting
 - Cancel Call Waiting
 - Caller ID
 - *69
 - Three Way Calling
 - Call Block
- (c) Verizon Basic Pack is offered where the network is technically capable.
- (d) Nonrecurring charges as set forth in Section 3, Service Charges, are not applicable to customers ordering Verizon Basic Pack.
- (e) Custom calling features within the Verizon Basic Pack cannot be substituted for other custom calling features. Customers may subscribe to additional individual custom calling services at the rates in Section 5, General Services, Custom Calling Services.

Rates

	<u>Monthly Rate</u> <u>Residential</u>
Verizon Basic Pack, per line ²	\$ 15.95 (I)

¹ Effective March 7, 2014, Verizon Basic Pack, provided for a monthly charge, is no longer available for purchase. Service is not offered for new installations, moves, changes, or additions

² Nonrecurring charges in Section 3, Service Charges, are not applicable.

PACKAGED SERVICES
RESIDENCE

6. VERIZON BASIC PACK ¹ (T)

Special Conditions

- (a) This service offers six (6) custom calling features in a service package to single line residential customers only.
- (b) The custom calling features offered in the Verizon Basic Pack are:
 - Call Waiting
 - Cancel Call Waiting
 - Caller ID
 - *69
 - Three Way Calling
 - Call Block
- (c) Verizon Basic Pack is offered where the network is technically capable.
- (d) Nonrecurring charges as set forth in Section 3, Service Charges, are not applicable to customers ordering Verizon Basic Pack.
- (e) Custom calling features within the Verizon Basic Pack cannot be substituted for other custom calling features. Customers may subscribe to additional individual custom calling services at the rates in Section 5, General Services, Custom Calling Services.

Rates

	<u>Monthly Rate</u> <u>Residential</u>	
Verizon Basic Pack, per line ²	\$ 12.45	(T)

¹ Effective March 7, 2014, Verizon Basic Pack, provided for a monthly charge, is no longer available for purchase. Service is not offered for new installations, moves, changes, or additions (N)
(N)

² Nonrecurring charges in Section 3, Service Charges, are not applicable. (T)

PACKAGED SERVICES
RESIDENCE

6. VERIZON BASIC PACK

Special Conditions

- (a) This service offers six (6) custom calling features in a service package to single line residential customers only.
- (b) The custom calling features offered in the Verizon Basic Pack are:
 - Call Waiting
 - Cancel Call Waiting
 - Caller ID
 - *69
 - Three Way Calling
 - Call Block
- (c) Verizon Basic Pack is offered where the network is technically capable.
- (d) Nonrecurring charges as set forth in Section 3, Service Charges, are not applicable to customers ordering Verizon Basic Pack.
- (e) Custom calling features within the Verizon Basic Pack cannot be substituted for other custom calling features. Customers may subscribe to additional individual custom calling services at the rates in Section 5, General Services, Custom Calling Services.

Rates

	<u>Monthly Rate</u> <u>Residential</u>	
Verizon Basic Pack, per line ¹	\$ 12.45	(l)

¹ Nonrecurring charges in Section 3, Service Charges, are not applicable.

Effective: December 1, 2008

PACKAGED SERVICES
RESIDENCE

6. VERIZON BASIC PACK

Special Conditions

- (a) This service offers six (6) custom calling features in a service package to single line residential customers only.
- (b) The custom calling features offered in the Verizon Basic Pack are:
 - Call Waiting
 - Cancel Call Waiting
 - Caller ID
 - *69
 - Three Way Calling
 - Call Block
- (c) Verizon Basic Pack is offered where the network is technically capable.
- (d) Nonrecurring charges as set forth in Section 3, Service Charges, are not applicable to customers ordering Verizon Basic Pack.
- (e) Custom calling features within the Verizon Basic Pack cannot be substituted for other custom calling features. Customers may subscribe to additional individual custom calling services at the rates in Section 5, General Services, Custom Calling Services.

Rates

	<u>Monthly Rate</u> <u>Residential</u>
Verizon Basic Pack, per line ¹	\$ 11.95

¹ Nonrecurring charges in Section 3, Service Charges, are not applicable.

PACKAGED SERVICES
RESIDENCE

7. VERIZON COMPLETE PACK ²

Special Conditions

- (a) Verizon Complete Pack offers fourteen (14) custom calling services into one service package to single line residential customers.
- (b) Services offered in the Verizon Complete Pack are:
- | | |
|---------------------|------------------------|
| Call Waiting | *69 |
| Cancel Call Waiting | Speed Dialing 30 |
| Caller ID Anonymous | Call Block |
| Distinctive Ring | Busy Redial |
| Three Way Calling | Priority Call |
| Call Block | Do Not Disturb |
| Call Forwarding | Select Call Forwarding |
- (c) Verizon Complete Pack is offered where the network is technically capable.
- (d) Nonrecurring charges as set forth in Section 3, Service Charges, are not applicable to customers ordering Verizon Complete Pack.
- (e) Custom calling features within the Verizon Complete Pack cannot be substituted for other custom calling features. Customers may subscribe to additional individual custom calling services at the rates in Section 5, General Services, Custom Calling Services.

Rates

	<u>Monthly Rate</u> <u>Residential</u>
Verizon Complete Pack, per line ¹	\$ 19.95 (I)

¹ Effective February 14, 2014, Verizon Complete Pack is no longer available for purchase. Existing 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

PACKAGED SERVICES
RESIDENCE

7. VERIZON COMPLETE PACK ²

(T)

Special Conditions

(f) Verizon Complete Pack offers fourteen (14) custom calling services into one service package to single line residential customers.

(g) Services offered in the Verizon Complete Pack are:

Call Waiting	*69
Cancel Call Waiting	Speed Dialing 30
Caller ID Anonymous	Call Block
Distinctive Ring	Busy Redial
Three Way Calling	Priority Call
Call Block	Do Not Disturb
Call Forwarding	Select Call Forwarding

(h) Verizon Complete Pack is offered where the network is technically capable.

(i) Nonrecurring charges as set forth in Section 3, Service Charges, are not applicable to customers ordering Verizon Complete Pack.

(j) Custom calling features within the Verizon Complete Pack cannot be substituted for other custom calling features. Customers may subscribe to additional individual custom calling services at the rates in Section 5, General Services, Custom Calling Services.

Rates

	<u>Monthly Rate</u> <u>Residential</u>
Verizon Complete Pack, per line ¹	\$ 17.45

¹ Effective February 14, 2014, Verizon Complete Pack is no longer available for purchase. Existing 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

(N)
|
(N)

PACKAGED SERVICES
RESIDENCE

7. VERIZON COMPLETE PACK

Special Conditions

- (a) Verizon Complete Pack offers fourteen (14) custom calling services into one service package to single line residential customers.
- (b) Services offered in the Verizon Complete Pack are:
- | | |
|---------------------|------------------------|
| Call Waiting | *69 |
| Cancel Call Waiting | Speed Dialing 30 |
| Caller ID | Anonymous Call Block |
| Distinctive Ring | Busy Redial |
| Three Way Calling | Priority Call |
| Call Block | Do Not Disturb |
| Call Forwarding | Select Call Forwarding |
- (c) Verizon Complete Pack is offered where the network is technically capable.
- (d) Nonrecurring charges as set forth in Section 3, Service Charges, are not applicable to customers ordering Verizon Complete Pack.
- (e) Custom calling features within the Verizon Complete Pack cannot be substituted for other custom calling features. Customers may subscribe to additional individual custom calling services at the rates in Section 5, General Services, Custom Calling Services.

Rates

	<u>Monthly Rate</u> <u>Residential</u>	
Verizon Complete Pack, per line ¹	\$ 17.45	(l)

¹ Nonrecurring charges in Section 3, Service Charges, are not applicable.

Effective: December 1, 2008

PACKAGED SERVICES
RESIDENCE

7. VERIZON COMPLETE PACK

Special Conditions

- (a) Verizon Complete Pack offers fourteen (14) custom calling services into one service package to single line residential customers.
- (b) Services offered in the Verizon Complete Pack are:
- | | |
|---------------------|------------------------|
| Call Waiting | *69 |
| Cancel Call Waiting | Speed Dialing 30 |
| Caller ID | Anonymous Call Block |
| Distinctive Ring | Busy Redial |
| Three Way Calling | Priority Call |
| Call Block | Do Not Disturb |
| Call Forwarding | Select Call Forwarding |
- (c) Verizon Complete Pack is offered where the network is technically capable.
- (d) Nonrecurring charges as set forth in Section 3, Service Charges, are not applicable to customers ordering Verizon Complete Pack.
- (e) Custom calling features within the Verizon Complete Pack cannot be substituted for other custom calling features. Customers may subscribe to additional individual custom calling services at the rates in Section 5, General Services, Custom Calling Services.

Rates

	<u>Monthly Rate</u> <u>Residential</u>
Verizon Complete Pack, per line ¹	\$ 16.95

¹ Nonrecurring charges in Section 3, Service Charges, are not applicable.

PACKAGED SERVICES
RESIDENCE

8. BIG DEAL CALLING SERVICES

Special Conditions

Big Deal Calling Services – Option A³ and Option B², offers a combination of Custom Calling and CLASS features available to Residential Exchange Service customers. (T)

The predefined list of features noted in the packages cannot be substituted with other features.

a. Customers who subscribe to Big Deal Calling Services - Option A³ will receive the following features: (T)

Call Waiting	Anonymous Call Block
Cancel Call Waiting	Busy Redial
Call Forwarding-Variable	*69
Three-Way Calling	Call Block
Speed Dialing 8	Do Not Disturb
Distinctive Ring	Select Call Forwarding
Caller ID	Priority Call
Call Waiting ID (where available)	

Home Voice Mail - Standard Package may be purchased at the discounted rates specified in Rates, part a. following.

b. Customers who subscribe to Big Deal Calling Services - Option B² will receive the following features:

Call Waiting	Three-Way Calling
Cancel Call Waiting	*69
Call Forwarding-Variable	Call Block

1

Verizon OnePoint Voice Mail Service may be purchased with Big Deal Option A³ or B at the discounted rate specified Rates, part .a. or b. following. (T)

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

² Effective February 14, 2014, Big Deal Option B is no longer available for purchase. Existing 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 Effective March 7, 2014, Big Deal Option A is no longer available for purchase. Service is not offered for new installations, moves, changes, or additions (N)
(N)

PACKAGED SERVICES
RESIDENCE

8. BIG DEAL CALLING SERVICES

Special Conditions

Big Deal Calling Services – Option A and Option B² offers a combination of Custom Calling and CLASS features available to Residential Exchange Service customers. (T)

The predefined list of features noted in the packages cannot be substituted with other features.

a. Customers who subscribe to Big Deal Calling Services - Option A will receive the following features:

Call Waiting	Anonymous Call Block
Cancel Call Waiting	Busy Redial
Call Forwarding-Variable	*69
Three-Way Calling	Call Block
Speed Dialing 8	Do Not Disturb
Distinctive Ring	Select Call Forwarding
Caller ID	Priority Call
Call Waiting ID (where available)	

Home Voice Mail - Standard Package may be purchased at the discounted rates specified in Rates, part a. following.

b. Customers who subscribe to Big Deal Calling Services - Option B² will receive the following features: (T)

Call Waiting	Three-Way Calling
Cancel Call Waiting	*69
Call Forwarding-Variable	Call Block

1

(D)(T)

Verizon OnePoint Voice Mail Service may be purchased with Big Deal Option A or B at the discounted rate specified Rates, part .a. or b. following.

¹ Material formerly on this page has been withdrawn from the Product Guide. Home Voice Mail Deluxe Package is withdrawn as of February 14, 2014. (C)
(C)

² Effective February 14, 2014, Big Deal Option B is no longer available for purchase. Existing 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 (N)
|
(N)

PACKAGED SERVICES
RESIDENCE

8. BIG DEAL CALLING SERVICES

Special Conditions

Big Deal Calling Services – Option A and Option B, offer a combination of Custom Calling and CLASS features available to Residential Exchange Service customers.

The predefined list of features noted in the packages cannot be substituted with other features.

- a. Customers who subscribe to Big Deal Calling Services - Option A will receive the following features:

Call Waiting	Anonymous Call Block
Cancel Call Waiting	Busy Redial
Call Forwarding-Variable	*69
Three-Way Calling	Call Block
Speed Dialing 8	Do Not Disturb
Distinctive Ring	Select Call Forwarding
Caller ID	Priority Call
Call Waiting ID (where available)	

Home Voice Mail - Standard Package may be purchased at the discounted rates specified in Rates, part a. following. (D)

- b. Customers who subscribe to Big Deal Calling Services - Option B will receive the following features:

Call Waiting	Three-Way Calling
Cancel Call Waiting	*69
Call Forwarding-Variable	Call Block

Home Voice Mail - Deluxe ¹ Package may be purchased at the discounted rate specified in Rates, part a. following.

Verizon OnePoint Voice Mail Service may be purchased with Big Deal Option A or B at the discounted rate specified Rates, part .a. or b. following.

¹ Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. No moves, changes or additions will be permitted.

Effective: December 1, 2008

PACKAGED SERVICES
RESIDENCE

8. BIG DEAL CALLING SERVICES

Special Conditions

Big Deal Calling Services – Option A and Option B, offer a combination of Custom Calling and CLASS features available to Residential Exchange Service customers.

The predefined list of features noted in the packages cannot be substituted with other features.

- a. Customers who subscribe to Big Deal Calling Services - Option A will receive the following features:

Call Waiting	Anonymous Call Block
Cancel Call Waiting	Busy Redial
Call Forwarding-Variable	*69
Three-Way Calling	Call Block
Speed Dialing 8	Do Not Disturb
Distinctive Ring	Select Call Forwarding
Caller ID	Priority Call
Call Waiting ID (where available)	

Home Voice Mail - Standard Package and Call Intercept may be purchased at the discounted rates specified in Rates, part a. following.

- b. Customers who subscribe to Big Deal Calling Services - Option B will receive the following features:

Call Waiting	Three-Way Calling
Cancel Call Waiting	*69
Call Forwarding-Variable	Call Block

Home Voice Mail - Deluxe ¹ Package may be purchased at the discounted rate specified in Rates, part a. following.

Verizon OnePoint Voice Mail Service may be purchased with Big Deal Option A or B at the discounted rate specified Rates, part .a. or b. following.

¹ Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. No moves, changes or additions will be permitted.

PACKAGED SERVICES
RESIDENCE

8. BIG DEAL CALLING SERVICES

Special Conditions

c. Home Voice Mail Packaged Offerings

- (1) Home Voice Mail Standard - Package provides the following features:

Basic Voice Mail
Automatic Message Review

Reminder Messages
Wake Up Service

- (2) ¹

(D)(T)

|

(D)

- (3) Verizon OnePoint Voice Mail (OPVM) Service - see Section 5 for features and special conditions for Verizon OnePoint Voice Mail Service.

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

(C)
(C)

Effective: December 1, 2008

PACKAGED SERVICES
RESIDENCE

8. BIG DEAL CALLING SERVICES

Special Conditions

c. Home Voice Mail Packaged Offerings

(1) Home Voice Mail Standard - Package provides the following features:

Basic Voice Mail	Reminder Messages
Automatic Message Review	Wake Up Service

(2) Home Voice Mail Deluxe ¹ - Package provides the following features:

Basic Voice Mail	Pager Notification
Automatic Message Review	Reminder Messages
Four Individual Mail Boxes	Wake Up Service

(3) Verizon OnePoint Voice Mail (OPVM) Service - see Section 5 for features and special conditions for Verizon OnePoint Voice Mail Service.

¹ Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. No moves, changes or additions will be permitted.

PACKAGED SERVICES
RESIDENCE

8. BIG DEAL CALLING SERVICES - Continued

Rates

	<u>Monthly Rate</u> <u>Residential</u>	
a. Big Deal Option A ^{1, 7}	\$ 22.75 (I)	(T)
Customers who subscribe to Big Deal Option A may purchase the following features at the specified discounted rate:		
(1) Home Voice Mail - Standard Package ^{2, 3, 4}	7.00	(D)
(2) Verizon OnePoint Voice Mail Service ^{2, 3, 4}	9.00	(D)
b. Big Deal Option B ^{1, 6}	15.75 (I)	(T)
Customers who subscribe to Big Deal Option B may purchase the following features at the specified discounted rate:		
(1) ⁵		(T)
(2) Verizon OnePoint Voice Mail Service ^{2, 3, 4}	9.00	(D)

¹ Nonrecurring charges from Section 3, Service Charges, are not applicable.

² Feature must be purchased in conjunction with Big Deal Calling Services Option A⁹ or Option B to receive a waiver of the nonrecurring charges set forth in Section 5, General Services, Home Voice Mail Services.

³ 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.

⁴ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.

(D)

(D)

⁵ Material formerly on this page has been withdrawn from the Product Guide. Home Voice Mail – Deluxe Package is withdrawn as of February 14, 2014.

(T)

⁶ Effective February 14, 2014, Big Deal Option B is no longer available for purchase. Existing 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

(T)

⁷ Effective March 7, 2014, Big Deal Option A is no longer available for purchase. Service is not offered for new installations, moves, changes, or additions

(T)

PACKAGED SERVICES
RESIDENCE

8. BIG DEAL CALLING SERVICES - Continued

Rates

	<u>Monthly Rate</u> <u>Residential</u>
a. Big Deal Option A ^{1,9}	\$ 21.00 (I)
Customers who subscribe to Big Deal Option A may purchase the following features at the specified discounted rate:	
(1) Home Voice Mail - Standard Package ^{2,3,4}	7.00 ⁶
(2) Verizon OnePoint Voice Mail Service ^{2,3,4}	9.00 ⁶
b. Big Deal Option B ^{1,8}	14.00 (I)
Customers who subscribe to Big Deal Option B may purchase the following features at the specified discounted rate:	
(1) ⁷	
(2) Verizon OnePoint Voice Mail Service ^{2,3,4}	9.00 ⁶

¹ Nonrecurring charges from Section 3, Service Charges, are not applicable.

² Feature must be purchased in conjunction with Big Deal Calling Services Option A⁹ or Option B to receive a waiver of the nonrecurring charges set forth in Section 5, General Services, Home Voice Mail Services.

³ 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.

⁴ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.

⁵ Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. No moves, changes or additions will be permitted.

⁶ To be implemented on a full bill period basis on or after November 16, 2013.

⁷ Material formerly on this page has been withdrawn from the Product Guide. Home Voice Mail – Deluxe Package is withdrawn as of February 14, 2014.

⁸ Effective February 14, 2014, Big Deal Option B is no longer available for purchase. Existing 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

⁹ Effective March 7, 2014, Big Deal Option A is no longer available for purchase. Service is not offered for new installations, moves, changes, or additions

PACKAGED SERVICES
RESIDENCE

8. BIG DEAL CALLING SERVICES - Continued

Rates

	<u>Monthly Rate</u> <u>Residential</u>	
a. Big Deal Option A ^{1,9}	17.50	(T)
Customers who subscribe to Big Deal Option A may purchase the following features at the specified discounted rate:		
(1) Home Voice Mail - Standard Package ^{2,3,4}	7.00 ⁶	
(2) Verizon OnePoint Voice Mail Service ^{2,3,4}	9.00 ⁶	
b. Big Deal Option B ^{1,8}	10.50	
Customers who subscribe to Big Deal Option B may purchase the following features at the specified discounted rate:		
(1) ⁷		
(2) Verizon OnePoint Voice Mail Service ^{2,3,4}	9.00 ⁶	

- ¹ Nonrecurring charges from Section 3, Service Charges, are not applicable.
- ² Feature must be purchased in conjunction with Big Deal Calling Services Option A⁹ or Option B to receive a waiver of the nonrecurring charges set forth in Section 5, General Services, Home Voice Mail Services. (T)
- ³ 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.
- ⁴ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.
- ⁵ Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. No moves, changes or additions will be permitted.
- ⁶ To be implemented on a full bill period basis on or after November 16, 2013.
- ⁷ Material formerly on this page has been withdrawn from the Product Guide. Home Voice Mail – Deluxe Package is withdrawn as of February 14, 2014.
- ⁸ Effective February 14, 2014, Big Deal Option B is no longer available for purchase. Existing 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
- ⁹ Effective March 7, 2014, Big Deal Option A is no longer available for purchase. Service is not offered for new installations, moves, changes, or additions (N)
(N)

PACKAGED SERVICES
RESIDENCE

8. BIG DEAL CALLING SERVICES - Continued

Rates

	<u>Monthly Rate</u> <u>Residential</u>
--	---

a. Big Deal Option A ¹	17.50
-----------------------------------	-------

Customers who subscribe to Big Deal Option A may purchase the following features at the specified discounted rate:

(1) Home Voice Mail - Standard Package ^{2, 3, 4}	7.00 ⁶
(2) Verizon OnePoint Voice Mail Service ^{2, 3, 4}	9.00 ⁶

b. Big Deal Option B ^{1, 8}	10.50
--------------------------------------	-------

Customers who subscribe to Big Deal Option B may purchase the following features at the specified discounted rate:

(1) ⁷		(D)(T)
(2) Verizon OnePoint Voice Mail Service ^{2, 3, 4}	9.00 ⁶	

¹ Nonrecurring charges from Section 3, Service Charges, are not applicable.

² Feature must be purchased in conjunction with Big Deal Calling Services Option A or Option B to receive a waiver of the nonrecurring charges set forth in Section 5, General Services, Home Voice Mail Services.

³ 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.

⁴ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.

⁵ Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. No moves, changes or additions will be permitted.

⁶ To be implemented on a full bill period basis on or after November 16, 2013.

⁷ Material formerly on this page has been withdrawn from the Product Guide. Home Voice Mail – Deluxe Package is withdrawn as of February 14, 2014.

⁸ Effective February 14, 2014, Big Deal Option B is no longer available for purchase. Existing 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

(N)
|
(N)

PACKAGED SERVICES
 RESIDENCE

8. BIG DEAL CALLING SERVICES - Continued

Rates

	<u>Monthly Rate</u> <u>Residential</u>	
a. Big Deal Option A ¹	17.50	
Customers who subscribe to Big Deal Option A may purchase the following features at the specified discounted rate:		
(1) Home Voice Mail - Standard Package ^{2, 3, 4}	7.00 ⁶ (I)	(T)
(2) Verizon OnePoint Voice Mail Service ^{2, 3, 4}	9.00 ⁶ (I)	(T)
b. Big Deal Option B ¹	10.50	
Customers who subscribe to Big Deal Option B may purchase the following features at the specified discounted rate:		
(1) Home Voice Mail - Deluxe Package ^{2, 3, 4, 5}	9.00 ⁶ (I)	(T)
(2) Verizon OnePoint Voice Mail Service ^{2, 3, 4}	9.00 ⁶ (I)	(T)

¹ Nonrecurring charges from Section 3, Service Charges, are not applicable.

² Feature must be purchased in conjunction with Big Deal Calling Services Option A or Option B to receive a waiver of the nonrecurring charges set forth in Section 5, General Services, Home Voice Mail Services.

³ 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.

⁴ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.

⁵ Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. No moves, changes or additions will be permitted.

⁶ To be implemented on a full bill period basis on or after November 16, 2013.

PACKAGED SERVICES
RESIDENCE

8. BIG DEAL CALLING SERVICES - Continued

Rates

	<u>Monthly Rate</u> <u>Residential</u>
a. Big Deal Option A ¹	17.50
Customers who subscribe to Big Deal Option A may purchase the following features at the specified discounted rate:	
(1) Home Voice Mail - Standard Package ^{2, 3, 4}	6.00 (l)
(2) Verizon OnePoint Voice Mail Service ^{2, 3, 4}	8.00 (l)
b. Big Deal Option B ¹	10.50
Customers who subscribe to Big Deal Option B may purchase the following features at the specified discounted rate:	
(1) Home Voice Mail - Deluxe Package ^{2, 3, 4, 5}	8.00 (l)
(2) Verizon OnePoint Voice Mail Service ^{2, 3, 4}	8.00 (l)

¹ Nonrecurring charges from Section 3, Service Charges, are not applicable.

² Feature must be purchased in conjunction with Big Deal Calling Services Option A or Option B to receive a waiver of the nonrecurring charges set forth in Section 5, General Services, Home Voice Mail Services.

³ 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.

⁴ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.

⁵ Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. No moves, changes or additions will be permitted.

PACKAGED SERVICES
RESIDENCE

8. BIG DEAL CALLING SERVICES - Continued

Rates

	<u>Monthly Rate</u> <u>Residential</u>
--	---

- | | |
|-----------------------------------|-------|
| a. Big Deal Option A ¹ | 17.50 |
|-----------------------------------|-------|

Customers who subscribe to Big Deal Option A may purchase the following features at the specified discounted rate:

- | | |
|--|------|
| (1) Home Voice Mail - Standard Package ^{2, 3, 4} | 5.00 |
| (2) Verizon OnePoint Voice Mail Service ^{2, 3, 4} | 7.00 |

(D)

- | | |
|-----------------------------------|-------|
| b. Big Deal Option B ¹ | 10.50 |
|-----------------------------------|-------|

Customers who subscribe to Big Deal Option B may purchase the following features at the specified discounted rate:

- | | |
|--|------|
| (1) Home Voice Mail - Deluxe Package ^{2, 3, 4, 5} | 7.00 |
| (2) Verizon OnePoint Voice Mail Service ^{2, 3, 4} | 7.00 |

¹ Nonrecurring charges from Section 3, Service Charges, are not applicable.

² Feature must be purchased in conjunction with Big Deal Calling Services Option A or Option B to receive a waiver of the nonrecurring charges set forth in Section 5, General Services, Home Voice Mail Services.

³ 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.

⁴ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.

⁵ Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. No moves, changes or additions will be permitted.

PACKAGED SERVICES
RESIDENCE

8. BIG DEAL CALLING SERVICES - Continued

Rates

	<u>Monthly Rate</u> <u>Residential</u>	
a. Big Deal Option A ¹	17.50	(l)
Customers who subscribe to Big Deal Option A may purchase the following features at the specified discounted rate:		
(1) Home Voice Mail - Standard Package ^{2, 3, 4}	5.00	
(2) Verizon OnePoint Voice Mail Service ^{2, 3, 4}	7.00	
(3) Call Intercept ¹	4.00	
b. Big Deal Option B ¹	10.50	(l)
Customers who subscribe to Big Deal Option B may purchase the following features at the specified discounted rate:		
(1) Home Voice Mail - Deluxe Package ^{2, 3, 4, 5}	7.00	
(2) Verizon OnePoint Voice Mail Service ^{2, 3, 4}	7.00	

¹ Nonrecurring charges from Section 3, Service Charges, are not applicable.

² Feature must be purchased in conjunction with Big Deal Calling Services Option A or Option B to receive a waiver of the nonrecurring charges set forth in Section 5, General Services, Home Voice Mail Services.

³ 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.

⁴ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.

⁵ Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. No moves, changes or additions will be permitted.

PACKAGED SERVICES
RESIDENCE

8. BIG DEAL CALLING SERVICES - Continued

Rates

	<u>Monthly Rate</u> <u>Residential</u>	
a. Big Deal Option A ¹	17.00	(l)
Customers who subscribe to Big Deal Option A may purchase the following features at the specified discounted rate:		
(1) Home Voice Mail - Standard Package ^{2, 3, 4}	5.00	
(2) Verizon OnePoint Voice Mail Service ^{2, 3, 4}	7.00	
(3) Call Intercept ¹	4.00	
b. Big Deal Option B ¹	10.00	(l)
Customers who subscribe to Big Deal Option B may purchase the following features at the specified discounted rate:		
(1) Home Voice Mail - Deluxe Package ^{2, 3, 4, 5}	7.00	
(2) Verizon OnePoint Voice Mail Service ^{2, 3, 4}	7.00	

¹ Nonrecurring charges from Section 3, Service Charges, are not applicable.

² Feature must be purchased in conjunction with Big Deal Calling Services Option A or Option B to receive a waiver of the nonrecurring charges set forth in Section 5, General Services, Home Voice Mail Services.

³ 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.

⁴ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.

⁵ Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. No moves, changes or additions will be permitted.

Effective: December 1, 2008

PACKAGED SERVICES
RESIDENCE

8. BIG DEAL CALLING SERVICES - Continued

Rates

	<u>Monthly Rate</u> <u>Residential</u>
a. Big Deal Option A ¹	16.00
Customers who subscribe to Big Deal Option A may purchase the following features at the specified discounted rate:	
(1) Home Voice Mail - Standard Package ^{2, 3, 4}	5.00
(2) Verizon OnePoint Voice Mail Service ^{2, 3, 4}	7.00
(3) Call Intercept ¹	4.00
b. Big Deal Option B ¹	9.00
Customers who subscribe to Big Deal Option B may purchase the following features at the specified discounted rate:	
(1) Home Voice Mail - Deluxe Package ^{2, 3, 4, 5}	7.00
(2) Verizon OnePoint Voice Mail Service ^{2, 3, 4}	7.00

¹ Nonrecurring charges from Section 3, Service Charges, are not applicable.

² Feature must be purchased in conjunction with Big Deal Calling Services Option A or Option B to receive a waiver of the nonrecurring charges set forth in Section 5, General Services, Home Voice Mail Services.

³ 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.

⁴ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.

⁵ Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. No moves, changes or additions will be permitted.

Effective: December 1, 2008

PACKAGED SERVICES
RESIDENCE

- 9-18. VERIZON LOCAL PACKAGE SM/ LOCAL AND TOLL PACKAGE ¹/VERIZON LOCAL PACKAGE EXTRA SM/ VERIZON REGIONAL PACKAGE UNLIMITED SM/ REGIONAL ESSENTIALS/AND REGIONAL VALUE

Special Conditions

Verizon Local Package SM / Local and Toll Package ¹/Verizon Local Package Extra SM/ Verizon Regional Package Unlimited SM/ and Regional Essentials provide customers with a combination of Basic Exchange Flat-Rate Service, a choice of Custom Calling and CLASS features, and unlimited ZUM calling.

Regional Value provides Basic Exchange Flat-Rate Service and unlimited ZUM calling with no custom calling services. The Regional Packages all include unlimited IntraLATA Toll calling.

The nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge, as specified in Section 3, Service Charges are not applicable to customers subscribing to Verizon Local Package SM/ Local and Toll Package ¹/ Verizon Local Package Extra SM/ Verizon Regional Package Unlimited SM/ Regional Essentials/ or Regional Value.

Verizon Local Package SM/ Local and Toll Package ¹/ Verizon Local Package Extra SM/ Verizon Regional Package Unlimited SM/ Regional Essentials/ and Regional Value are not offered in conjunction with:

- any other package or bundled offering on the same line
- measured line service
- employee concession service
- business classes of service

Additionally, the Regional Packages are not offered in conjunction with:

- optional toll calling plans
- Integrated Services Digital Network (ISDN) service

The predefined list of features noted in the packages cannot be substituted with other features.

Verizon Local Package SM/ Local and Toll Package ¹/ Verizon Local Package Extra SM/ Verizon Regional Package Unlimited SM/ Regional Essentials/ and Regional Value are provided to ULTS-eligible subscribers at a discount equal to the difference between the Residential Basic Exchange Access Line rates shown in the Local Exchange Tariff, Schedule A-1, and the ULTS Access Line rate as shown in Schedule A-22. ULTS-eligible subscribers also receive an allowance equal to the federally mandated primary End User Common Line (EUCL) charge. Subscribers must meet the qualifications for ULTS as described in the Local Exchange Tariff, Schedule Cal. P.U.C. No. A-22 to receive the ULTS discount and EUCL allowance.

In addition to the discount provided to ULTS customers, Native American Lifeline (NALL) customers will receive an additional discount on their Residential Basic Exchange Access Line rate as shown in the Local Exchange Tariff, Schedule Cal. P.U.C. No. A-22.

¹ Verizon Local and Toll Package is grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.

PACKAGED SERVICES
RESIDENCE

9. VERIZON LOCAL PACKAGE SM 3

Special Conditions

Customers who subscribe to Verizon Local Package SM may choose up to three of the following features:

Call Waiting/Cancel Call Waiting	Flexible Call Forwarding
Three-Way Calling	Anonymous Call Block
Distinctive Ring	Call Block
Busy Redial	Do Not Disturb ¹
*69	Select Call Forwarding
Priority Call ¹	Caller ID
Speed Dialing 8	Speed Dialing 30

Verizon Local Package SM also includes unlimited Zone Usage Measurement (ZUM) service at no additional charge. Home Voice Mail may be purchased at the rates specified in Section 5, General Service, Home Voice Mail Services. Customers are also eligible to subscribe to Verizon Five Cents Plan SM as set forth in Section 16, Verizon Calling Plans.

Rates

Monthly Rate
Residential

Verizon Local Package SM 2	\$ 46.99 (I)
---------------------------------------	--------------

- ¹ Custom Calling Services Priority Call and Do Not Disturb are grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.
- ² Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.
- ³ Effective November 16, 2013, Verizon Local PackageSM is no longer available for purchase. Existing 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

PACKAGED SERVICES
RESIDENCE

9. VERIZON LOCAL PACKAGE ^{SM 3} (T)

Special Conditions

Customers who subscribe to Verizon Local Package SM may choose up to three of the following features:

Call Waiting/Cancel Call Waiting	Flexible Call Forwarding
Three-Way Calling	Anonymous Call Block
Distinctive Ring	Call Block
Busy Redial	Do Not Disturb ¹
*69	Select Call Forwarding
Priority Call ¹	Caller ID
Speed Dialing 8	Speed Dialing 30

Verizon Local Package SM also includes unlimited Zone Usage Measurement (ZUM) service at no additional charge. Home Voice Mail may be purchased at the rates specified in Section 5, General Service, Home Voice Mail Services. Customers are also eligible to subscribe to Verizon Five Cents Plan SM as set forth in Section 16, Verizon Calling Plans.

Rates

Monthly Rate
Residential

Verizon Local Package ^{SM 2}	\$ 44.99 (I)
---------------------------------------	--------------

- ¹ Custom Calling Services Priority Call and Do Not Disturb are grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.
- ² Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.
- ³ Effective November 16, 2013, Verizon Local PackageSM is no longer available for purchase. Existing 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

(N)
|
(N)

PACKAGED SERVICES
RESIDENCE

9. VERIZON LOCAL PACKAGE SM

Special Conditions

Customers who subscribe to Verizon Local Package SM may choose up to three of the following features:

Call Waiting/Cancel Call Waiting
Three-Way Calling
Distinctive Ring
Busy Redial
*69
Priority Call ¹
Speed Dialing 8

Flexible Call Forwarding
Anonymous Call Block
Call Block
Do Not Disturb ¹
Select Call Forwarding
Caller ID
Speed Dialing 30

Verizon Local Package SM also includes unlimited Zone Usage Measurement (ZUM) service at no additional charge. Home Voice Mail may be purchased at the rates specified in Section 5, General Service, Home Voice Mail Services. Customers are also eligible to subscribe to Verizon Five Cents Plan SM as set forth in Section 16, Verizon Calling Plans.

Rates

Monthly Rate
Residential

Verizon Local Package SM ²

\$ 44.99 (I)

¹ Custom Calling Services Priority Call and Do Not Disturb are grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.

² Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.

PACKAGED SERVICES
RESIDENCE

9. VERIZON LOCAL PACKAGE SM

Special Conditions

Customers who subscribe to Verizon Local Package SM may choose up to three of the following features:

Call Waiting/Cancel Call Waiting	Flexible Call Forwarding
Three-Way Calling	Anonymous Call Block
Distinctive Ring	Call Block
Busy Redial	Do Not Disturb ¹
*69	Select Call Forwarding
Priority Call ¹	Caller ID
Speed Dialing 8	Speed Dialing 30

Verizon Local Package SM also includes unlimited Zone Usage Measurement (ZUM) service at no additional charge. Home Voice Mail may be purchased at the rates specified in Section 5, General Service, Home Voice Mail Services. Customers are also eligible to subscribe to Verizon Five Cents Plan SM as set forth in Section 16, Verizon Calling Plans.

Rates

	<u>Monthly Rate</u> <u>Residential</u>
Verizon Local Package ^{SM 2}	\$ 41.99 (I)

¹ Custom Calling Services Priority Call and Do Not Disturb are grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.

² Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.

PACKAGED SERVICES
RESIDENCE

9. VERIZON LOCAL PACKAGE SM

Special Conditions

Customers who subscribe to Verizon Local Package SM may choose up to three of the following features:

Call Waiting/Cancel Call Waiting	Flexible Call Forwarding
Three-Way Calling	Anonymous Call Block
Distinctive Ring	Call Block
Busy Redial	Do Not Disturb ¹
*69	Select Call Forwarding
Priority Call ¹	Caller ID
Speed Dialing 8	Speed Dialing 30

Verizon Local Package SM also includes unlimited Zone Usage Measurement (ZUM) service at no additional charge. Home Voice Mail may be purchased at the rates specified in Section 5, General Service, Home Voice Mail Services. Customers are also eligible to subscribe to Verizon Five Cents Plan SM as set forth in Section 16, Verizon Calling Plans.

Rates

	<u>Monthly Rate</u> <u>Residential</u>
Verizon Local Package SM ²	\$ 39.99 (I)

¹ Custom Calling Services Priority Call and Do Not Disturb are grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.

² Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.

PACKAGED SERVICES
RESIDENCE

9. VERIZON LOCAL PACKAGE SM

Special Conditions

Customers who subscribe to Verizon Local Package SM may choose up to three of the following features:

Call Waiting/Cancel Call Waiting
Three-Way Calling
Distinctive Ring
Busy Redial
*69
Priority Call ¹
Speed Dialing 8

Flexible Call Forwarding
Anonymous Call Block
Call Block
Do Not Disturb ¹
Select Call Forwarding
Caller ID
Speed Dialing 30

Verizon Local Package SM also includes unlimited Zone Usage Measurement (ZUM) service at no additional charge. Home Voice Mail may be purchased at the rates specified in Section 5, General Service, Home Voice Mail Services. Customers are also eligible to subscribe to Verizon Five Cents Plan SM as set forth in Section 16, Verizon Calling Plans.

Rates

Monthly Rate
Residential

Verizon Local Package SM ²

\$ 37.99

(l)

¹ Custom Calling Services Priority Call and Do Not Disturb are grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.

² Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.

PACKAGED SERVICES
RESIDENCE

9. VERIZON LOCAL PACKAGE SM

Special Conditions

Customers who subscribe to Verizon Local Package SM may choose up to three of the following features:

Call Waiting/Cancel Call Waiting
Three-Way Calling
Distinctive Ring
Busy Redial
*69
Priority Call ¹
Speed Dialing 8

Flexible Call Forwarding
Anonymous Call Block
Call Block
Do Not Disturb ¹
Select Call Forwarding
Caller ID
Speed Dialing 30

Verizon Local Package SM also includes unlimited Zone Usage Measurement (ZUM) service at no additional charge. Home Voice Mail may be purchased at the rates specified in Section 5, General Service, Home Voice Mail Services. Customers are also eligible to subscribe to Verizon Five Cents Plan SM as set forth in Section 16, Verizon Calling Plans.

Rates

Monthly Rate
Residential

Verizon Local Package SM ²

\$ 36.99

(l)

¹ Custom Calling Services Priority Call and Do Not Disturb are grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.

² Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.

Effective: December 1, 2008

PACKAGED SERVICES
RESIDENCE

9. VERIZON LOCAL PACKAGE SM

Special Conditions

Customers who subscribe to Verizon Local Package SM may choose up to three of the following features:

Call Waiting/Cancel Call Waiting
Three-Way Calling
Distinctive Ring
Busy Redial
*69
Priority Call ¹
Speed Dialing 8

Flexible Call Forwarding
Anonymous Call Block
Call Block
Do Not Disturb ¹
Select Call Forwarding
Caller ID
Speed Dialing 30

Verizon Local Package SM also includes unlimited Zone Usage Measurement (ZUM) service at no additional charge. Home Voice Mail may be purchased at the rates specified in Section 5, General Service, Home Voice Mail Services. Customers are also eligible to subscribe to Verizon Five Cents Plan SM as set forth in Section 16, Verizon Calling Plans.

Rates

Monthly Rate
Residential

Verizon Local Package SM ²

\$ 34.99

¹ Custom Calling Services Priority Call and Do Not Disturb are grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.

² Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.

PACKAGED SERVICES
RESIDENCE

10. VERIZON LOCAL PACKAGE EXTRA SM 7 (T)

Special Conditions

Customers who subscribe to Verizon Local Package Extra SM may choose four or more of the following features:

Call Waiting/Cancel Call Waiting	Flexible Call Forwarding
Three-Way Calling	Anonymous Call Block
Distinctive Ring	Call Block
Busy Redial	Do Not Disturb ⁵
*69	Select Call Forwarding
Priority Call ⁵	Caller ID
Speed Dialing 8	Speed Dialing 30

Verizon Local Package Extra SM also includes unlimited Zone Usage Measurement (ZUM) service at no additional charge. Home Voice Mail or Verizon OnePoint Voice Mail Service may be purchased at the discounted rates specified shown below. Customers are also eligible to subscribe to Verizon Five Cents PlanSM as set forth in Section 16 of this Product Guide, Verizon Calling Plans.

Rates

	<u>Monthly Rate</u> <u>Residential</u>
Verizon Local Package Extra SM 1	\$ 49.99 (I)

Customers who subscribe to Verizon Local Package Extra SM may purchase the following features at the specified discounted rate:

(1) Home Voice Mail - Standard Package ^{2, 3, 4}	7.00 (D)	
(2) ⁶		(T)
(3) Verizon OnePoint Voice Mail Service ^{2, 3, 4}	9.00 (D)	

¹ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.

² Nonrecurring charges from Section 5, General Services, Home Voice Mail Services, are applicable for Home Voice Mail or Verizon OnePoint Voice Mail Service.

³ For customers with Measured-Rate Service, Local Calling Rate charges from Section 4, Local Exchange Services, will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.

⁴ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.

⁵ Custom Calling Services Priority Call and Do Not Disturb are grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.

⁶ Material formerly on this page has been withdrawn from the Product Guide. Home Voice Mail - Deluxe Package is withdrawn as of February 14, 2014.

⁷ Effective November 16, 2013, Verizon Local Package ExtraSM is no longer available for purchase. Existing 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.

PACKAGED SERVICES
RESIDENCE

10. VERIZON LOCAL PACKAGE EXTRA SM 9

Special Conditions

Customers who subscribe to Verizon Local Package Extra SM may choose four or more of the following features:

Call Waiting/Cancel Call Waiting	Flexible Call Forwarding
Three-Way Calling	Anonymous Call Block
Distinctive Ring	Call Block
Busy Redial	Do Not Disturb ⁵
*69	Select Call Forwarding
Priority Call ⁵	Caller ID
Speed Dialing 8	Speed Dialing 30

Verizon Local Package Extra SM also includes unlimited Zone Usage Measurement (ZUM) service at no additional charge. Home Voice Mail or Verizon OnePoint Voice Mail Service may be purchased at the discounted rates specified shown below. Customers are also eligible to subscribe to Verizon Five Cents Plan SM as set forth in Section 16 of this Product Guide, Verizon Calling Plans.

Rates

	<u>Monthly Rate</u> <u>Residential</u>
Verizon Local Package Extra SM 1	\$ 47.99

Customers who subscribe to Verizon Local Package Extra SM may purchase the following features at the specified discounted rate:

(1) Home Voice Mail - Standard Package ^{2, 3, 4}	7.00 ⁸	
(2) ⁷		(D)(T)
(3) Verizon OnePoint Voice Mail Service ^{2, 3, 4}	9.00 ⁸	

¹ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.

² Nonrecurring charges from Section 5, General Services, Home Voice Mail Services, are applicable for Home Voice Mail or Verizon OnePoint Voice Mail Service.

³ For customers with Measured-Rate Service, Local Calling Rate charges from Section 4, Local Exchange Services, will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.

⁴ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.

⁵ Custom Calling Services Priority Call and Do Not Disturb are grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.

⁶ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.

⁷ Material formerly on this page has been withdrawn from the Product Guide. Home Voice Mail - Deluxe Package is withdrawn as of February 14, 2014. (C)
(C)

⁸ To be implemented on a full bill period basis on or after November 16, 2013.

⁹ Effective November 16, 2013, Verizon Local Package Extra SM is no longer available for purchase. Existing 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.

PACKAGED SERVICES
RESIDENCE

10. VERIZON LOCAL PACKAGE EXTRA SM 9

(T)

Special Conditions

Customers who subscribe to Verizon Local Package Extra SM may choose four or more of the following features:

Call Waiting/Cancel Call Waiting	Flexible Call Forwarding
Three-Way Calling	Anonymous Call Block
Distinctive Ring	Call Block
Busy Redial	Do Not Disturb ⁵
*69	Select Call Forwarding
Priority Call ⁵	Caller ID
Speed Dialing 8	Speed Dialing 30

Verizon Local Package Extra SM also includes unlimited Zone Usage Measurement (ZUM) service at no additional charge. Home Voice Mail or Verizon OnePoint Voice Mail Service may be purchased at the discounted rates specified shown below. Customers are also eligible to subscribe to Verizon Five Cents Plan SM as set forth in Section 16 of this Product Guide, Verizon Calling Plans.

Rates

	<u>Monthly Rate</u> <u>Residential</u>
Verizon Local Package Extra SM 1	\$ 47.99

Customers who subscribe to Verizon Local Package Extra SM may purchase the following features at the specified discounted rate:

(1) Home Voice Mail - Standard Package ^{2, 3, 4}	7.00 ⁸
(2) Home Voice Mail - Deluxe Package ^{4, 5, 6, 7}	9.00 ⁸
(3) Verizon OnePoint Voice Mail Service ^{2, 3, 4}	9.00 ⁸

¹ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.

² Nonrecurring charges from Section 5, General Services, Home Voice Mail Services, are applicable for Home Voice Mail or Verizon OnePoint Voice Mail Service.

³ For customers with Measured-Rate Service, Local Calling Rate charges from Section 4, Local Exchange Services, will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.

⁴ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.

⁵ Custom Calling Services Priority Call and Do Not Disturb are grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.

⁶ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.

⁷ Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. No moves, changes or additions will be permitted.

⁸ To be implemented on a full bill period basis on or after November 16, 2013.

⁹ Effective November 16, 2013, Verizon Local Package Extra SM is no longer available for purchase. Existing 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.

(N)
|
(N)

PACKAGED SERVICES RESIDENCE

10. VERIZON LOCAL PACKAGE EXTRA SM

Special Conditions

Customers who subscribe to Verizon Local Package Extra SM may choose four or more of the following features:

- Call Waiting/Cancel Call Waiting
- Three-Way Calling
- Distinctive Ring
- Busy Redial
- *69
- Priority Call ⁵
- Speed Dialing ⁸

Flexible Call Forwarding
Anonymous Call Block
Call Block
Do Not Disturb ⁵
Select Call Forwarding
Caller ID
Speed Dialing 30

Verizon Local Package Extra SM also includes unlimited Zone Usage Measurement (ZUM) service at no additional charge. Home Voice Mail or Verizon OnePoint Voice Mail Service may be purchased at the discounted rates specified shown below. Customers are also eligible to subscribe to Verizon Five Cents Plan SM as set forth in Section 16 of this Product Guide, Verizon Calling Plans.

Rates

Monthly Rate
Residential

Verizon Local Package Extra SM 1

\$ 47.99

Customers who subscribe to Verizon Local Package Extra SM may purchase the following features at the specified discounted rate:

(1) Home Voice Mail - Standard Package ^{2, 3, 4}	7.00 ⁸ (I)	(T)
(2) Home Voice Mail - Deluxe Package ^{4, 5, 6, 7}	9.00 ⁸	
(3) Verizon OnePoint Voice Mail Service ^{2, 3, 4}	9.00 ⁸ (I)	(T)

- 1 Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service
charge from Section 3, Service Charges, are not applicable.
- 2 Nonrecurring charges from Section 5, General Services, Home Voice Mail Services, are applicable for Home Voice Mail or
Verizon OnePoint Voice Mail Service.
- 3 For customers with Measured-Rate Service, Local Calling Rate charges from Section 4, Local Exchange Services, will
apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.
- 4 Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling
area.
- 5 Custom Calling Services Priority Call and Do Not Disturb are grandfathered and limited to existing customers at existing
locations as of March 21, 2005. No moves, additions or changes will be permitted.
- 6 Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling
area.
- 7 Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008.
No moves, changes or additions will be permitted.
- 8 To be implemented on a full bill period basis on or after November 16, 2013. (N)

PACKAGED SERVICES
RESIDENCE

10. VERIZON LOCAL PACKAGE EXTRA SM

Special Conditions

Customers who subscribe to Verizon Local Package Extra SM may choose four or more of the following features:

Call Waiting/Cancel Call Waiting	Flexible Call Forwarding
Three-Way Calling	Anonymous Call Block
Distinctive Ring	Call Block
Busy Redial	Do Not Disturb ⁵
*69	Select Call Forwarding
Priority Call ⁵	Caller ID
Speed Dialing 8	Speed Dialing 30

Verizon Local Package Extra SM also includes unlimited Zone Usage Measurement (ZUM) service at no additional charge. Home Voice Mail or Verizon OnePoint Voice Mail Service may be purchased at the discounted rates specified shown below. Customers are also eligible to subscribe to Verizon Five Cents Plan SM as set forth in Section 16 of this Product Guide, Verizon Calling Plans.

Rates

	<u>Monthly Rate</u> <u>Residential</u>
Verizon Local Package Extra SM 1	\$ 47.99 (I)

Customers who subscribe to Verizon Local Package Extra SM may purchase the following features at the specified discounted rate:

(1) Home Voice Mail - Standard Package ^{2, 3, 4}	6.00
(2) Home Voice Mail - Deluxe Package ^{4, 5, 6, 7}	8.00
(3) Verizon OnePoint Voice Mail Service ^{2, 3, 4}	8.00

- ¹ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.
- ² Nonrecurring charges from Section 5, General Services, Home Voice Mail Services, are applicable for Home Voice Mail or Verizon OnePoint Voice Mail Service.
- ³ For customers with Measured-Rate Service, Local Calling Rate charges from Section 4, Local Exchange Services, will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.
- ⁴ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.
- ⁵ Custom Calling Services Priority Call and Do Not Disturb are grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.
- ⁶ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.
- ⁷ Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. No moves, changes or additions will be permitted.

PACKAGED SERVICES
RESIDENCE

10. VERIZON LOCAL PACKAGE EXTRA SM

Special Conditions

Customers who subscribe to Verizon Local Package Extra SM may choose four or more of the following features:

Call Waiting/Cancel Call Waiting	Flexible Call Forwarding
Three-Way Calling	Anonymous Call Block
Distinctive Ring	Call Block
Busy Redial	Do Not Disturb ⁵
*69	Select Call Forwarding
Priority Call ⁵	Caller ID
Speed Dialing 8	Speed Dialing 30

Verizon Local Package Extra SM also includes unlimited Zone Usage Measurement (ZUM) service at no additional charge. Home Voice Mail or Verizon OnePoint Voice Mail Service may be purchased at the discounted rates specified shown below. Customers are also eligible to subscribe to Verizon Five Cents Plan SM as set forth in Section 16 of this Product Guide, Verizon Calling Plans.

Rates

	<u>Monthly Rate</u> <u>Residential</u>
Verizon Local Package Extra SM 1	\$ 44.99

Customers who subscribe to Verizon Local Package Extra SM may purchase the following features at the specified discounted rate:

(1) Home Voice Mail - Standard Package ^{2, 3, 4}	6.00 (I)
(2) Home Voice Mail - Deluxe Package ^{4, 5, 6, 7}	8.00
(3) Verizon OnePoint Voice Mail Service ^{2, 3, 4}	8.00 (I)

- ¹ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.
- ² Nonrecurring charges from Section 5, General Services, Home Voice Mail Services, are applicable for Home Voice Mail or Verizon OnePoint Voice Mail Service.
- ³ For customers with Measured-Rate Service, Local Calling Rate charges from Section 4, Local Exchange Services, will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.
- ⁴ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.
- ⁵ Custom Calling Services Priority Call and Do Not Disturb are grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.
- ⁶ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.
- ⁷ Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. No moves, changes or additions will be permitted.

PACKAGED SERVICES
RESIDENCE

10. VERIZON LOCAL PACKAGE EXTRA SM

Special Conditions

Customers who subscribe to Verizon Local Package Extra SM may choose four or more of the following features:

Call Waiting/Cancel Call Waiting	Flexible Call Forwarding
Three-Way Calling	Anonymous Call Block
Distinctive Ring	Call Block
Busy Redial	Do Not Disturb ⁵
*69	Select Call Forwarding
Priority Call ⁵	Caller ID
Speed Dialing 8	Speed Dialing 30

Verizon Local Package Extra SM also includes unlimited Zone Usage Measurement (ZUM) service at no additional charge. Home Voice Mail or Verizon OnePoint Voice Mail Service may be purchased at the discounted rates specified shown below. Customers are also eligible to subscribe to Verizon Five Cents Plan SM as set forth in Section 16 of this Product Guide, Verizon Calling Plans.

Rates

	<u>Monthly Rate</u> <u>Residential</u>
Verizon Local Package Extra SM 1	\$ 44.99 (I)

Customers who subscribe to Verizon Local Package Extra SM may purchase the following features at the specified discounted rate:

(1) Home Voice Mail - Standard Package ^{2, 3, 4}	5.00
(2) Home Voice Mail - Deluxe Package ^{4, 5, 6, 7}	7.00
(3) Verizon OnePoint Voice Mail Service ^{2, 3, 4}	7.00

- ¹ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.
- ² Nonrecurring charges from Section 5, General Services, Home Voice Mail Services, are applicable for Home Voice Mail or Verizon OnePoint Voice Mail Service.
- ³ For customers with Measured-Rate Service, Local Calling Rate charges from Section 4, Local Exchange Services, will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.
- ⁴ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.
- ⁵ Custom Calling Services Priority Call and Do Not Disturb are grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.
- ⁶ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.
- ⁷ Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. No moves, changes or additions will be permitted.

PACKAGED SERVICES
RESIDENCE

10. VERIZON LOCAL PACKAGE EXTRA SM

Special Conditions

Customers who subscribe to Verizon Local Package Extra SM may choose four or more of the following features:

Call Waiting/Cancel Call Waiting	Flexible Call Forwarding
Three-Way Calling	Anonymous Call Block
Distinctive Ring	Call Block
Busy Redial	Do Not Disturb ⁵
*69	Select Call Forwarding
Priority Call ⁵	Caller ID
Speed Dialing 8	Speed Dialing 30

Verizon Local Package Extra SM also includes unlimited Zone Usage Measurement (ZUM) service at no additional charge. Home Voice Mail or Verizon OnePoint Voice Mail Service may be purchased at the discounted rates specified shown below. Customers are also eligible to subscribe to Verizon Five Cents Plan SM as set forth in Section 16 of this Product Guide, Verizon Calling Plans.

Rates

	<u>Monthly Rate</u> <u>Residential</u>
Verizon Local Package Extra SM 1	\$ 42.99 (I)

Customers who subscribe to Verizon Local Package Extra SM may purchase the following features at the specified discounted rate:

(1) Home Voice Mail - Standard Package ^{2, 3, 4}	5.00
(2) Home Voice Mail - Deluxe Package ^{4, 5, 6, 7}	7.00
(3) Verizon OnePoint Voice Mail Service ^{2, 3, 4}	7.00

- ¹ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.
- ² Nonrecurring charges from Section 5, General Services, Home Voice Mail Services, are applicable for Home Voice Mail or Verizon OnePoint Voice Mail Service.
- ³ For customers with Measured-Rate Service, Local Calling Rate charges from Section 4, Local Exchange Services, will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.
- ⁴ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.
- ⁵ Custom Calling Services Priority Call and Do Not Disturb are grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.
- ⁶ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.
- ⁷ Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. No moves, changes or additions will be permitted.

PACKAGED SERVICES
RESIDENCE

10. VERIZON LOCAL PACKAGE EXTRA SM

Special Conditions

Customers who subscribe to Verizon Local Package Extra SM may choose four or more of the following features:

Call Waiting/Cancel Call Waiting	Flexible Call Forwarding
Three-Way Calling	Anonymous Call Block
Distinctive Ring	Call Block
Busy Redial	Do Not Disturb ⁵
*69	Select Call Forwarding
Priority Call ⁵	Caller ID
Speed Dialing 8	Speed Dialing 30

Verizon Local Package Extra SM also includes unlimited Zone Usage Measurement (ZUM) service at no additional charge. Home Voice Mail or Verizon OnePoint Voice Mail Service may be purchased at the discounted rates specified shown below. Customers are also eligible to subscribe to Verizon Five Cents Plan SM as set forth in Section 16 of this Product Guide, Verizon Calling Plans. (D)

Rates

	<u>Monthly Rate</u> <u>Residential</u>
Verizon Local Package Extra SM 1	\$ 40.99

Customers who subscribe to Verizon Local Package Extra SM may purchase the following features at the specified discounted rate:

(1) Home Voice Mail - Standard Package ^{2, 3, 4}	5.00
(2) Home Voice Mail - Deluxe Package ^{4, 5, 6, 7}	7.00
(3) Verizon OnePoint Voice Mail Service ^{2, 3, 4}	7.00

(D)

- ¹ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.
- ² Nonrecurring charges from Section 5, General Services, Home Voice Mail Services, are applicable for Home Voice Mail or Verizon OnePoint Voice Mail Service.
- ³ For customers with Measured-Rate Service, Local Calling Rate charges from Section 4, Local Exchange Services, will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.
- ⁴ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.
- ⁵ Custom Calling Services Priority Call and Do Not Disturb are grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.
- ⁶ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.
- ⁷ Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. No moves, changes or additions will be permitted.

PACKAGED SERVICES
RESIDENCE

10. VERIZON LOCAL PACKAGE EXTRA SM

Special Conditions

Customers who subscribe to Verizon Local Package Extra SM may choose four or more of the following features:

Call Waiting/Cancel Call Waiting	Flexible Call Forwarding
Three-Way Calling	Anonymous Call Block
Distinctive Ring	Call Block
Busy Redial	Do Not Disturb ⁵
*69	Select Call Forwarding
Priority Call ⁵	Caller ID
Speed Dialing 8	Speed Dialing 30

Verizon Local Package Extra SM also includes unlimited Zone Usage Measurement (ZUM) service at no additional charge. Call Intercept and Home Voice Mail or Verizon OnePoint Voice Mail Service may be purchased at the discounted rates specified shown below. Customers are also eligible to subscribe to Verizon Five Cents Plan SM as set forth in Section 16 of this Product Guide, Verizon Calling Plans.

Rates

	<u>Monthly Rate</u> <u>Residential</u>	
Verizon Local Package Extra SM ¹	\$ 40.99	(I)

Customers who subscribe to Verizon Local Package Extra SM may purchase the following features at the specified discounted rate:

(1) Home Voice Mail - Standard Package ^{2, 3, 4}	5.00
(2) Home Voice Mail - Deluxe Package ^{4, 5, 6, 7}	7.00
(3) Verizon OnePoint Voice Mail Service ^{2, 3, 4}	7.00
(4) Call Intercept ¹	4.00

- ¹ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.
- ² Nonrecurring charges from Section 5, General Services, Home Voice Mail Services, are applicable for Home Voice Mail or Verizon OnePoint Voice Mail Service.
- ³ For customers with Measured-Rate Service, Local Calling Rate charges from Section 4, Local Exchange Services, will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.
- ⁴ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.
- ⁵ Custom Calling Services Priority Call and Do Not Disturb are grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.
- ⁶ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.
- ⁷ Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. No moves, changes or additions will be permitted.

PACKAGED SERVICES
RESIDENCE

10. VERIZON LOCAL PACKAGE EXTRA SM

Special Conditions

Customers who subscribe to Verizon Local Package Extra SM may choose four or more of the following features:

Call Waiting/Cancel Call Waiting	Flexible Call Forwarding
Three-Way Calling	Anonymous Call Block
Distinctive Ring	Call Block
Busy Redial	Do Not Disturb ⁵
*69	Select Call Forwarding
Priority Call ⁵	Caller ID
Speed Dialing 8	Speed Dialing 30

Verizon Local Package Extra SM also includes unlimited Zone Usage Measurement (ZUM) service at no additional charge. Call Intercept and Home Voice Mail or Verizon OnePoint Voice Mail Service may be purchased at the discounted rates specified shown below. Customers are also eligible to subscribe to Verizon Five Cents Plan SM as set forth in Section 16 of this Product Guide, Verizon Calling Plans.

Rates

	<u>Monthly Rate</u> <u>Residential</u>	
Verizon Local Package Extra SM ¹	\$ 39.99	(I)

Customers who subscribe to Verizon Local Package Extra SM may purchase the following features at the specified discounted rate:

(1) Home Voice Mail - Standard Package ^{2, 3, 4}	5.00
(2) Home Voice Mail - Deluxe Package ^{4, 5, 6, 7}	7.00
(3) Verizon OnePoint Voice Mail Service ^{2, 3, 4}	7.00
(4) Call Intercept ¹	4.00

- ¹ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.
- ² Nonrecurring charges from Section 5, General Services, Home Voice Mail Services, are applicable for Home Voice Mail or Verizon OnePoint Voice Mail Service.
- ³ For customers with Measured-Rate Service, Local Calling Rate charges from Section 4, Local Exchange Services, will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.
- ⁴ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.
- ⁵ Custom Calling Services Priority Call and Do Not Disturb are grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.
- ⁶ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.
- ⁷ Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. No moves, changes or additions will be permitted.

Effective: December 1, 2008

PACKAGED SERVICES
RESIDENCE

10. VERIZON LOCAL PACKAGE EXTRA SM

Special Conditions

Customers who subscribe to Verizon Local Package Extra SM may choose four or more of the following features:

Call Waiting/Cancel Call Waiting	Flexible Call Forwarding
Three-Way Calling	Anonymous Call Block
Distinctive Ring	Call Block
Busy Redial	Do Not Disturb ⁵
*69	Select Call Forwarding
Priority Call ⁵	Caller ID
Speed Dialing 8	Speed Dialing 30

Verizon Local Package Extra SM also includes unlimited Zone Usage Measurement (ZUM) service at no additional charge. Call Intercept and Home Voice Mail or Verizon OnePoint Voice Mail Service may be purchased at the discounted rates specified shown below. Customers are also eligible to subscribe to Verizon Five Cents Plan SM as set forth in Section 16 of this Product Guide, Verizon Calling Plans.

Rates

	<u>Monthly Rate</u> <u>Residential</u>
Verizon Local Package Extra SM ¹	\$ 37.99

Customers who subscribe to Verizon Local Package Extra SM may purchase the following features at the specified discounted rate:

(1) Home Voice Mail - Standard Package ^{2, 3, 4}	5.00
(2) Home Voice Mail - Deluxe Package ^{4, 5, 6, 7}	7.00
(3) Verizon OnePoint Voice Mail Service ^{2, 3, 4}	7.00
(4) Call Intercept ¹	4.00

- ¹ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.
- ² Nonrecurring charges from Section 5, General Services, Home Voice Mail Services, are applicable for Home Voice Mail or Verizon OnePoint Voice Mail Service.
- ³ For customers with Measured-Rate Service, Local Calling Rate charges from Section 4, Local Exchange Services, will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.
- ⁴ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.
- ⁵ Custom Calling Services Priority Call and Do Not Disturb are grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.
- ⁶ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.
- ⁷ Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. No moves, changes or additions will be permitted.

PACKAGED SERVICES
RESIDENCE

11. LOCAL AND TOLL PACKAGE ¹

Special Conditions

Customers who subscribe to Local and Toll Package¹ may choose any of the following features:

Call Waiting/Cancel Call Waiting	Caller ID
Three-Way Calling	Flexible Call Forwarding
Distinctive Ring	Anonymous Call Block
Busy Redial	Call Block
*69	Do Not Disturb
Priority Call	Select Call Forwarding
Speed Dialing 8	Home Voice Mail Standard Package
Speed Dialing 30	

Local and Toll Package ¹ includes a direct-dialed IntraLATA regional toll allowance of 300 minutes of usage per month. Usage exceeding 300 minutes per month will be rated at \$.05 per minute. This offering also includes unlimited Zone Usage Measurement (ZUM) service and Home Voice Mail - Standard Package at no additional charge. ²

Rates

Monthly Rate
Residential

Local and Toll Package ^{1,5}	\$ 61.95 (I)
---------------------------------------	--------------

Customers who subscribe to Local and Toll Package ¹ will receive Home Voice Mail - Standard Package at no additional charge, and may purchase the other two following features at the specified discounted rate:

- | | |
|--|----|
| (1) Home Voice Mail - Standard Package ^{3, 4} | -- |
| (2) ² | |

¹ Verizon Local and Toll Package is grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.

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

³ For customers with Measured-Rate Service, Local Calling Rate charges from Section 4, Local Exchange Services, will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.

⁴ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.

⁵ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.

PACKAGED SERVICES
RESIDENCE

11. LOCAL AND TOLL PACKAGE ¹

Special Conditions

Customers who subscribe to Local and Toll Package¹ may choose any of the following features:

Call Waiting/Cancel Call Waiting	Caller ID
Three-Way Calling	Flexible Call Forwarding
Distinctive Ring	Anonymous Call Block
Busy Redial	Call Block
*69	Do Not Disturb
Priority Call	Select Call Forwarding
Speed Dialing 8	Home Voice Mail Standard Package
Speed Dialing 30	

Local and Toll Package ¹ includes a direct-dialed IntraLATA regional toll allowance of 300 minutes of usage per month. Usage exceeding 300 minutes per month will be rated at \$.05 per minute. This offering also includes unlimited Zone Usage Measurement (ZUM) service and Home Voice Mail - Standard Package at no additional charge. ²

(C)
(D)

Rates

Monthly Rate
Residential

Local and Toll Package ^{1,5}	\$ 59.95	(T)
---------------------------------------	----------	-----

Customers who subscribe to Local and Toll Package ¹ will receive Home Voice Mail - Standard Package at no additional charge, and may purchase the other two following features at the specified discounted rate: (T)

(1) Home Voice Mail - Standard Package ^{3, 4}

--

(2) ²

(D)(T)

¹ Verizon Local and Toll Package is grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.

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

³ For customers with Measured-Rate Service, Local Calling Rate charges from Section 4, Local Exchange Services, will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.

⁴ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.

(D)

⁵ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable. (T)

PACKAGED SERVICES
RESIDENCE

11. LOCAL AND TOLL PACKAGE ¹

Special Conditions

Customers who subscribe to Local and Toll Package¹ may choose any of the following features:

Call Waiting/Cancel Call Waiting	Caller ID
Three-Way Calling	Flexible Call Forwarding
Distinctive Ring	Anonymous Call Block
Busy Redial	Call Block
*69	Do Not Disturb
Priority Call	Select Call Forwarding
Speed Dialing 8	Home Voice Mail Standard Package
Speed Dialing 30	

Local and Toll Package ¹ includes a direct-dialed IntraLATA regional toll allowance of 300 minutes of usage per month. Usage exceeding 300 minutes per month will be rated at \$.05 per minute. This offering also includes unlimited Zone Usage Measurement (ZUM) service and Home Voice Mail - Standard Package at no additional charge. Home Voice Mail - Deluxe ² Package may be purchased at the discounted rates specified in Rates following.

Rates

	<u>Monthly Rate</u> <u>Residential</u>
Local and Toll Package ^{1,6}	\$ 59.95 (I)

Customers who subscribe to Local and Toll Package ⁷ will receive Home Voice Mail - Standard Package at no additional charge, and may purchase the other two following features at the specified discounted rate:

(1) Home Voice Mail - Standard Package ^{3, 4}	--
(2) Home Voice Mail - Deluxe Package ^{2, 3, 4, 5}	8.00

- ¹ Verizon Local and Toll Package is grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.
- ² Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. No moves, changes or additions will be permitted.
- ³ For customers with Measured-Rate Service, Local Calling Rate charges from Section 4, Local Exchange Services, will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.
- ⁴ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.
- ⁵ Nonrecurring charges are applicable for Home Voice Mail as specified in Section 5.
- ⁶ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.

PACKAGED SERVICES
RESIDENCE

11. LOCAL AND TOLL PACKAGE ¹

Special Conditions

Customers who subscribe to Local and Toll Package¹ may choose any of the following features:

Call Waiting/Cancel Call Waiting	Caller ID
Three-Way Calling	Flexible Call Forwarding
Distinctive Ring	Anonymous Call Block
Busy Redial	Call Block
*69	Do Not Disturb
Priority Call	Select Call Forwarding
Speed Dialing 8	Home Voice Mail Standard Package
Speed Dialing 30	

Local and Toll Package ¹ includes a direct-dialed IntraLATA regional toll allowance of 300 minutes of usage per month. Usage exceeding 300 minutes per month will be rated at \$.05 per minute. This offering also includes unlimited Zone Usage Measurement (ZUM) service and Home Voice Mail - Standard Package at no additional charge. Home Voice Mail - Deluxe ² Package may be purchased at the discounted rates specified in Rates following.

Rates

	<u>Monthly Rate</u> <u>Residential</u>
Local and Toll Package ^{1,6}	\$ 56.95

Customers who subscribe to Local and Toll Package ⁷ will receive Home Voice Mail - Standard Package at no additional charge, and may purchase the other two following features at the specified discounted rate:

(1) Home Voice Mail - Standard Package ^{3, 4}	--
(2) Home Voice Mail - Deluxe Package ^{2, 3, 4, 5}	8.00 (l)

- ¹ Verizon Local and Toll Package is grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.
- ² Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. No moves, changes or additions will be permitted.
- ³ For customers with Measured-Rate Service, Local Calling Rate charges from Section 4, Local Exchange Services, will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.
- ⁴ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.
- ⁵ Nonrecurring charges are applicable for Home Voice Mail as specified in Section 5.
- ⁶ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.

PACKAGED SERVICES
RESIDENCE

11. LOCAL AND TOLL PACKAGE ¹

Special Conditions

Customers who subscribe to Local and Toll Package¹ may choose any of the following features:

Call Waiting/Cancel Call Waiting	Caller ID
Three-Way Calling	Flexible Call Forwarding
Distinctive Ring	Anonymous Call Block
Busy Redial	Call Block
*69	Do Not Disturb
Priority Call	Select Call Forwarding
Speed Dialing 8	Home Voice Mail Standard Package
Speed Dialing 30	

Local and Toll Package ¹ includes a direct-dialed IntraLATA regional toll allowance of 300 minutes of usage per month. Usage exceeding 300 minutes per month will be rated at \$.05 per minute. This offering also includes unlimited Zone Usage Measurement (ZUM) service and Home Voice Mail - Standard Package at no additional charge. Home Voice Mail - Deluxe ² Package may be purchased at the discounted rates specified in Rates following.

Rates

	<u>Monthly Rate</u> <u>Residential</u>
Local and Toll Package ^{1,6}	\$ 56.95 (I)

Customers who subscribe to Local and Toll Package ⁷ will receive Home Voice Mail - Standard Package at no additional charge, and may purchase the other two following features at the specified discounted rate:

(1) Home Voice Mail - Standard Package ^{3, 4}	--
(2) Home Voice Mail - Deluxe Package ^{2, 3, 4, 5}	7.00

- ¹ Verizon Local and Toll Package is grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.
- ² Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. No moves, changes or additions will be permitted.
- ³ For customers with Measured-Rate Service, Local Calling Rate charges from Section 4, Local Exchange Services, will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.
- ⁴ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.
- ⁵ Nonrecurring charges are applicable for Home Voice Mail as specified in Section 5.
- ⁶ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.

PACKAGED SERVICES
RESIDENCE

11. LOCAL AND TOLL PACKAGE ¹

Special Conditions

Customers who subscribe to Local and Toll Package¹ may choose any of the following features:

Call Waiting/Cancel Call Waiting	Caller ID
Three-Way Calling	Flexible Call Forwarding
Distinctive Ring	Anonymous Call Block
Busy Redial	Call Block
*69	Do Not Disturb
Priority Call	Select Call Forwarding
Speed Dialing 8	Home Voice Mail Standard Package
Speed Dialing 30	

Local and Toll Package ¹ includes a direct-dialed IntraLATA regional toll allowance of 300 minutes of usage per month. Usage exceeding 300 minutes per month will be rated at \$.05 per minute. This offering also includes unlimited Zone Usage Measurement (ZUM) service and Home Voice Mail - Standard Package at no additional charge. Home Voice Mail - Deluxe ² Package may be purchased at the discounted rates specified in Rates following.

Rates

	<u>Monthly Rate</u> <u>Residential</u>
Local and Toll Package ^{1,6}	\$ 54.95 (I)

Customers who subscribe to Local and Toll Package ⁷ will receive Home Voice Mail - Standard Package at no additional charge, and may purchase the other two following features at the specified discounted rate:

(1) Home Voice Mail - Standard Package ^{3, 4}	--
(2) Home Voice Mail - Deluxe Package ^{2, 3, 4, 5}	7.00

- ¹ Verizon Local and Toll Package is grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.
- ² Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. No moves, changes or additions will be permitted.
- ³ For customers with Measured-Rate Service, Local Calling Rate charges from Section 4, Local Exchange Services, will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.
- ⁴ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.
- ⁵ Nonrecurring charges are applicable for Home Voice Mail as specified in Section 5.
- ⁶ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.

PACKAGED SERVICES
RESIDENCE

11. LOCAL AND TOLL PACKAGE ¹

Special Conditions

Customers who subscribe to Local and Toll Package¹ may choose any of the following features:

Call Waiting/Cancel Call Waiting	Caller ID
Three-Way Calling	Flexible Call Forwarding
Distinctive Ring	Anonymous Call Block
Busy Redial	Call Block
*69	Do Not Disturb
Priority Call	Select Call Forwarding
Speed Dialing 8	Home Voice Mail Standard Package
Speed Dialing 30	

Local and Toll Package ¹ includes a direct-dialed IntraLATA regional toll allowance of 300 minutes of usage per month. Usage exceeding 300 minutes per month will be rated at \$.05 per minute. This offering also includes unlimited Zone Usage Measurement (ZUM) service and Home Voice Mail - Standard Package at no additional charge. Home Voice Mail - Deluxe ² Package may be purchased at the discounted rates specified in Rates following. (D)

Rates

	<u>Monthly Rate</u> <u>Residential</u>
Local and Toll Package ^{1,6}	\$ 52.95

Customers who subscribe to Local and Toll Package ⁷ will receive Home Voice Mail - Standard Package at no additional charge, and may purchase the other two following features at the specified discounted rate:

(1) Home Voice Mail - Standard Package ^{3, 4}	--
(2) Home Voice Mail - Deluxe Package ^{2, 3, 4, 5}	7.00

(D)

- ¹ Verizon Local and Toll Package is grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.
- ² Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. No moves, changes or additions will be permitted.
- ³ For customers with Measured-Rate Service, Local Calling Rate charges from Section 4, Local Exchange Services, will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.
- ⁴ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.
- ⁵ Nonrecurring charges are applicable for Home Voice Mail as specified in Section 5.
- ⁶ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.

(D)

(T)

PACKAGED SERVICES
RESIDENCE

11. LOCAL AND TOLL PACKAGE ¹

Special Conditions

Customers who subscribe to Local and Toll Package¹ may choose any of the following features:

Call Waiting/Cancel Call Waiting	Caller ID
Three-Way Calling	Flexible Call Forwarding
Distinctive Ring	Anonymous Call Block
Busy Redial	Call Block
*69	Do Not Disturb
Priority Call	Select Call Forwarding
Speed Dialing 8	Home Voice Mail Standard Package
Speed Dialing 30	

Local and Toll Package ¹ includes a direct-dialed IntraLATA regional toll allowance of 300 minutes of usage per month. Usage exceeding 300 minutes per month will be rated at \$.05 per minute. This offering also includes unlimited Zone Usage Measurement (ZUM) service and Home Voice Mail - Standard Package at no additional charge. Home Voice Mail - Deluxe ² Package and Call Intercept may be purchased at the discounted rates specified in Rates following.

Rates

	<u>Monthly Rate</u> <u>Residential</u>	
Local and Toll Package ^{1,7}	\$ 52.95	(l)

Customers who subscribe to Local and Toll Package ⁷ will receive Home Voice Mail - Standard Package at no additional charge, and may purchase the other two following features at the specified discounted rate:

(1) Home Voice Mail - Standard Package ^{3, 4}	--
(2) Home Voice Mail - Deluxe Package ^{2, 3, 4, 5}	7.00
(3) Call Intercept ⁶	4.00

- ¹ Verizon Local and Toll Package is grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.
- ² Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. No moves, changes or additions will be permitted.
- ³ For customers with Measured-Rate Service, Local Calling Rate charges from Section 4, Local Exchange Services, will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.
- ⁴ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.
- ⁵ Nonrecurring charges are applicable for Home Voice Mail as specified in Section 5.
- ⁶ Nonrecurring charges are not applicable for Call Intercept.
- ⁷ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.

Effective: December 1, 2008

PACKAGED SERVICES
RESIDENCE

11. LOCAL AND TOLL PACKAGE ¹

Special Conditions

Customers who subscribe to Local and Toll Package¹ may choose any of the following features:

Call Waiting/Cancel Call Waiting	Caller ID
Three-Way Calling	Flexible Call Forwarding
Distinctive Ring	Anonymous Call Block
Busy Redial	Call Block
*69	Do Not Disturb
Priority Call	Select Call Forwarding
Speed Dialing 8	Home Voice Mail Standard Package
Speed Dialing 30	

Local and Toll Package ¹ includes a direct-dialed IntraLATA regional toll allowance of 300 minutes of usage per month. Usage exceeding 300 minutes per month will be rated at \$.05 per minute. This offering also includes unlimited Zone Usage Measurement (ZUM) service and Home Voice Mail - Standard Package at no additional charge. Home Voice Mail - Deluxe ² Package and Call Intercept may be purchased at the discounted rates specified in Rates following.

Rates

	<u>Monthly Rate</u> <u>Residential</u>
Local and Toll Package ^{1,7}	\$ 51.95

Customers who subscribe to Local and Toll Package ⁷ will receive Home Voice Mail - Standard Package at no additional charge, and may purchase the other two following features at the specified discounted rate:

(1) Home Voice Mail - Standard Package ^{3, 4}	--
(2) Home Voice Mail - Deluxe Package ^{2, 3, 4, 5}	7.00
(3) Call Intercept ⁶	4.00

¹ Verizon Local and Toll Package is grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.

² Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. No moves, changes or additions will be permitted.

³ For customers with Measured-Rate Service, Local Calling Rate charges from Section 4, Local Exchange Services, will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.

⁴ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.

⁵ Nonrecurring charges are applicable for Home Voice Mail as specified in Section 5.

⁶ Nonrecurring charges are not applicable for Call Intercept.

⁷ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.

PACKAGED SERVICES
RESIDENCE

12. VERIZON REGIONAL PACKAGE UNLIMITED SM 2

Special Conditions

Customers who subscribe to Verizon Regional Package Unlimited SM may choose up to three of the following features:

Three Way Calling	Caller ID
Call Waiting/Cancel Call Waiting	Speed Dialing 8
Speed Dialing 30	Busy Redial
Distinctive Ring	Call Forwarding
Anonymous Call Block	*69
Select Call Forwarding	

Verizon Regional Package Unlimited sm also includes unlimited Zone Usage Measurement (ZUM) service and unlimited IntraLATA Toll Service.

- Calls included in the unlimited IntraLATA Toll feature of this package are restricted to outbound direct-dialed IntraLATA calling. Directory Assistance, operator-handled, and calling card calls are excluded from this plan.

Rates

	<u>Monthly Rate</u> <u>Residential</u>
Verizon Regional Package Unlimited SM 1	\$ 55.00 (I)

¹ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.

² Effective November 16, 2013, Verizon Regional Package UnlimitedSM is no longer available for purchase. Existing 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

PACKAGED SERVICES
RESIDENCE

12. VERIZON REGIONAL PACKAGE UNLIMITED ^{SM 2}

(T)

Special Conditions

Customers who subscribe to Verizon Regional Package Unlimited SM may choose up to three of the following features:

Three Way Calling	Caller ID
Call Waiting/Cancel Call Waiting	Speed Dialing 8
Speed Dialing 30	Busy Redial
Distinctive Ring	Call Forwarding
Anonymous Call Block	*69
Select Call Forwarding	

Verizon Regional Package Unlimited sm also includes unlimited Zone Usage Measurement (ZUM) service and unlimited IntraLATA Toll Service.

- Calls included in the unlimited IntraLATA Toll feature of this package are restricted to outbound direct-dialed IntraLATA calling. Directory Assistance, operator-handled, and calling card calls are excluded from this plan.

Rates

	<u>Monthly Rate</u> <u>Residential</u>
Verizon Regional Package Unlimited ^{SM 1}	53.00

¹ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.

² Effective November 16, 2013, Verizon Regional Package UnlimitedSM is no longer available for purchase. Existing 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

(N)
|
(N)

PACKAGED SERVICES
RESIDENCE

12. VERIZON REGIONAL PACKAGE UNLIMITED SM

Special Conditions

Customers who subscribe to Verizon Regional Package Unlimited SM may choose up to three of the following features:

Three Way Calling	Caller ID
Call Waiting/Cancel Call Waiting	Speed Dialing 8
Speed Dialing 30	Busy Redial
Distinctive Ring	Call Forwarding
Anonymous Call Block	*69
Select Call Forwarding	

Verizon Regional Package Unlimited sm also includes unlimited Zone Usage Measurement (ZUM) service and unlimited IntraLATA Toll Service.

- Calls included in the unlimited IntraLATA Toll feature of this package are restricted to outbound direct-dialed IntraLATA calling. Directory Assistance, operator-handled, and calling card calls are excluded from this plan.

Rates

	<u>Monthly Rate</u> <u>Residential</u>
Verizon Regional Package Unlimited SM 1	53.00 (I)

¹ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.

PACKAGED SERVICES
RESIDENCE

12. VERIZON REGIONAL PACKAGE UNLIMITED SM

Special Conditions

Customers who subscribe to Verizon Regional Package Unlimited SM may choose up to three of the following features:

Three Way Calling	Caller ID
Call Waiting/Cancel Call Waiting	Speed Dialing 8
Speed Dialing 30	Busy Redial
Distinctive Ring	Call Forwarding
Anonymous Call Block	*69
Select Call Forwarding	

Verizon Regional Package Unlimited sm also includes unlimited Zone Usage Measurement (ZUM) service and unlimited IntraLATA Toll Service.

- Calls included in the unlimited IntraLATA Toll feature of this package are restricted to outbound direct-dialed IntraLATA calling. Directory Assistance, operator-handled, and calling card calls are excluded from this plan.

Rates

	<u>Monthly Rate</u> <u>Residential</u>
Verizon Regional Package Unlimited SM 1	50.00 (I)

¹ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.

PACKAGED SERVICES
RESIDENCE

12. VERIZON REGIONAL PACKAGE UNLIMITED SM

Special Conditions

Customers who subscribe to Verizon Regional Package Unlimited SM may choose up to three of the following features:

Three Way Calling	Caller ID
Call Waiting/Cancel Call Waiting	Speed Dialing 8
Speed Dialing 30	Busy Redial
Distinctive Ring	Call Forwarding
Anonymous Call Block	*69
Select Call Forwarding	

Verizon Regional Package Unlimited sm also includes unlimited Zone Usage Measurement (ZUM) service and unlimited IntraLATA Toll Service.

- Calls included in the unlimited IntraLATA Toll feature of this package are restricted to outbound direct-dialed IntraLATA calling. Directory Assistance, operator-handled, and calling card calls are excluded from this plan.

Rates

	<u>Monthly Rate</u> <u>Residential</u>
Verizon Regional Package Unlimited ^{SM 1}	48.00 (I)

¹ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.

PACKAGED SERVICES
RESIDENCE

12. VERIZON REGIONAL PACKAGE UNLIMITED SM

Special Conditions

Customers who subscribe to Verizon Regional Package Unlimited SM may choose up to three of the following features:

Three Way Calling	Caller ID
Call Waiting/Cancel Call Waiting	Speed Dialing 8
Speed Dialing 30	Busy Redial
Distinctive Ring	Call Forwarding
Anonymous Call Block	*69
Select Call Forwarding	

Verizon Regional Package Unlimited sm also includes unlimited Zone Usage Measurement (ZUM) service and unlimited IntraLATA Toll Service.

- Calls included in the unlimited IntraLATA Toll feature of this package are restricted to outbound direct-dialed IntraLATA calling. Directory Assistance, operator-handled, and calling card calls are excluded from this plan.

Rates

	<u>Monthly Rate</u> <u>Residential</u>	
Verizon Regional Package Unlimited SM 1	46.00	(I)

¹ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.

PACKAGED SERVICES
RESIDENCE

12. VERIZON REGIONAL PACKAGE UNLIMITED SM

Special Conditions

Customers who subscribe to Verizon Regional Package Unlimited SM may choose up to three of the following features:

Three Way Calling	Caller ID
Call Waiting/Cancel Call Waiting	Speed Dialing 8
Speed Dialing 30	Busy Redial
Distinctive Ring	Call Forwarding
Anonymous Call Block	*69
Select Call Forwarding	

Verizon Regional Package Unlimited sm also includes unlimited Zone Usage Measurement (ZUM) service and unlimited IntraLATA Toll Service.

- Calls included in the unlimited IntraLATA Toll feature of this package are restricted to outbound direct-dialed IntraLATA calling. Directory Assistance, operator-handled, and calling card calls are excluded from this plan.

Rates

	<u>Monthly Rate</u> <u>Residential</u>	
Verizon Regional Package Unlimited ^{SM 1}	45.00	(I)

¹ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.

Effective: December 1, 2008

PACKAGED SERVICES
RESIDENCE

12. VERIZON REGIONAL PACKAGE UNLIMITED SM

Special Conditions

Customers who subscribe to Verizon Regional Package Unlimited SM may choose up to three of the following features:

Three Way Calling	Caller ID
Call Waiting/Cancel Call Waiting	Speed Dialing 8
Speed Dialing 30	Busy Redial
Distinctive Ring	Call Forwarding
Anonymous Call Block	*69
Select Call Forwarding	

Verizon Regional Package Unlimited sm also includes unlimited Zone Usage Measurement (ZUM) service and unlimited IntraLATA Toll Service.

- Calls included in the unlimited IntraLATA Toll feature of this package are restricted to outbound direct-dialed IntraLATA calling. Directory Assistance, operator-handled, and calling card calls are excluded from this plan.

Rates

	<u>Monthly Rate</u> <u>Residential</u>
Verizon Regional Package Unlimited ^{SM 1}	44.00

¹ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.

PACKAGED SERVICES
RESIDENCE

13. REGIONAL ESSENTIALS

Special Conditions

Regional Essentials is an optional residential service package that provides customers with a combination of Basic Exchange Flat-Rate Service, Caller ID and Call Waiting/Cancel Call Waiting, a choice of Home Voice Mail or Verizon OnePoint Voice Mail Service, unlimited ZUM calling, and unlimited IntraLATA Toll calling for one flat monthly rate per line.

Calls included in the unlimited IntraLATA Toll feature of this package are restricted to outbound direct-dialed IntraLATA calling. Directory Assistance, operator-handled, and calling card calls are excluded from these plans.

	<u>Monthly Rate</u> <u>Residential</u>
Regional Essentials ¹	\$ 49.04 ⁶ (I)

Includes Caller ID and Call Waiting/Cancel Call Waiting, plus a choice of one of the following Home Voice Mail packages at no additional charge:

- (a) ⁴
- (b) Home Voice Mail - Standard Package ^{2,3}
- (c) ⁵
- (d) Verizon OnePoint Voice Mail Service ^{2,3}

¹ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.

² Nonrecurring charges from Section 5, General Services, Home Voice Mail Services, are not applicable for Home Voice Mail Service or Verizon OnePoint Voice Mail Service. .

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

^{4,5} Material formerly on this page has been withdrawn from the Product Guide. Home Voice Mail – Basic Package and Home Voice Mail - Deluxe Package are withdrawn as of February 14, 2014.

⁶ Effective March 21, 2015 to be implemented on a full bill period basis.

PACKAGED SERVICES
RESIDENCE

13. REGIONAL ESSENTIALS

Special Conditions

Regional Essentials is an optional residential service package that provides customers with a combination of Basic Exchange Flat-Rate Service, Caller ID and Call Waiting/Cancel Call Waiting, a choice of Home Voice Mail or Verizon OnePoint Voice Mail Service, unlimited ZUM calling, and unlimited IntraLATA Toll calling for one flat monthly rate per line.

Calls included in the unlimited IntraLATA Toll feature of this package are restricted to outbound direct-dialed IntraLATA calling. Directory Assistance, operator-handled, and calling card calls are excluded from these plans.

	<u>Monthly Rate</u> <u>Residential</u>	
Regional Essentials ¹	\$ 47.04 ⁶	
Includes Caller ID and Call Waiting/Cancel Call Waiting, plus a choice of one of the following Home Voice Mail packages at no additional charge:		
(a) ⁴		(D)(T)
(b) Home Voice Mail - Standard Package ^{2,3}		
(c) ⁵		(D)(T)
(d) Verizon OnePoint Voice Mail Service ^{2,3}		

¹ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.

² Nonrecurring charges from Section 5, General Services, Home Voice Mail Services, are not applicable for Home Voice Mail Service or Verizon OnePoint Voice Mail Service. .

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

^{4,5} Material formerly on this page has been withdrawn from the Product Guide. Home Voice Mail – Basic Package and Home Voice Mail - Deluxe Package are withdrawn as of February 14, 2014. (C)
(C)

⁶ Effective July 20, 2013 to be implemented on a full bill period basis.

PACKAGED SERVICES
RESIDENCE

13. REGIONAL ESSENTIALS

Special Conditions

Regional Essentials is an optional residential service package that provides customers with a combination of Basic Exchange Flat-Rate Service, Caller ID and Call Waiting/Cancel Call Waiting, a choice of Home Voice Mail or Verizon OnePoint Voice Mail Service, unlimited ZUM calling, and unlimited IntraLATA Toll calling for one flat monthly rate per line.

Calls included in the unlimited IntraLATA Toll feature of this package are restricted to outbound direct-dialed IntraLATA calling. Directory Assistance, operator-handled, and calling card calls are excluded from these plans.

	<u>Monthly Rate</u> <u>Residential</u>
Regional Essentials ¹	\$ 47.04 ⁶ (I)

Includes Caller ID and Call Waiting/Cancel Call Waiting, plus a choice of one of the following Home Voice Mail packages at no additional charge:

- (a) Home Voice Mail - Basic Package ^{2,3}
- (b) Home Voice Mail - Standard Package ^{2,3}
- (c) Home Voice Mail - Deluxe Package ^{2,3,4,5}
- (d) Verizon OnePoint Voice Mail Service ^{2,3}

(T)

¹ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.

² Nonrecurring charges from Section 5, General Services, Home Voice Mail Services, are not applicable for Home Voice Mail Service or Verizon OnePoint Voice Mail Service. .

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

⁵ Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. No moves, changes or additions will be permitted.

⁶ Effective July 20, 2013 to be implemented on a full bill period basis.

(C)

PACKAGED SERVICES
RESIDENCE

13. REGIONAL ESSENTIALS

Special Conditions

Regional Essentials is an optional residential service package that provides customers with a combination of Basic Exchange Flat-Rate Service, Caller ID and Call Waiting/Cancel Call Waiting, a choice of Home Voice Mail or Verizon OnePoint Voice Mail Service, unlimited ZUM calling, and unlimited IntraLATA Toll calling for one flat monthly rate per line.

Calls included in the unlimited IntraLATA Toll feature of this package are restricted to outbound direct-dialed IntraLATA calling. Directory Assistance, operator-handled, and calling card calls are excluded from these plans.

	<u>Monthly Rate</u> <u>Residential</u>	
Regional Essentials ¹	\$ 42.04 (I) ⁶	(T)

Includes Caller ID and Call Waiting/Cancel Call Waiting, plus a choice of one of the following Home Voice Mail packages at no additional charge:

- (a) Home Voice Mail - Basic Package ^{2,3}
- (b) Home Voice Mail - Standard Package ^{2,3}
- (c) Home Voice Mail - Deluxe Package ^{2,3,4}
- (d) Verizon OnePoint Voice Mail Service ^{2,3}

- ¹ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.
- ² Nonrecurring charges from Section 5, General Services, Home Voice Mail Services, are not applicable for Home Voice Mail Service or Verizon OnePoint Voice Mail Service. .
- ³ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.
- ⁵ Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. No moves, changes or additions will be permitted.
- ⁶ Effective July 14, 2012 to be implemented on a full bill period basis.

Effective: December 1, 2008

PACKAGED SERVICES
RESIDENCE

13. REGIONAL ESSENTIALS

Special Conditions

Regional Essentials is an optional residential service package that provides customers with a combination of Basic Exchange Flat-Rate Service, Caller ID and Call Waiting/Cancel Call Waiting, a choice of Home Voice Mail or Verizon OnePoint Voice Mail Service, unlimited ZUM calling, and unlimited IntraLATA Toll calling for one flat monthly rate per line.

Calls included in the unlimited IntraLATA Toll feature of this package are restricted to outbound direct-dialed IntraLATA calling. Directory Assistance, operator-handled, and calling card calls are excluded from these plans.

	<u>Monthly Rate</u> <u>Residential</u>
Regional Essentials ¹	\$ 37.04

Includes Caller ID and Call Waiting/Cancel Call Waiting, plus a choice of one of the following Home Voice Mail packages at no additional charge:

- (a) Home Voice Mail - Basic Package ^{2,3}
- (b) Home Voice Mail - Standard Package ^{2,3}
- (c) Home Voice Mail - Deluxe Package ^{2,3,4}
- (d) Verizon OnePoint Voice Mail Service ^{2,3}

¹ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.

² Nonrecurring charges from Section 5, General Services, Home Voice Mail Services, are not applicable for Home Voice Mail Service or Verizon OnePoint Voice Mail Service. .

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

⁵ Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. No moves, changes or additions will be permitted.

PACKAGED SERVICES
RESIDENCE

14. REGIONAL ESSENTIALS BUNDLE DISCOUNTS¹

Special Conditions

Regional Essentials Bundle Discounts may apply when Regional Essentials is bundled with an unlimited domestic long distance calling plan plus one of the Verizon affiliate products listed below.

Qualifying unlimited domestic long distance calling plans must be consistent with the Plan O Service - Unlimited, as found in the Bell Atlantic Communications, Inc. dba Verizon Long Distance Product Guide.

Verizon Broadband Up to 3.1 Mbps or up to 7.1 Mbps package refers to a specific Verizon offering that offers a maximum speed of 3.1 Mbps or 7.1 Mbps, and does not refer to other products that offer lower maximum speeds.

Beginning April 18, 2009, customers will continue receiving their existing discount on a month-to-month basis following the initial 12-month term of their offer. Customers whose initial 12-month term expired prior to April 18, 2009 will receive the monthly discount listed in Section 14.2, Rates, below.

Customers are limited to one discount only and cannot combine discounts. Each product must be purchased through or billed by Verizon California.

Rates

1. For customers who were subscribed to the Regional Essentials Bundle Discounts as of April 30, 2008:⁴ (T)

	<u>Monthly Discounts</u>
(a) Verizon Online Broadband (Up to 3.1 Mbps or up to 7.1 Mbps package)	\$ 15.00 ³
(b) Verizon Wireless ONEBILL®	17.00 ^{2, 3}
(c) DIRECTV® through Verizon (Total Choice or higher)	19.99 ^{2, 3}
(d) Verizon Online Broadband (Up to 3.1 Mbps or up to 7.1 Mbps package) and either or both of Verizon Wireless ONEBILL® or DIRECTV® through Verizon (Total Choice or higher)	17.00 ^{2, 3}

¹ As of November 1, 2008, the Regional Essentials Bundle Discounts will no longer be offered for purchase, but will remain valid for existing customers through the end of their 12-month term.

² As of May 1, 2008, the Regional Essentials bundle with Verizon Wireless ONEBILL and the Regional Essentials bundle with DirectTV will no longer be offered for purchase, but will remain valid for existing customers through the end of their 12-month term.

³ Effective March 21, 2015 to be implemented on a full bill period basis.

⁴ Effective October 1, 2015, bundles with DirecTV® through Verizon are discontinued.

PACKAGED SERVICES
RESIDENCE

14. REGIONAL ESSENTIALS BUNDLE DISCOUNTS¹

Special Conditions

Regional Essentials Bundle Discounts may apply when Regional Essentials is bundled with an unlimited domestic long distance calling plan plus one of the Verizon affiliate products listed below.

Qualifying unlimited domestic long distance calling plans must be consistent with the Plan O Service - Unlimited, as found in the Bell Atlantic Communications, Inc. dba Verizon Long Distance Product Guide.

Verizon Broadband Up to 3.1 Mbps or up to 7.1 Mbps package refers to a specific Verizon offering that offers a maximum speed of 3.1 Mbps or 7.1 Mbps, and does not refer to other products that offer lower maximum speeds.

Beginning April 18, 2009, customers will continue receiving their existing discount on a month-to-month basis following the initial 12-month term of their offer. Customers whose initial 12-month term expired prior to April 18, 2009 will receive the monthly discount listed in Section 14.2, Rates, below.

Customers are limited to one discount only and cannot combine discounts. Each product must be purchased through or billed by Verizon California.

Rates

1. For customers who were subscribed to the Regional Essentials Bundle Discounts as of April 30, 2008: (T)

	<u>Monthly Discounts</u>
(a) Verizon Online Broadband (Up to 3.1 Mbps or up to 7.1 Mbps package)	\$ 15.00 ³ (I)
(b) Verizon Wireless ONEBILL®	17.00 ^{2,3}
(c) DIRECTV® through Verizon (Total Choice or higher)	19.99 ^{2,3}
(d) Verizon Online Broadband (Up to 3.1 Mbps or up to 7.1 Mbps package) and either or both of Verizon Wireless ONEBILL® or DIRECTV® through Verizon (Total Choice or higher)	17.00 ^{2,3} (I)

¹ As of November 1, 2008, the Regional Essentials Bundle Discounts will no longer be offered for purchase, but will remain valid for existing customers through the end of their 12-month term.

² As of May 1, 2008, the Regional Essentials bundle with Verizon Wireless ONEBILL and the Regional Essentials bundle with DirectTV will no longer be offered for purchase, but will remain valid for existing customers through the end of their 12-month term.

³ Effective March 21, 2015 to be implemented on a full bill period basis.

PACKAGED SERVICES
RESIDENCE

14. REGIONAL ESSENTIALS BUNDLE DISCOUNTS¹

Special Conditions

Regional Essentials Bundle Discounts may apply when Regional Essentials is bundled with an unlimited domestic long distance calling plan plus one of the Verizon affiliate products listed below.

Qualifying unlimited domestic long distance calling plans must be consistent with the Plan O Service - Unlimited, as found in the Bell Atlantic Communications, Inc. dba Verizon Long Distance Product Guide.

Verizon Broadband Up to 3.1 Mbps or up to 7.1 Mbps package refers to a specific Verizon offering that offers a maximum speed of 3.1 Mbps or 7.1 Mbps, and does not refer to other products that offer lower maximum speeds.

Beginning April 18, 2009, customers will continue receiving their existing discount on a month-to-month basis following the initial 12-month term of their offer. Customers whose initial 12-month term expired prior to April 18, 2009 will receive the monthly discount listed in Section 14.2, Rates, below.

Customers are limited to one discount only and cannot combine discounts. Each product must be purchased through or billed by Verizon California.

Rates

1. For customers already subscribed to the Regional Essentials Bundle Discounts as of April 30, 2008:

	<u>Monthly Discounts</u>
(a) Verizon Online Broadband (Up to 3.1 Mbps or up to 7.1 Mbps package)	\$ 13.00 ³ (I)(T)
(b) Verizon Wireless ONEBILL®	15.00 ^{2,3}
(c) DIRECTV® through Verizon (Total Choice or higher)	17.99 ^{2,3}
(d) Verizon Online Broadband (Up to 3.1 Mbps or up to 7.1 Mbps package) and either or both of Verizon Wireless ONEBILL® or DIRECTV® through Verizon (Total Choice or higher)	15.00 ^{2,3} (I)(T)

¹ As of November 1, 2008, the Regional Essentials Bundle Discounts will no longer be offered for purchase, but will remain valid for existing customers through the end of their 12-month term.

² As of May 1, 2008, the Regional Essentials bundle with Verizon Wireless ONEBILL and the Regional Essentials bundle with DirectTV will no longer be offered for purchase, but will remain valid for existing customers through the end of their 12-month term.

³ Effective July 20, 2013 to be implemented on a full bill period basis.

PACKAGED SERVICES
RESIDENCE

14. REGIONAL ESSENTIALS BUNDLE DISCOUNTS¹

Special Conditions

Regional Essentials Bundle Discounts may apply when Regional Essentials is bundled with an unlimited domestic long distance calling plan plus one of the Verizon affiliate products listed below.

Qualifying unlimited domestic long distance calling plans must be consistent with the Plan O Service - Unlimited, as found in the Bell Atlantic Communications, Inc dba Verizon Long Distance Product Guide.

Verizon Broadband Up to 3.1 Mbps or up to 7.1 Mbps package refers to a specific Verizon offering that offers a maximum speed of 3.1 Mbps or 7.1 Mbps, and does not refer to other products that offer lower maximum speeds.

Beginning April 18, 2009, customers will continue receiving their existing discount on a month-to-month basis following the initial 12-month term of their offer. Customers whose initial 12-month term expired prior to April 18, 2009 will receive the monthly discount listed in Section 14.2, Rates, below.

(C)
|
(C)

Customers are limited to one discount only and cannot combine discounts. Each product must be purchased through or billed by Verizon California.

Rates

1. For customers already subscribed to the Regional Essentials Bundle Discounts as of April 30, 2008:

	<u>Monthly Discounts</u>
(a) Verizon Online Broadband (Up to 3.1 Mbps or up to 7.1 Mbps package)	\$ 8.00
(b) Verizon Wireless ONEBILL®	10.00 ²
(c) DIRECTV® through Verizon (Total Choice or higher)	12.99 ²
(d) Verizon Online Broadband (Up to 3.1 Mbps or up to 7.1 Mbps package) <i>and</i> either or both of Verizon Wireless ONEBILL® or DIRECTV® through Verizon (Total Choice or higher)	10.00

¹ As of November 1, 2008, the Regional Essentials Bundle Discounts will no longer be offered for purchase, but will remain valid for existing customers through the end of their 12-month term.

² As of May 1, 2008, the Regional Essentials bundle with Verizon Wireless ONEBILL and the Regional Essentials bundle with DirectTV will no longer be offered for purchase, but will remain valid for existing customers through the end of their 12-month term.

PACKAGED SERVICES
RESIDENCE

14. REGIONAL ESSENTIALS BUNDLE DISCOUNTS¹

Special Conditions

Regional Essentials Bundle Discounts may apply when Regional Essentials is bundled with an unlimited domestic long distance calling plan plus one of the Verizon affiliate products listed below.

Qualifying unlimited domestic long distance calling plans must be consistent with the Plan O Service - Unlimited, as found in the Bell Atlantic Communications, Inc dba Verizon Long Distance Product Guide.

Verizon Broadband Up to 3.1 Mbps or up to 7.1 Mbps package refers to a specific Verizon offering that offers a maximum speed of 3.1 Mbps or 7.1 Mbps, and does not refer to other products that offer lower maximum speeds.

The applicable bundle discount will expire 12 months from the date it is implemented on the customer's account, except for those bundles that may automatically be extended as listed in Rates below. (D)

Customers are limited to one discount only and cannot combine discounts. Each product must be purchased through or billed by Verizon California.

Rates

1. For customers already subscribed to the Regional Essentials Bundle Discounts as of April 30, 2008:

	<u>Monthly Discounts</u>
(a) Verizon Online Broadband (Up to 3.1 Mbps or up to 7.1 Mbps package)	\$ 8.00
(b) Verizon Wireless ONEBILL®	10.00 ²
(c) DIRECTV® through Verizon (Total Choice or higher)	12.99 ²
(d) Verizon Online Broadband (Up to 3.1 Mbps or up to 7.1 Mbps package) <i>and</i> either or both of Verizon Wireless ONEBILL® or DIRECTV® through Verizon (Total Choice or higher)	10.00

¹ As of November 1, 2008, the Regional Essentials Bundle Discounts will no longer be offered for purchase, but will remain valid for existing customers through the end of their 12-month term.

² As of May 1, 2008, the Regional Essentials bundle with Verizon Wireless ONEBILL and the Regional Essentials bundle with DirectTV will no longer be offered for purchase, but will remain valid for existing customers through the end of their 12-month term.

Effective: December 1, 2008

PACKAGED SERVICES
RESIDENCE

14. REGIONAL ESSENTIALS BUNDLE DISCOUNTS¹

Special Conditions

Regional Essentials Bundle Discounts may apply when Regional Essentials is bundled with an unlimited domestic long distance calling plan plus one of the Verizon affiliate products listed below.

Qualifying unlimited domestic long distance calling plans must be consistent with the Plan O Service - Unlimited, as found in the Bell Atlantic Communications, Inc dba Verizon Long Distance Product Guide.

Verizon Broadband Up to 3.1 Mbps or up to 7.1 Mbps package refers to a specific Verizon offering that offers a maximum speed of 3.1 Mbps or 7.1 Mbps, and does not refer to other products that offer lower maximum speeds.

The applicable bundle discount will expire 12 months from the date it is implemented on the customer's account, except for those bundles that may automatically be extended for an additional twelve-month period as listed in Rates below.

Customers are limited to one discount only and cannot combine discounts. Each product must be purchased through or billed by Verizon California.

Rates

1. For customers already subscribed to the Regional Essentials Bundle Discounts as of April 30, 2008:

	<u>Monthly Discounts</u>
(a) Verizon Online Broadband (Up to 3.1 Mbps or up to 7.1 Mbps package)	\$ 8.00
(b) Verizon Wireless ONEBILL®	10.00 ²
(c) DIRECTV® through Verizon (Total Choice or higher)	12.99 ²
(d) Verizon Online Broadband (Up to 3.1 Mbps or up to 7.1 Mbps package) <i>and</i> either or both of Verizon Wireless ONEBILL® or DIRECTV® through Verizon (Total Choice or higher)	10.00

¹ As of November 1, 2008, the Regional Essentials Bundle Discounts will no longer be offered for purchase, but will remain valid for existing customers through the end of their 12-month term.

² As of May 1, 2008, the Regional Essentials bundle with Verizon Wireless ONEBILL and the Regional Essentials bundle with DirectTV will no longer be offered for purchase, but will remain valid for existing customers through the end of their 12-month term.

PACKAGED SERVICES
RESIDENCE

14. REGIONAL ESSENTIALS BUNDLE DISCOUNTS ^{1,3} (T)

Rates - Continued

2. For customers who automatically continued the Regional Essentials Bundle Discounts past the expiration date of their 12-month term, when the expiration date of their 12-month term was April 17, 2009 or earlier. (See Special Conditions preceding):

	<u>Monthly Discounts</u>
(a) Verizon Online Broadband (Up to 3.1 Mbps or up to 7.1 Mbps package)	\$ 15.00 ²
(b) Verizon Online Broadband (Up to 3.1 Mbps or up to 7.1 Mbps package) and either or both of Verizon Wireless ONEBILL® or DIRECTV® through Verizon (Total Choice or higher)	15.00 ²

3. For customers who subscribed to the Regional Essentials Bundle Discounts on or after May 1, 2008:

	<u>Monthly Discounts</u>
(a) Verizon Online Broadband (Up to 3.1 Mbps or up to 7.1 Mbps package)	\$ 15.00 ²
(b) Verizon Online Broadband (Up to 3.1 Mbps or up to 7.1 Mbps package) and Verizon Wireless ONEBILL®	15.00 ²
(c) Verizon Online Broadband (Up to 3.1 Mbps or up to 7.1 Mbps package) and DIRECTV® through Verizon (Total Choice or higher)	17.00 ²
(d) Verizon Online Broadband (Up to 3.1 Mbps or up to 7.1 Mbps package), Verizon Wireless ONEBILL®, and DIRECTV® through Verizon (Total Choice or higher)	17.00 ²

¹ As of November 1, 2008, the Regional Essentials Bundle Discounts will no longer be offered for purchase, but will remain valid for existing customers through the end of their 12-month term.

² Effective March 21, 2015 to be implemented on a full bill period basis.

³ Effective October 1, 2015, bundles with DirecTV® through Verizon are discontinued.

PACKAGED SERVICES
RESIDENCE

14. REGIONAL ESSENTIALS BUNDLE DISCOUNTS ¹

Rates - Continued

2. For customers who automatically continued the Regional Essentials Bundle Discounts past the expiration date of their 12-month term, when the expiration date of their 12-month term was April 17, 2009 or earlier. (See Special Conditions preceding): (T) (T)

Monthly Discounts

- | | |
|--|---------------------------|
| (a) Verizon Online Broadband (Up to 3.1 Mbps or up to 7.1 Mbps package) | \$ 15.00 ² (I) |
| (b) Verizon Online Broadband (Up to 3.1 Mbps or up to 7.1 Mbps package) and either or both of Verizon Wireless ONEBILL® or DIRECTV® through Verizon (Total Choice or higher) | 15.00 ² (I) |

3. For customers who subscribed to the Regional Essentials Bundle Discounts on or after May 1, 2008: (T)

Monthly Discounts

- | | |
|---|---------------------------|
| (a) Verizon Online Broadband (Up to 3.1 Mbps or up to 7.1 Mbps package) | \$ 15.00 ² (I) |
| (b) Verizon Online Broadband (Up to 3.1 Mbps or up to 7.1 Mbps package) and Verizon Wireless ONEBILL® | 15.00 ² |
| (c) Verizon Online Broadband (Up to 3.1 Mbps or up to 7.1 Mbps package) and DIRECTV® through Verizon (Total Choice or higher) | 17.00 ² |
| (d) Verizon Online Broadband (Up to 3.1 Mbps or up to 7.1 Mbps package), Verizon Wireless ONEBILL®, and DIRECTV® through Verizon (Total Choice or higher) | 17.00 ² (I) |

¹ As of November 1, 2008, the Regional Essentials Bundle Discounts will no longer be offered for purchase, but will remain valid for existing customers through the end of their 12-month term.

² Effective March 21, 2015 to be implemented on a full bill period basis. (C)

PACKAGED SERVICES
RESIDENCE

14. REGIONAL ESSENTIALS BUNDLE DISCOUNTS ¹

Rates - Continued

2. For customers automatically continuing the Regional Essentials Bundle Discounts past the expiration date of their 12-month term, when the expiration date of their 12-month term is April 17, 2009 or earlier. (See Special Conditions preceding):

	<u>Monthly Discounts</u>
(a) Verizon Online Broadband (Up to 3.1 Mbps or up to 7.1 Mbps package)	\$ 13.00 ² (I)(T)
(b) Verizon Online Broadband (Up to 3.1 Mbps or up to 7.1 Mbps package) and either or both of Verizon Wireless ONEBILL® or DIRECTV® through Verizon (Total Choice or higher)	13.00 ² (I)(T)

3. For customers newly subscribing to the Regional Essentials Bundle Discounts beginning May 1, 2008:

	<u>Monthly Discounts</u>
(a) Verizon Online Broadband (Up to 3.1 Mbps or up to 7.1 Mbps package)	\$ 13.00 ² (I)(T)
(b) Verizon Online Broadband (Up to 3.1 Mbps or up to 7.1 Mbps package) and Verizon Wireless ONEBILL®	13.00 ²
(c) Verizon Online Broadband (Up to 3.1 Mbps or up to 7.1 Mbps package) and DIRECTV® through Verizon (Total Choice or higher)	15.00 ²
(d) Verizon Online Broadband (Up to 3.1 Mbps or up to 7.1 Mbps package), Verizon Wireless ONEBILL®, and DIRECTV® through Verizon (Total Choice or higher)	15.00 ² (I)(T)

¹ As of November 1, 2008, the Regional Essentials Bundle Discounts will no longer be offered for purchase, but will remain valid for existing customers through the end of their 12-month term.

² Effective July 20, 2013 to be implemented on a full bill period basis.

PACKAGED SERVICES
RESIDENCE

14. REGIONAL ESSENTIALS BUNDLE DISCOUNTS¹

Rates - Continued

2. For customers automatically continuing the Regional Essentials Bundle Discounts past the expiration date of their 12-month term, when the expiration date of their 12-month term is April 17, 2009 or earlier. (See Special (N) Conditions preceding):

	<u>Monthly Discounts</u>
(a) Verizon Online Broadband (Up to 3.1 Mbps or up to 7.1 Mbps package)	\$ 8.00
(b) Verizon Online Broadband (Up to 3.1 Mbps or up to 7.1 Mbps package) and either or both of Verizon Wireless ONEBILL® or DIRECTV® through Verizon (Total Choice or higher)	8.00

3. For customers newly subscribing to the Regional Essentials Bundle Discounts beginning May 1, 2008:

	<u>Monthly Discounts</u>
(a) Verizon Online Broadband (Up to 3.1 Mbps or up to 7.1 Mbps package)	\$ 8.00
(b) Verizon Online Broadband (Up to 3.1 Mbps or up to 7.1 Mbps package) and Verizon Wireless ONEBILL®	8.00
(c) Verizon Online Broadband (Up to 3.1 Mbps or up to 7.1 Mbps package) and DIRECTV® through Verizon (Total Choice or higher)	10.00
(d) Verizon Online Broadband (Up to 3.1 Mbps or up to 7.1 Mbps package), Verizon Wireless ONEBILL®, and DIRECTV® through Verizon (Total Choice or higher)	10.00

¹ As of November 1, 2008, the Regional Essentials Bundle Discounts will no longer be offered for purchase, but will remain valid for existing customers through the end of their 12-month term.

Effective: December 1, 2008

PACKAGED SERVICES
RESIDENCE

14. REGIONAL ESSENTIALS BUNDLE DISCOUNTS¹

Rates - Continued

2. For customers automatically continuing the Regional Essentials Bundle Discounts past the expiration date of their 12-month term (See Special Conditions preceding):

	<u>Monthly Discounts</u>
(a) Verizon Online Broadband (Up to 3.1 Mbps or up to 7.1 Mbps package)	\$ 8.00
(b) Verizon Online Broadband (Up to 3.1 Mbps or up to 7.1 Mbps package) and either or both of Verizon Wireless ONEBILL® or DIRECTV® through Verizon (Total Choice or higher)	8.00

3. For customers newly subscribing to the Regional Essentials Bundle Discounts beginning May 1, 2008:

	<u>Monthly Discounts</u>
(a) Verizon Online Broadband (Up to 3.1 Mbps or up to 7.1 Mbps package)	\$ 8.00
(b) Verizon Online Broadband (Up to 3.1 Mbps or up to 7.1 Mbps package) and Verizon Wireless ONEBILL®	8.00
(c) Verizon Online Broadband (Up to 3.1 Mbps or up to 7.1 Mbps package) and DIRECTV® through Verizon (Total Choice or higher)	10.00
(d) Verizon Online Broadband (Up to 3.1 Mbps or up to 7.1 Mbps package), Verizon Wireless ONEBILL®, and DIRECTV® through Verizon (Total Choice or higher)	10.00

¹ As of November 1, 2008, the Regional Essentials Bundle Discounts will no longer be offered for purchase, but will remain valid for existing customers through the end of their 12-month term.

PACKAGED SERVICES
RESIDENCE

26. REGIONAL ESSENTIALS BUNDLE DISCOUNTS II ²

(T)

Special Conditions

Regional Essentials Bundle Discount Plan II offers qualifying residential customers a monthly discount on Regional Essentials, subject to the limitations described in this section. The customer must agree to subscribe to Regional Essentials and to either Verizon Online High Speed Internet Service or DIRECTV. Pricing for the Regional Essentials Bundle Discount Plan II is set forth below and depends upon which of the additional services the customer agrees to purchase, whether the customer additionally agrees to subscribe to a qualifying unlimited long distance calling plan, as described below, and, in some cases, whether the order is placed through the Verizon website.

Qualifying unlimited long distance calling plans must be consistent with the Plan O Service – Unlimited as found in the Bell Atlantic Communications, Inc. D/B/A Verizon Long Distance Posted Rates, Terms and Conditions.

Each product must be billed by Verizon California Inc.

Customers who subscribe to Regional Essentials and to either Verizon Online High Speed Internet Service or DIRECTV will not automatically be eligible for this offering. Instead the Regional Essentials Bundle Discount Plan II will be provided to otherwise qualifying customers only upon customer request or upon customer acceptance of a suggestion, recommendation, or offer of the discount made by a Verizon representative.

The Regional Essentials Bundle Discount Plan II discount, as specified in the RATES section below, will apply from the date it is implemented on a customer's account. If the customer removes any of the products that entitle the customer to the discount, the customer will lose the discount for Regional Essentials, but no termination liability will apply.

Rates

Monthly Discounts

Regional Essentials without an unlimited long distance calling plan, plus:

- Verizon Online High Speed Internet Service	\$29.05 ¹
- DIRECTV	32.04 ¹
- Verizon Online High Speed Internet Service and DIRECTV	29.05 ¹
- Additional discount for 24 months for orders placed through Verizon website	5.00

Regional Essentials with a qualifying unlimited long distance calling plan, plus:

- Verizon Online High Speed Internet Service	27.02 ¹
- DIRECTV	30.01 ¹
- Verizon Online High Speed Internet Service and DIRECTV	27.02 ¹

¹ Effective March 21, 2015 to be implemented on a full bill period basis.

² Effective October 1, 2015, bundles with DirecTV® through Verizon are discontinued.

(N)

PACKAGED SERVICES
RESIDENCE

26. REGIONAL ESSENTIALS BUNDLE DISCOUNTS II

Special Conditions

Regional Essentials Bundle Discount Plan II offers qualifying residential customers a monthly discount on Regional Essentials, subject to the limitations described in this section. The customer must agree to subscribe to Regional Essentials and to either Verizon Online High Speed Internet Service or DIRECTV. Pricing for the Regional Essentials Bundle Discount Plan II is set forth below and depends upon which of the additional services the customer agrees to purchase, whether the customer additionally agrees to subscribe to a qualifying unlimited long distance calling plan, as described below, and, in some cases, whether the order is placed through the Verizon website.

Qualifying unlimited long distance calling plans must be consistent with the Plan O Service – Unlimited as found in the Bell Atlantic Communications, Inc. D/B/A Verizon Long Distance Posted Rates, Terms and Conditions.

Each product must be billed by Verizon California Inc.

Customers who subscribe to Regional Essentials and to either Verizon Online High Speed Internet Service or DIRECTV will not automatically be eligible for this offering. Instead the Regional Essentials Bundle Discount Plan II will be provided to otherwise qualifying customers only upon customer request or upon customer acceptance of a suggestion, recommendation, or offer of the discount made by a Verizon representative.

The Regional Essentials Bundle Discount Plan II discount, as specified in the RATES section below, will apply from the date it is implemented on a customer's account. If the customer removes any of the products that entitle the customer to the discount, the customer will lose the discount for Regional Essentials, but no termination liability will apply.

Rates

Monthly Discounts

Regional Essentials without an unlimited long distance calling plan, plus:

- Verizon Online High Speed Internet Service	\$29.05 ¹ (I)
- DIRECTV	32.04 ¹
- Verizon Online High Speed Internet Service and DIRECTV	29.05 ¹ (I)
- Additional discount for 24 months for orders placed through Verizon website	5.00

Regional Essentials with a qualifying unlimited long distance calling plan, plus:

- Verizon Online High Speed Internet Service	27.02 ¹ (I)
- DIRECTV	30.01 ¹
- Verizon Online High Speed Internet Service and DIRECTV	27.02 ¹ (I)

¹ Effective March 21, 2015 to be implemented on a full bill period basis.

PACKAGED SERVICES
RESIDENCE

26. REGIONAL ESSENTIALS BUNDLE DISCOUNTS II

Special Conditions

Regional Essentials Bundle Discount Plan II offers qualifying residential customers a monthly discount on Regional Essentials, subject to the limitations described in this section. The customer must agree to subscribe to Regional Essentials and to either Verizon Online High Speed Internet Service or DIRECTV. Pricing for the Regional Essentials Bundle Discount Plan II is set forth below and depends upon which of the additional services the customer agrees to purchase, whether the customer additionally agrees to subscribe to a qualifying unlimited long distance calling plan, as described below, and, in some cases, whether the order is placed through the Verizon website.

Qualifying unlimited long distance calling plans must be consistent with the Plan O Service – Unlimited as found in the Bell Atlantic Communications, Inc. D/B/A Verizon Long Distance Posted Rates, Terms and Conditions.

Each product must be billed by Verizon California Inc.

Customers who subscribe to Regional Essentials and to either Verizon Online High Speed Internet Service or DIRECTV will not automatically be eligible for this offering. Instead the Regional Essentials Bundle Discount Plan II will be provided to otherwise qualifying customers only upon customer request or upon customer acceptance of a suggestion, recommendation, or offer of the discount made by a Verizon representative.

The Regional Essentials Bundle Discount Plan II discount, as specified in the RATES section below, will apply from the date it is implemented on a customer's account. If the customer removes any of the products that entitle the customer to the discount, the customer will lose the discount for Regional Essentials, but no termination liability will apply.

Rates

Monthly Discounts

Regional Essentials without an unlimited long distance calling plan, plus:

- Verizon Online High Speed Internet Service	\$27.05 ¹ (I)
- DIRECTV	30.04 ¹ (T)
- Verizon Online High Speed Internet Service and DIRECTV	27.05 ¹ (I)(T)
- Additional discount for 24 months for orders placed through Verizon website	5.00

Regional Essentials with a qualifying unlimited long distance calling plan, plus:

- Verizon Online High Speed Internet Service	25.02 ¹ (I)
- DIRECTV	28.01 ¹ (T)
- Verizon Online High Speed Internet Service and DIRECTV	25.02 ¹ (I)(T)

¹ Effective July 20, 2013 to be implemented on a full bill period basis.

PACKAGED SERVICES
RESIDENCE

26. REGIONAL ESSENTIALS BUNDLE DISCOUNTS II

Special Conditions

Regional Essentials Bundle Discount Plan II offers qualifying residential customers a monthly discount on Regional Essentials, subject to the limitations described in this section. The customer must agree to subscribe to Regional Essentials and to either Verizon Online High Speed Internet Service or DIRECTV. Pricing for the Regional Essentials Bundle Discount Plan II is set forth below and depends upon which of the additional services the customer agrees to purchase, whether the customer additionally agrees to subscribe to a qualifying unlimited long distance calling plan, as described below, and, in some cases, whether the order is placed through the Verizon website.

Qualifying unlimited long distance calling plans must be consistent with the Plan O Service – Unlimited as found in the Bell Atlantic Communications, Inc. D/B/A Verizon Long Distance Posted Rates, Terms and Conditions.

Each product must be billed by Verizon California Inc.

Customers who subscribe to Regional Essentials and to either Verizon Online High Speed Internet Service or DIRECTV will not automatically be eligible for this offering. Instead the Regional Essentials Bundle Discount Plan II will be provided to otherwise qualifying customers only upon customer request or upon customer acceptance of a suggestion, recommendation, or offer of the discount made by a Verizon representative.

The Regional Essentials Bundle Discount Plan II discount, as specified in the RATES section below, will apply from the date it is implemented on a customer's account. If the customer removes any of the products that entitle the customer to the discount, the customer will lose the discount for Regional Essentials, but no termination liability will apply.

Rates

Monthly Discounts

Regional Essentials without an unlimited long distance calling plan, plus:		
- Verizon Online High Speed Internet Service	\$22.05 (I) ¹	(T)
- DIRECTV	25.04	
- Verizon Online High Speed Internet Service and DIRECTV	22.05 (I)	
- Additional discount for 24 months for orders placed through Verizon website	5.00	
Regional Essentials with a qualifying unlimited long distance calling plan, plus:		
- Verizon Online High Speed Internet Service	20.02 (I) ¹	(T)
- DIRECTV	23.01	
- Verizon Online High Speed Internet Service and DIRECTV	20.02 (I)	

¹ Effective July 14, 2012 to be implemented on a full bill period basis.

Effective: April 17, 2011

PACKAGED SERVICES
RESIDENCE

26. REGIONAL ESSENTIALS BUNDLE DISCOUNTS II

(N)

Special Conditions

Regional Essentials Bundle Discount Plan II offers qualifying residential customers a monthly discount on Regional Essentials, subject to the limitations described in this section. The customer must agree to subscribe to Regional Essentials and to either Verizon Online High Speed Internet Service or DIRECTV. Pricing for the Regional Essentials Bundle Discount Plan II is set forth below and depends upon which of the additional services the customer agrees to purchase, whether the customer additionally agrees to subscribe to a qualifying unlimited long distance calling plan, as described below, and, in some cases, whether the order is placed through the Verizon website.

Qualifying unlimited long distance calling plans must be consistent with the Plan O Service – Unlimited as found in the Bell Atlantic Communications, Inc. D/B/A Verizon Long Distance Posted Rates, Terms and Conditions.

Each product must be billed by Verizon California Inc.

Customers who subscribe to Regional Essentials and to either Verizon Online High Speed Internet Service or DIRECTV will not automatically be eligible for this offering. Instead the Regional Essentials Bundle Discount Plan II will be provided to otherwise qualifying customers only upon customer request or upon customer acceptance of a suggestion, recommendation, or offer of the discount made by a Verizon representative.

The Regional Essentials Bundle Discount Plan II discount, as specified in the RATES section below, will apply from the date it is implemented on a customer's account. If the customer removes any of the products that entitle the customer to the discount, the customer will lose the discount for Regional Essentials, but no termination liability will apply.

Rates

Monthly Discounts

Regional Essentials without an unlimited long distance calling plan, plus:

- Verizon Online High Speed Internet Service	\$17.05
- DIRECTV	20.04
- Verizon Online High Speed Internet Service and DIRECTV	17.05
- Additional discount for 24 months for orders placed through Verizon website	5.00

Regional Essentials with a qualifying unlimited long distance calling plan, plus:

- Verizon Online High Speed Internet Service	15.02
- DIRECTV	18.01
- Verizon Online High Speed Internet Service and DIRECTV	15.02

(N)

PACKAGED SERVICES
RESIDENCE

15. REGIONAL VALUE

Special Conditions

Regional Value is an optional residential service package that provides customers with a combination of Basic Exchange Flat-Rate Service, unlimited ZUM calling, and unlimited IntraLATA Toll calling for one flat monthly rate per line.

Calls included in the unlimited IntraLATA Toll feature of this package are restricted to outbound direct-dialed IntraLATA calling. Directory Assistance, operator-handled, and calling card calls are excluded from these plans.

Rates

	<u>Monthly Rate</u> <u>Residential</u>
Regional Value ¹	\$ 47.04 ³ (I)

16. REGIONAL VALUE/WIRELESS BUNDLE DISCOUNT ²

Special Conditions

A Regional Value/Wireless Bundle discount may apply when Regional Value is bundled with an unlimited domestic and international long distance calling plan plus ONEBILL® with a Verizon Wireless plan as specified by Verizon.

Qualifying unlimited domestic and international long distance calling plans must be consistent with the Plan O Service - Unlimited, as found in the Bell Atlantic Communications, Inc. dba Verizon Long Distance Posted Rates, Terms and Conditions.

The applicable bundle discount will run 12 months from the date it is implemented on a customer's account. Each product must be purchased through or billed by Verizon California Inc. Discontinuance of any one of the services listed above will result in immediate termination of the discount.

At the expiration of a customer's first twelve-month term under the Regional Value/Wireless Bundle Discount, the customer will continue receiving the same discount for an additional twelve-month period. Customers may at any time during the additional 12-month period elect to take month-to-month rates by contacting Verizon.

Rates

	<u>Monthly Discount</u>
Regional Value/Wireless Bundle Discount	
ONEBILL® with a Verizon Wireless Plan	\$ 20.00 ³ (I)

¹ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.

² As of November 1, 2008, the Regional Value/Wireless Bundle Discount will no longer be offered for purchase, but will remain valid for existing customers through the end of their 12-month term.

³ Effective March 21, 2015 to be implemented on a full bill period basis.

PACKAGED SERVICES
RESIDENCE

15. REGIONAL VALUE

Special Conditions

Regional Value is an optional residential service package that provides customers with a combination of Basic Exchange Flat-Rate Service, unlimited ZUM calling, and unlimited IntraLATA Toll calling for one flat monthly rate per line.

Calls included in the unlimited IntraLATA Toll feature of this package are restricted to outbound direct-dialed IntraLATA calling. Directory Assistance, operator-handled, and calling card calls are excluded from these plans.

Rates

	<u>Monthly Rate</u> <u>Residential</u>
Regional Value ¹	\$ 45.04 ³ (I)

16. REGIONAL VALUE/WIRELESS BUNDLE DISCOUNT ²

Special Conditions

A Regional Value/Wireless Bundle discount may apply when Regional Value is bundled with an unlimited domestic and international long distance calling plan plus ONEBILL® with a Verizon Wireless plan as specified by Verizon.

Qualifying unlimited domestic and international long distance calling plans must be consistent with the Plan O Service - Unlimited, as found in the Bell Atlantic Communications, Inc. dba Verizon Long Distance Posted Rates, Terms and Conditions.

The applicable bundle discount will run 12 months from the date it is implemented on a customer's account. Each product must be purchased through or billed by Verizon California Inc. Discontinuance of any one of the services listed above will result in immediate termination of the discount.

At the expiration of a customer's first twelve-month term under the Regional Value/Wireless Bundle Discount, the customer will continue receiving the same discount for an additional twelve-month period. Customers may at any time during the additional 12-month period elect to take month-to-month rates by contacting Verizon.

Rates

	<u>Monthly Discount</u>
Regional Value/Wireless Bundle Discount	
ONEBILL® with a Verizon Wireless Plan	\$ 18.00 ³ (I)(T)

¹ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.

² As of November 1, 2008, the Regional Value/Wireless Bundle Discount will no longer be offered for purchase, but will remain valid for existing customers through the end of their 12-month term.

³ Effective July 20, 2013 to be implemented on a full bill period basis.

PACKAGED SERVICES
RESIDENCE

15. REGIONAL VALUE

Special Conditions

Regional Value is an optional residential service package that provides customers with a combination of Basic Exchange Flat-Rate Service, unlimited ZUM calling, and unlimited IntraLATA Toll calling for one flat monthly rate per line.

Calls included in the unlimited IntraLATA Toll feature of this package are restricted to outbound direct-dialed IntraLATA calling. Directory Assistance, operator-handled, and calling card calls are excluded from these plans.

Rates

	<u>Monthly Rate</u> <u>Residential</u>	
Regional Value ¹	\$ 40.04 (I) ³	(T)

16. REGIONAL VALUE/WIRELESS BUNDLE DISCOUNT ²

Special Conditions

A Regional Value/Wireless Bundle discount may apply when Regional Value is bundled with an unlimited domestic and international long distance calling plan plus ONEBILL® with a Verizon Wireless plan as specified by Verizon.

Qualifying unlimited domestic and international long distance calling plans must be consistent with the Plan O Service - Unlimited, as found in the Bell Atlantic Communications, Inc dba Verizon Long Distance Posted Rates, Terms and Conditions.

The applicable bundle discount will run 12 months from the date it is implemented on a customer's account. Each product must be purchased through or billed by Verizon California Inc. Discontinuance of any one of the services listed above will result in immediate termination of the discount.

At the expiration of a customer's first twelve-month term under the Regional Value/Wireless Bundle Discount, the customer will continue receiving the same discount for an additional twelve-month period. Customers may at any time during the additional 12-month period elect to take month-to-month rates by contacting Verizon.

Rates

	<u>Monthly Discount</u>	
Regional Value/Wireless Bundle Discount		
ONEBILL® with a Verizon Wireless Plan	\$ 13.00	(T)

¹ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.

(D)

² As of November 1, 2008, the Regional Value/Wireless Bundle Discount will no longer be offered for purchase, but will remain valid for existing customers through the end of their 12-month term.

(T)

³ Effective July 14, 2012 to be implemented on a full bill period basis.

(N)

PACKAGED SERVICES
RESIDENCE

15. REGIONAL VALUE

Special Conditions

Regional Value is an optional residential service package that provides customers with a combination of Basic Exchange Flat-Rate Service, unlimited ZUM calling, and unlimited IntraLATA Toll calling for one flat monthly rate per line.

Calls included in the unlimited IntraLATA Toll feature of this package are restricted to outbound direct-dialed IntraLATA calling. Directory Assistance, operator-handled, and calling card calls are excluded from these plans.

Rates

	<u>Monthly Rate</u> <u>Residential</u>	
Regional Value ¹	\$ 35.04 ²	(I)

16. REGIONAL VALUE/WIRELESS BUNDLE DISCOUNT³ (T)

Special Conditions

A Regional Value/Wireless Bundle discount may apply when Regional Value is bundled with an unlimited domestic and international long distance calling plan plus ONEBILL® with a Verizon Wireless plan as specified by Verizon.

Qualifying unlimited domestic and international long distance calling plans must be consistent with the Plan O Service - Unlimited, as found in the Bell Atlantic Communications, Inc dba Verizon Long Distance Posted Rates, Terms and Conditions.

The applicable bundle discount will run 12 months from the date it is implemented on a customer's account. Each product must be purchased through or billed by Verizon California Inc. Discontinuance of any one of the services listed above will result in immediate termination of the discount.

At the expiration of a customer's first twelve-month term under the Regional Value/Wireless Bundle Discount, the customer will continue receiving the same discount for an additional twelve-month period. Customers may at any time during the additional 12-month period elect to take month-to-month rates by contacting Verizon.

Rates

	<u>Monthly Discount</u>	
Regional Value/Wireless Bundle Discount		
ONEBILL® with a Verizon Wireless Plan	\$ 13.00 ²	(I)

¹ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.

² To be implemented on a full bill period basis on or after November 1, 2009. (N)

³ As of November 1, 2008, the Regional Value/Wireless Bundle Discount will no longer be offered for purchase, but will remain valid for existing customers through the end of their 12-month term. (T)

Effective: December 1, 2008

PACKAGED SERVICES
RESIDENCE

15. REGIONAL VALUE

Special Conditions

Regional Value is an optional residential service package that provides customers with a combination of Basic Exchange Flat-Rate Service, unlimited ZUM calling, and unlimited IntraLATA Toll calling for one flat monthly rate per line.

Calls included in the unlimited IntraLATA Toll feature of this package are restricted to outbound direct-dialed IntraLATA calling. Directory Assistance, operator-handled, and calling card calls are excluded from these plans.

Rates

	<u>Monthly Rate</u> <u>Residential</u>
Regional Value ¹	\$ 32.04

16. REGIONAL VALUE/WIRELESS BUNDLE DISCOUNT²

Special Conditions

A Regional Value/Wireless Bundle discount may apply when Regional Value is bundled with an unlimited domestic and international long distance calling plan plus ONEBILL® with a Verizon Wireless plan as specified by Verizon.

Qualifying unlimited domestic and international long distance calling plans must be consistent with the Plan O Service - Unlimited, as found in the Bell Atlantic Communications, Inc dba Verizon Long Distance Posted Rates, Terms and Conditions.

The applicable bundle discount will run 12 months from the date it is implemented on a customer's account. Each product must be purchased through or billed by Verizon California Inc. Discontinuance of any one of the services listed above will result in immediate termination of the discount.

At the expiration of a customer's first twelve-month term under the Regional Value/Wireless Bundle Discount, the customer will continue receiving the same discount for an additional twelve-month period. Customers may at any time during the additional 12-month period elect to take month-to-month rates by contacting Verizon.

Rates

	<u>Monthly Discount</u>
Regional Value/Wireless Bundle Discount	
ONEBILL® with a Verizon Wireless Plan	\$ 10.00

¹ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.

² As of November 1, 2008, the Regional Value/Wireless Bundle Discount will no longer be offered for purchase, but will remain valid for existing customers through the end of their 12-month term.

PACKAGED SERVICES
RESIDENCE

17. VERIZON FIOS BUNDLE DISCOUNTS¹ (N)

Special Conditions

Verizon FiOS Bundle Discounts² may apply when Regional Essentials is bundled with an unlimited long distance calling plan plus one of the Verizon FiOS products on a 6, 12 or 24 month commitment as listed in Rates following.

Qualifying unlimited long distance calling plans must be consistent with the Plan O Service - Unlimited rates, terms, and conditions, as found in the Bell Atlantic Communications, Inc dba Verizon Long Distance Product Guide.

At the expiration of a customer's first twelve-month term under the Verizon FiOS Bundle Discounts, the customer will automatically receive the discounts described under (b) in the Rates following, on a month-to-month basis. Customers with a twenty-four-month term will continue to receive their existing discount on a month-to-month basis following expiration of their initial twenty-four-month term. 12 Month Term customers with initial terms ending on or after 9/1/09 will receive renewal discounts on a month-to-month basis equal to their original initial term discount.

Customers may instead elect to take month-to-month rates or, if qualified, enroll in another Verizon FiOS Bundle Discount term commitment. In such case, the customer must contact Verizon to arrange for the month-to-month rates or to enroll in the new term commitment.

Discontinuance of any one of the bundled services will result in immediate termination of the discount. Superseding of service³ with FiOS Bundle Discounts will not be permitted. (T)

Customers are limited to one discount only and cannot combine discounts. To qualify for the discounts, each product must be billed by Verizon California or purchased through a Home Owner's Association or Property Manager under contract with Verizon Enhanced Communities, and none of the products may be billed to a credit card.

¹ As of January 17, 2010, the Verizon FiOS Bundle Discounts will not be provided to new subscribers. It will be provided only to customers who subscribed to the plan as of January 16, 2010. (N)

² As of October 4, 2008, the 24-month term option will no longer be offered for purchase, but will remain valid for existing customers. (N)

³ See Schedule Cal. P.U.C. No. D&R, Rule 8.B. (T)

PACKAGED SERVICES
RESIDENCE

17. VERIZON FIOS BUNDLE DISCOUNTS

Special Conditions

Verizon FiOS Bundle Discounts² may apply when Regional Essentials is bundled with an unlimited long distance calling plan plus one of the Verizon FiOS products on a 6, 12 or 24 month commitment as listed in Rates following.

Qualifying unlimited long distance calling plans must be consistent with the Plan O Service - Unlimited rates, terms, and conditions, as found in the Bell Atlantic Communications, Inc dba Verizon Long Distance Product Guide.

At the expiration of a customer's first twelve-month term under the Verizon FiOS Bundle Discounts, the customer will automatically receive the discounts described under (b) in the Rates following, on a month-to-month basis. Customers with a twenty-four-month term will continue to receive their existing discount on a month-to-month basis following expiration of their initial twenty-four-month term. 12 Month Term customers with initial terms ending on or after 9/1/09 will receive renewal discounts on a month-to-month basis equal to their original initial term discount. (N)

Customers may instead elect to take month-to-month rates or, if qualified, enroll in another Verizon FiOS Bundle Discount term commitment. In such case, the customer must contact Verizon to arrange for the month-to-month rates or to enroll in the new term commitment.

Discontinuance of any one of the bundled services will result in immediate termination of the discount. Superseding of service ¹ with FiOS Bundle Discounts will not be permitted.

Customers are limited to one discount only and cannot combine discounts. To qualify for the discounts, each product must be billed by Verizon California or purchased through a Home Owner's Association or Property Manager under contract with Verizon Enhanced Communities, and none of the products may be billed to a credit card.

¹ See Schedule Cal. P.U.C. No. D&R, Rule 8.B.

² As of October 4, 2008, the 24-month term option will no longer be offered for purchase, but will remain valid for existing customers.

PACKAGED SERVICES
RESIDENCE

17. VERIZON FIOS BUNDLE DISCOUNTS

Special Conditions

Verizon FiOS Bundle Discounts² may apply when Regional Essentials is bundled with an unlimited long distance calling plan plus one of the Verizon FiOS products on a 6, 12 or 24 month commitment as listed in Rates following. (N)

Qualifying unlimited long distance calling plans must be consistent with the Plan O Service - Unlimited rates, terms, and conditions, as found in the Bell Atlantic Communications, Inc dba Verizon Long Distance Product Guide.

At the expiration of a customer's first twelve-month term under the Verizon FiOS Bundle Discounts, the customer will automatically receive the discounts described under (b) in the Rates following, on a month-to-month basis. (T)
Customers with a twenty-four-month term will continue to receive their existing discount on a month-to-month basis following expiration of their initial twenty-four-month term. (N)
(N)

Customers may instead elect to take month-to-month rates or, if qualified, enroll in another Verizon FiOS Bundle Discount term commitment. In such case, the customer must contact Verizon to arrange for the month-to-month rates or to enroll in the new term commitment.

Discontinuance of any one of the bundled services will result in immediate termination of the discount. Supersedure of service ¹ with FiOS Bundle Discounts will not be permitted.

Customers are limited to one discount only and cannot combine discounts. To qualify for the discounts, each product must be billed by Verizon California or purchased through a Home Owner's Association or Property Manager under contract with Verizon Enhanced Communities, and none of the products may be billed to a credit card. (T)
(N)
(N)

¹ See Schedule Cal. P.U.C. No. D&R, Rule 8.B.

² As of October 4, 2008, the 24-month term option will no longer be offered for purchase, but will remain valid for existing customers.

(D)

Effective: December 1, 2008

PACKAGED SERVICES
RESIDENCE

17. VERIZON FIOS BUNDLE DISCOUNTS

Special Conditions

Verizon FiOS Bundle Discounts² may apply when Regional Essentials is bundled with an unlimited long distance calling plan plus one of the Verizon FiOS products on a 12 or 24 month commitment as listed in Rates following.

Qualifying unlimited long distance calling plans must be consistent with the Plan O Service - Unlimited rates, terms, and conditions, as found in the Bell Atlantic Communications, Inc dba Verizon Long Distance Product Guide.

At the expiration of a customer's first twelve-month term under the Verizon FiOS Bundle Discounts, the customer will automatically receive the discounts described under (b) in the Rates following, for an additional twelve-month period.

Customers may instead elect to take month-to-month rates or, if qualified, enroll in another Verizon FiOS Bundle Discount term commitment. In such case, the customer must contact Verizon to arrange for the month-to-month rates or to enroll in the new term commitment.

Discontinuance of any one of the bundled services will result in immediate termination of the discount. Superseding of service ¹ with FiOS Bundle Discounts will not be permitted.

Customers are limited to one discount only and cannot combine discounts. Each product must be purchased through or billed by Verizon California.

¹ See Schedule Cal. P.U.C. No. D&R, Rule 8.B.

² As of October 4, 2008, the 24-month term option will no longer be offered for purchase, but will remain valid for existing customers through the end of their 24-month term.

PACKAGED SERVICES
RESIDENCE

17. VERIZON FIOS BUNDLE DISCOUNTS ^{1,2} - Continued

Rates

Verizon FiOS Bundle Discounts may apply when Regional Essentials is bundled with an unlimited long distance calling plan plus one of the following FiOS products on a 6, 12- or 24-month commitment ³:

- (a) For customers already subscribed to the Verizon FiOS Bundle Discounts as of February 16, 2008:

	Monthly Discounts	
	<u>12 Months</u>	<u>24 Months</u>
(i) Verizon FiOS Internet	\$ 17.01 ⁴ (I)	\$ 22.01 ⁴ (I)
(ii) Verizon FiOS TV	20.01 ⁴	25.01 ⁴
(iii) Verizon FiOS Internet <i>and</i> Verizon FiOS TV	25.00 ⁴ (I)	25.00 ⁴ (I)

- (b) For customers who automatically continued the Verizon FiOS Bundle Discounts past the expiration date of their twelve-Month term commitment (See Special Conditions preceding): (T)

	Monthly Discounts	
	<u>12 Months</u>	
(i) Verizon FiOS Internet	\$ 17.01 ⁴ (I)	
(ii) Verizon FiOS TV	16.01 ⁴	
(iii) Verizon FiOS Internet <i>and</i> Verizon FiOS TV	20.00 ⁴ (I)	

- (c) For customers who subscribed to the Verizon FiOS Bundle Discounts between February 17, 2008 and June 20, 2009:

	Monthly Discounts	
	<u>12 Months</u>	<u>24 Months</u>
(i) Verizon FiOS Internet	\$ 25.01 ⁴ (I)	\$ 20.01 ⁴ (I)
(ii) Verizon FiOS TV	25.01 ⁴	25.01 ⁴
(iii) Verizon FiOS Internet <i>and</i> Verizon FiOS TV	25.00 ⁴ (I)	25.00 ⁴ (I)

- (d) For customers who subscribed to the Verizon FiOS Bundle Discounts on or after June 21, 2009: (T)

	Monthly Discounts	
	<u>6 or 12 Month Term</u>	
(i) Verizon FiOS Internet	\$ 17.01 ⁴ (I)	
(ii) Verizon FiOS TV	20.01 ⁴	
(iii) Verizon FiOS Internet <i>and</i> Verizon FiOS TV	25.00 ⁴ (I)	

¹ Section 3 nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge, are not applicable.

² As of January 17, 2012, the Verizon FiOS Bundle Discounts will not be provided to new subscribers. It will be provided only to customers who subscribed to the plan as of January 16, 2010.

³ As of October 4, 2008, the 24-month term option will no longer be offered for purchase, but will remain valid for existing customers.

⁴ Effective March 21, 2015 to be implemented on a full bill period basis.

PACKAGED SERVICES
RESIDENCE

17. VERIZON FIOS BUNDLE DISCOUNTS ^{1,2} - Continued

Rates

Verizon FiOS Bundle Discounts may apply when Regional Essentials is bundled with an unlimited long distance calling plan plus one of the following FiOS products on a 6, 12- or 24-month commitment ³:

- (a) For customers already subscribed to the Verizon FiOS Bundle Discounts as of February 16, 2008:

	Monthly Discounts	
	<u>12 Months</u>	<u>24 Months</u>
(i) Verizon FiOS Internet	\$ 15.01 ⁴ (I)(T)	\$ 20.01 ⁴ (I)(T)
(ii) Verizon FiOS TV	18.01 ⁴	23.01 ⁴
(iii) Verizon FiOS Internet <i>and</i> Verizon FiOS TV	23.00 ⁴ (I)(T)	23.00 ⁴ (I)(T)

- (b) For customers automatically continuing the Verizon FiOS Bundle Discounts past the expiration date of their twelve-Month term commitment (See Special Conditions preceding):

	Monthly Discounts	
	<u>12 Months</u>	
(i) Verizon FiOS Internet	\$ 15.01 ⁴ (I)(T)	
(ii) Verizon FiOS TV	14.01 ⁴	
(iii) Verizon FiOS Internet <i>and</i> Verizon FiOS TV	18.00 ⁴ (I)(T)	

- (c) For customers who subscribed to the Verizon FiOS Bundle Discounts between February 17, 2008 and June 20, 2009:

	Monthly Discounts	
	<u>12 Months</u>	<u>24 Months</u>
(i) Verizon FiOS Internet	\$ 23.01 ⁴ (I)(T)	\$ 18.01 ⁴ (I)(T)
(ii) Verizon FiOS TV	23.01 ⁴	23.01 ⁴
(iii) Verizon FiOS Internet <i>and</i> Verizon FiOS TV	23.00 ⁴ (I)(T)	23.00 ⁴ (I)(T)

- (d) For customers newly subscribing to the Verizon FiOS Bundle Discounts on or after June 21, 2009:

	Monthly Discounts	
	<u>6 or 12 Month Term</u>	
(i) Verizon FiOS Internet	\$ 15.01 ⁴ (I)(T)	
(ii) Verizon FiOS TV	18.01 ⁴	
(iii) Verizon FiOS Internet <i>and</i> Verizon FiOS TV	23.00 ⁴ (I)(T)	

¹ Section 3 nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge, are not applicable.

² As of January 17, 2012, the Verizon FiOS Bundle Discounts will not be provided to new subscribers. It will be provided only to customers who subscribed to the plan as of January 16, 2010.

³ As of October 4, 2008, the 24-month term option will no longer be offered for purchase, but will remain valid for existing customers.

⁴ Effective July 20, 2013 to be implemented on a full bill period basis.

PACKAGED SERVICES
RESIDENCE

17. VERIZON FIOS BUNDLE DISCOUNTS ^{1, 2} - Continued (N)

Rates

Verizon FiOS Bundle Discounts may apply when Regional Essentials is bundled with an unlimited long distance calling plan plus one of the following FiOS products on a 6, 12- or 24-month commitment³: (T)

- (a) For customers already subscribed to the Verizon FiOS Bundle Discounts as of February 16, 2008:

		Monthly Discounts	
		<u>12 Months</u>	<u>24 Months</u>
(i)	Verizon FiOS Internet	\$ 10.01	\$ 15.01
(ii)	Verizon FiOS TV	13.01	18.01
(iii)	Verizon FiOS Internet <i>and</i> Verizon FiOS TV	18.00	18.00

- (b) For customers automatically continuing the Verizon FiOS Bundle Discounts past the expiration date of their twelve-Month term commitment (See Special Conditions preceding):

		Monthly Discounts	
		<u>12 Months</u>	
(i)	Verizon FiOS Internet	\$ 10.01	
(ii)	Verizon FiOS TV	9.01	
(iii)	Verizon FiOS Internet <i>and</i> Verizon FiOS TV	13.00	

- (c) For customers who subscribed to the Verizon FiOS Bundle Discounts between February 17, 2008 and June 20, 2009:

		Monthly Discounts	
		<u>12 Months</u>	<u>24 Months</u>
(i)	Verizon FiOS Internet	\$ 18.01	\$ 13.01
(ii)	Verizon FiOS TV	18.01	18.01
(iii)	Verizon FiOS Internet <i>and</i> Verizon FiOS TV	18.00	18.00

- (d) For customers newly subscribing to the Verizon FiOS Bundle Discounts on or after June 21, 2009:

		Monthly Discounts	
		<u>6 or 12 Month Term</u>	
(i)	Verizon FiOS Internet	\$ 10.01	
(ii)	Verizon FiOS TV	13.01	
(iii)	Verizon FiOS Internet <i>and</i> Verizon FiOS TV	18.00	

¹ Section 3 nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge, are not applicable.

² As of January 17, 2010, the Verizon FiOS Bundle Discounts will not be provided to new subscribers. It will be provided only to customers who subscribed to the plan as of January 16, 2010. (N)

³ As of October 4, 2008, the 24-month term option will no longer be offered for purchase, but will remain valid for existing customers. (T)

PACKAGED SERVICES
RESIDENCE

17. VERIZON FiOS BUNDLE DISCOUNTS ¹ - Continued

Rates

Verizon FiOS Bundle Discounts may apply when Regional Essentials is bundled with an unlimited long distance calling plan plus one of the following FiOS products on a 6, 12- or 24-month commitment²: (N)

- (a) For customers already subscribed to the Verizon FiOS Bundle Discounts as of February 16, 2008:

	Monthly Discounts	
	<u>12 Months</u>	<u>24 Months</u>
(i) Verizon FiOS Internet	\$ 10.01	\$ 15.01
(ii) Verizon FiOS TV	13.01	18.01
(iii) Verizon FiOS Internet <i>and</i> Verizon FiOS TV	18.00	18.00

- (b) For customers automatically continuing the Verizon FiOS Bundle Discounts past the expiration date of their twelve-Month term commitment (See Special Conditions preceding):

	Monthly Discounts	
	<u>12 Months</u>	
(i) Verizon FiOS Internet	\$ 10.01	
(ii) Verizon FiOS TV	9.01	
(iii) Verizon FiOS Internet <i>and</i> Verizon FiOS TV	13.00	

- (c) For customers who subscribed to the Verizon FiOS Bundle Discounts between February 17, 2008 and June 20, 2009: (T)
(N)

	Monthly Discounts	
	<u>12 Months</u>	<u>24 Months</u>
(i) Verizon FiOS Internet	\$ 18.01	\$ 13.01
(ii) Verizon FiOS TV	18.01	18.01
(iii) Verizon FiOS Internet <i>and</i> Verizon FiOS TV	18.00	18.00

- (d) For customers newly subscribing to the Verizon FiOS Bundle Discounts on or after June 21, 2009: (N)

	Monthly Discounts	
	<u>6 or 12 Month Term</u>	
(i) Verizon FiOS Internet	\$ 10.01	
(ii) Verizon FiOS TV	13.01	
(iii) Verizon FiOS Internet <i>and</i> Verizon FiOS TV	18.00	

(N)
|
(N)

¹ Section 3 nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge, are not applicable.

² As of October 4, 2008, the 24-month term option will no longer be offered for purchase, but will remain valid for existing customers. (D)

Effective: December 1, 2008

PACKAGED SERVICES
RESIDENCE

17. VERIZON FiOS BUNDLE DISCOUNTS ¹ - Continued

Rates

Verizon FiOS Bundle Discounts may apply when Regional Essentials is bundled with an unlimited long distance calling plan plus one of the following FiOS products on a 12- or 24-month commitment²:

- (a) For customers already subscribed to the Verizon FiOS Bundle Discounts as of February 16, 2008:

	Monthly Discounts	
	<u>12 Months</u>	<u>24 Months</u>
(i) Verizon FiOS Internet	\$ 10.01	\$ 15.01
(ii) Verizon FiOS TV	13.01	18.01
(iii) Verizon FiOS Internet <i>and</i> Verizon FiOS TV	18.00	18.00

- (b) For customers automatically continuing the Verizon FiOS Bundle Discounts past the expiration date of their twelve-Month term commitment (See Special Conditions preceding):

	Monthly Discounts	
	<u>12 Months</u>	
(i) Verizon FiOS Internet	\$ 10.01	
(ii) Verizon FiOS TV	9.01	
(iii) Verizon FiOS Internet <i>and</i> Verizon FiOS TV	13.00	

- (c) For customers newly subscribing to the Verizon FiOS Bundle Discounts beginning February 17, 2008:

	Monthly Discounts	
	<u>12 Months</u>	<u>24 Months</u>
(i) Verizon FiOS Internet	\$ 18.01	\$ 13.01
(ii) Verizon FiOS TV	18.01	18.01
(iii) Verizon FiOS Internet <i>and</i> Verizon FiOS TV	18.00	18.00

¹ Section 3 nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge, are not applicable.

² As of October 4, 2008, the 24-month term option will no longer be offered for purchase, but will remain valid for existing customers through the end of their 24-month term.

PACKAGED SERVICES
RESIDENCE

17.1 VERIZON FIOS BUNDLE DISCOUNTS II

Special Conditions

Verizon FiOS Bundle Discounts II may apply when Regional Essentials is bundled with an unlimited long distance calling plan plus one or more of the Verizon FiOS products on a month-to-month basis or for a 24 month commitment period as listed in Rates following. Section 3 nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge, are not applicable.

Qualifying unlimited long distance calling plans must be consistent with the Plan O Service - Unlimited rates, terms, and conditions, as found in the Bell Atlantic Communications, Inc. dba Verizon Long Distance Product Guide.

Discontinuance of any one of the bundled services will result in immediate termination of the discount.

Customers are limited to one discount only and cannot combine discounts. To qualify for the discounts, each product must be billed by Verizon California.

Rates

Verizon FiOS Bundle Discounts II may apply when Regional Essentials is bundled with an unlimited long distance calling plan plus one or more of the following FiOS products on a month-to-month basis or for a 24-month commitment period:

		Monthly Discounts	
		<u>Month-to-Month</u>	<u>24 Months</u>
(I)	FiOS Bundle Discount II discounts for customers who subscribed before June 4, 2011.		(T)
	Verizon FiOS Internet, Verizon FiOS TV, or both	22.00 ¹ (I)(T)	27.00 ¹ (I)(T)
(II)	FiOS Bundle Discount II discounts for customers who subscribed on or after June 4, 2011 through January 17, 2014.		(T)
	Verizon FiOS Internet, Verizon FiOS TV, or both	27.00 ¹ (I)(T)	27.00 ¹ (I)(T)
(III)	FiOS Bundle Discount II discounts for customers who subscribed on or after January 18, 2014.		(T)
	Verizon FiOS Internet or Verizon FiOS TV	17.00 ¹ (I)(T)	17.00 ¹ (I)(T)
	Verizon FiOS Internet and Verizon FiOS TV	27.00 ¹ (I)(T)	27.00 ¹ (I)(T)

¹ Effective March 21, 2015 to be implemented on a full bill period basis.

PACKAGED SERVICES
RESIDENCE

17.1 VERIZON FIOS BUNDLE DISCOUNTS II

Special Conditions

Verizon FiOS Bundle Discounts II may apply when Regional Essentials is bundled with an unlimited long distance calling plan plus one or more of the Verizon FiOS products on a month-to-month basis or for a 24 month commitment period as listed in Rates following. Section 3 nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge, are not applicable.

Qualifying unlimited long distance calling plans must be consistent with the Plan O Service - Unlimited rates, terms, and conditions, as found in the Bell Atlantic Communications, Inc. dba Verizon Long Distance Product Guide.

Discontinuance of any one of the bundled services will result in immediate termination of the discount.

Customers are limited to one discount only and cannot combine discounts. To qualify for the discounts, each product must be billed by Verizon California.

Rates

Verizon FiOS Bundle Discounts II may apply when Regional Essentials is bundled with an unlimited long distance calling plan plus one or more of the following FiOS products on a month-to-month basis or for a 24-month commitment period:

(a)		Monthly Discounts		
		<u>Month-to-Month</u>	<u>24 Months</u>	
(I) FiOS Bundle Discount II discounts for customers who first subscribe before June 4, 2011.				
	Verizon FiOS Internet, Verizon FiOS TV, or both	20.00	25.00	(T)
(II) FiOS Bundle Discount II discounts for customers who first subscribe on or after June 4, 2011 through January 17, 2014.				(C) (C)
	Verizon FiOS Internet, Verizon FiOS TV, or both	25.00	25.00	(T)
(III) FiOS Bundle Discount II discounts for customers who first subscribe on or after January 18, 2014.				(N)
	Verizon FiOS Internet or Verizon FiOS TV	15.00	15.00	 (N)
	Verizon FiOS Internet and Verizon FiOS TV	25.00	25.00	
				(D)

PACKAGED SERVICES
RESIDENCE

17.1 VERIZON FIOS BUNDLE DISCOUNTS II

Special Conditions

Verizon FiOS Bundle Discounts II may apply when Regional Essentials is bundled with an unlimited long distance calling plan plus one or more of the Verizon FiOS products on a month-to-month basis or for a 24 month commitment period as listed in Rates following. Section 3 nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge, are not applicable.

Qualifying unlimited long distance calling plans must be consistent with the Plan O Service - Unlimited rates, terms, and conditions, as found in the Bell Atlantic Communications, Inc. dba Verizon Long Distance Product Guide.

Discontinuance of any one of the bundled services will result in immediate termination of the discount.

Customers are limited to one discount only and cannot combine discounts. To qualify for the discounts, each product must be billed by Verizon California.

Rates

Verizon FiOS Bundle Discounts II may apply when Regional Essentials is bundled with an unlimited long distance calling plan plus one or more of the following FiOS products on a month-to-month basis or for a 24-month commitment period:

(a)	Monthly Discounts	
	<u>Month-to-Month</u>	<u>24 Months</u>
(I) FiOS Bundle Discount II discounts for customers who first subscribe before June 4, 2011		
Verizon FiOS Internet, Verizon FiOS TV, or both	20.00 ¹ (I)	25.00 ¹ (I)
(II) FiOS Bundle Discount II discounts for customers who first subscribe on or after June 4, 2011		
Verizon FiOS Internet, Verizon FiOS TV, or both	25.00 ¹ (I)	25.00 ¹ (I)

¹ Effective July 20, 2013 to be implemented on a full bill period basis.

PACKAGED SERVICES
RESIDENCE

17.1 VERIZON FIOS BUNDLE DISCOUNTS II

Special Conditions

Verizon FiOS Bundle Discounts II may apply when Regional Essentials is bundled with an unlimited long distance calling plan plus one or more of the Verizon FiOS products on a month-to-month basis or for a 24 month commitment period as listed in Rates following. Section 3 nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge, are not applicable.

Qualifying unlimited long distance calling plans must be consistent with the Plan O Service - Unlimited rates, terms, and conditions, as found in the Bell Atlantic Communications, Inc dba Verizon Long Distance Product Guide.

Discontinuance of any one of the bundled services will result in immediate termination of the discount.

Customers are limited to one discount only and cannot combine discounts. To qualify for the discounts, each product must be billed by Verizon California.

Rates

Verizon FiOS Bundle Discounts II may apply when Regional Essentials is bundled with an unlimited long distance calling plan plus one or more of the following FiOS products on a month-to-month basis or for a 24-month commitment period:

(a)	Monthly Discounts		
	<u>Month-toMonth</u>	<u>24 Months</u>	
(I) FiOS Bundle Discount II discounts for customers who first subscribe before June 4, 2011			
Verizon FiOS Internet, Verizon FiOS TV, or both	15.00 (I) ¹	20.00 (I) ¹	(T)
(II) FiOS Bundle Discount II discounts for customers who first subscribe on or after June 4, 2011			
Verizon FiOS Internet, Verizon FiOS TV, or both	20.00 (I) ¹	20.00 (I) ¹	(T)

¹ Effective July 14, 2012 to be implemented on a full bill period basis.

PACKAGED SERVICES
RESIDENCE

17.1 VERIZON FIOS BUNDLE DISCOUNTS II

Special Conditions

Verizon FiOS Bundle Discounts II may apply when Regional Essentials is bundled with an unlimited long distance calling plan plus one or more of the Verizon FiOS products on a month-to-month basis or for a 24 month commitment period as listed in Rates following. Section 3 nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge, are not applicable.

Qualifying unlimited long distance calling plans must be consistent with the Plan O Service - Unlimited rates, terms, and conditions, as found in the Bell Atlantic Communications, Inc dba Verizon Long Distance Product Guide.

Discontinuance of any one of the bundled services will result in immediate termination of the discount.

Customers are limited to one discount only and cannot combine discounts. To qualify for the discounts, each product must be billed by Verizon California.

Rates

Verizon FiOS Bundle Discounts II may apply when Regional Essentials is bundled with an unlimited long distance calling plan plus one or more of the following FiOS products on a month-to-month basis or for a 24-month commitment period:

(a)	Monthly Discounts		
	<u>Month-toMonth</u>	<u>24 Months</u>	
(I) FiOS Bundle Discount II discounts for customers who first subscribe before June 4, 2011			(N) (N)
Verizon FiOS Internet, Verizon FiOS TV, or both	10.00	15.00	(C)
(II) FiOS Bundle Discount II discounts for customers who first subscribe on or after June 4, 2011			(N)
Verizon FiOS Internet, Verizon FiOS TV, or both	15.00	15.00	(N)

Effective: January 17, 2010

PACKAGED SERVICES
RESIDENCE

17.1 VERIZON FIOS BUNDLE DISCOUNTS II

(N)

Special Conditions

Verizon FiOS Bundle Discounts II may apply when Regional Essentials is bundled with an unlimited long distance calling plan plus one or more of the Verizon FiOS products on a month-to-month basis or for a 24 month commitment period as listed in Rates following. Section 3 nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge, are not applicable.

Qualifying unlimited long distance calling plans must be consistent with the Plan O Service - Unlimited rates, terms, and conditions, as found in the Bell Atlantic Communications, Inc dba Verizon Long Distance Product Guide.

Discontinuance of any one of the bundled services will result in immediate termination of the discount.

Customers are limited to one discount only and cannot combine discounts. To qualify for the discounts, each product must be billed by Verizon California.

Rates

Verizon FiOS Bundle Discounts II may apply when Regional Essentials is bundled with an unlimited long distance calling plan plus one or more of the following FiOS products on a month-to-month basis or for a 24-month commitment period:

(a)

	Monthly Discounts	
	<u>Month-toMonth</u>	<u>24 Months</u>
(i) Verizon FiOS Internet, Verizon FiOS TV, or both	10.00	15.00

(N)

PACKAGED SERVICES
RESIDENCE

18. HOME VOICE MAIL PACKAGED OFFERINGS

Special Conditions

- a. Home Voice Mail - Standard Package is available at the discounted rates specified in 10. preceding of this Section when purchased in conjunction with Verizon Local Package ExtraSM and is included in Local and Toll Package ¹ at no additional charge. Home Voice Mail - Standard Package provides the following features:

³	Reminder Messages	(C)
Automatic Message Review	Wake Up Service	

- b. ² (D)(T)

(D)

- c. Verizon OnePoint Voice Mail (OPVM) Service is available at the discounted rate specified in 10. preceding of this Section when purchased in conjunction with Verizon Local Package ExtraSM. See Section 5 of this Product Guide for features and special conditions for Verizon OnePoint Voice Mail Service.
- d. A choice of Home Voice Mail or Verizon OnePoint Voice Mail Service is available at no additional charge to customers who subscribe to Regional Essentials.

¹ Verizon Local and Toll Package is grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.

^{2,3} Material formerly on this page has been withdrawn from the Product Guide. Home Voice Mail - Deluxe Package and Home Voice Mail - Basic Package are withdrawn as of February 14, 2014. (C)
(C)

Effective: December 1, 2008

PACKAGED SERVICES
RESIDENCE

18. HOME VOICE MAIL PACKAGED OFFERINGS

Special Conditions

- a. Home Voice Mail - Standard Package is available at the discounted rates specified in 10. preceding of this Section when purchased in conjunction with Verizon Local Package ExtraSM and is included in Local and Toll Package ¹ at no additional charge. Home Voice Mail - Standard Package provides the following features:

Basic Voice Mail	Reminder Messages
Automatic Message Review	Wake Up Service

- b. Home Voice Mail - Deluxe ² Package is available at the discounted rates specified in 10. and 11. preceding of this Section when purchased in conjunction with Verizon Local Package ExtraSM or Local and Toll Package ¹ and provides the following features:

Basic Voice Mail	Pager Notification
Automatic Message Review	Reminder Messages
Four Individual Mail Boxes	Wake Up Service

- c. Verizon OnePoint Voice Mail (OPVM) Service is available at the discounted rate specified in 10. preceding of this Section when purchased in conjunction with Verizon Local Package ExtraSM. See Section 5 of this Product Guide for features and special conditions for Verizon OnePoint Voice Mail Service.
- d. A choice of Home Voice Mail or Verizon OnePoint Voice Mail Service is available at no additional charge to customers who subscribe to Regional Essentials.

¹ Verizon Local and Toll Package is grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.

² Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. No moves, changes or additions will be permitted.

PACKAGED SERVICES
RESIDENCE

19-20. LOCAL PACKAGE LITE/LOCAL PACKAGE ELITE ¹

(T)

Special Conditions

Local Package Lite / Local Package Elite offer a combination of Basic Exchange Flat-Rate Service, Custom Calling and CLASS features available to Residential Exchange Service customers.

The nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge, as specified in Section 3, Service Charges, are not applicable to customers subscribing to Local Package Lite or Local Package Elite.

Local Package Lite / Local Package Elite are not offered in conjunction with:

- any other package or bundled offering on the same line
- measured line service
- employee concession service
- optional toll calling plans

The predefined list of features noted in the packages cannot be substituted with other features.

Local Package Lite and Local Package Elite are provided to ULTS-eligible subscribers at a discount equal to the difference between the Residential Basic Exchange Access Line rates shown in the Local Exchange Tariff, Schedule A-1, and the ULTS Access Line rate as shown in Schedule A-22. ULTS-eligible subscribers also receive an allowance equal to the federally mandated primary End User Common Line (EUCL) charge. Subscribers must meet the qualifications for ULTS as described in the Local Exchange Tariff, Schedule Cal. P.U.C. No. A-22 to receive the ULTS discount and EUCL allowance.

In addition to the discount provided to ULTS customers, Native American Lifeline (NALL) customers will receive an additional discount on their Residential Basic Exchange Access Line rate as shown in the Local Exchange Tariff, Schedule Cal. P.U.C. No. A-22.

¹ Effective November 16, 2013, Local Package Lite/Local Package Elite are no longer available for purchase. Existing 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

(N)
|
(N)

Effective: December 1, 2008

PACKAGED SERVICES
RESIDENCE

19-20.LOCAL PACKAGE LITE/LOCAL PACKAGE ELITE

Special Conditions

Local Package Lite / Local Package Elite offer a combination of Basic Exchange Flat-Rate Service, Custom Calling and CLASS features available to Residential Exchange Service customers.

The nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge, as specified in Section 3, Service Charges, are not applicable to customers subscribing to Local Package Lite or Local Package Elite.

Local Package Lite / Local Package Elite are not offered in conjunction with:

- any other package or bundled offering on the same line
- measured line service
- employee concession service
- optional toll calling plans

The predefined list of features noted in the packages cannot be substituted with other features.

Local Package Lite and Local Package Elite are provided to ULTS-eligible subscribers at a discount equal to the difference between the Residential Basic Exchange Access Line rates shown in the Local Exchange Tariff, Schedule A-1, and the ULTS Access Line rate as shown in Schedule A-22. ULTS-eligible subscribers also receive an allowance equal to the federally mandated primary End User Common Line (EUCL) charge. Subscribers must meet the qualifications for ULTS as described in the Local Exchange Tariff, Schedule Cal. P.U.C. No. A-22 to receive the ULTS discount and EUCL allowance.

In addition to the discount provided to ULTS customers, Native American Lifeline (NALL) customers will receive an additional discount on their Residential Basic Exchange Access Line rate as shown in the Local Exchange Tariff, Schedule Cal. P.U.C. No. A-22.

PACKAGED SERVICES
RESIDENCE

19. LOCAL PACKAGE LITE ⁶

Special Conditions

Customers who subscribe to Local Package Lite may choose any or all of the following features:

Call Waiting/Cancel Call Waiting	Speed Dialing 8
Three-Way Calling	Caller ID
Speed Dialing 30	

Local Package Lite also includes unlimited Zone Usage Measurement (ZUM) service and a choice of one of the following Home Voice Mail packages at no additional charge:

- (a) ⁴
- (b) Home Voice Mail - Standard Package ^{1, 2, 3}
- (c) ⁷
- (d) Verizon OnePoint Voice Mail Service ^{1, 2, 3}

Customers are also eligible to subscribe to Verizon Five Cents Plansm as set forth in Section 17, Verizon Calling Plans.

Rates

	<u>Monthly Rate</u> <u>Residential</u>
Local Package Lite ⁵	\$ 49.95 (I)

¹ Nonrecurring charges from Section 5, Home Voice Mail Services, are not applicable for Home Voice Mail or Verizon OnePoint Voice Mail Service.

² 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.

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

^{4, 7} Material formerly on this page has been withdrawn from the Product Guide. Home Voice Mail - Deluxe Package and Home Voice Mail - Basic Package are withdrawn as of February 14, 2014. .

⁵ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.

⁶ Effective November 16, 2013, Local Package Lite is no longer available for purchase. Existing 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

PACKAGED SERVICES
RESIDENCE

19. LOCAL PACKAGE LITE ⁶

Special Conditions

Customers who subscribe to Local Package Lite may choose any or all of the following features:

Call Waiting/Cancel Call Waiting	Speed Dialing 8
Three-Way Calling	Caller ID
Speed Dialing 30	

Local Package Lite also includes unlimited Zone Usage Measurement (ZUM) service and a choice of one of the following Home Voice Mail packages at no additional charge:

- | | |
|--|--------|
| (a) ⁴ | (D)(T) |
| (b) Home Voice Mail - Standard Package ^{1, 2, 3} | |
| (c) ⁷ | (D)(T) |
| (d) Verizon OnePoint Voice Mail Service ^{1, 2, 3} | |

Customers are also eligible to subscribe to Verizon Five Cents Plansm as set forth in Section 17, Verizon Calling Plans.

Rates

	<u>Monthly Rate</u> <u>Residential</u>
Local Package Lite ⁵	\$ 47.95

¹ Nonrecurring charges from Section 5, Home Voice Mail Services, are not applicable for Home Voice Mail or Verizon OnePoint Voice Mail Service.

² 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.

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

^{4, 7} Material formerly on this page has been withdrawn from the Product Guide. Home Voice Mail - Deluxe Package and Home Voice Mail - Basic Package are withdrawn as of February 14, 2014. (C)

⁵ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable. (C)

⁶ Effective November 16, 2013, Local Package Lite is no longer available for purchase. Existing 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

PACKAGED SERVICES
RESIDENCE

19. LOCAL PACKAGE LITE ⁶

(T)

Special Conditions

Customers who subscribe to Local Package Lite may choose any or all of the following features:

Call Waiting/Cancel Call Waiting	Speed Dialing 8
Three-Way Calling	Caller ID
Speed Dialing 30	

Local Package Lite also includes unlimited Zone Usage Measurement (ZUM) service and a choice of one of the following Home Voice Mail packages at no additional charge:

- (a) Home Voice Mail - Basic Package ^{1, 2, 3}
- (b) Home Voice Mail - Standard Package ^{1, 2, 3}
- (c) Home Voice Mail - Deluxe Package ^{1, 2, 3, 4}
- (d) Verizon OnePoint Voice Mail Service ^{1, 2, 3}

Customers are also eligible to subscribe to Verizon Five Cents Plansm as set forth in Section 17, Verizon Calling Plans.

Rates

Monthly Rate
Residential

Local Package Lite ⁵

\$ 47.95

¹ Nonrecurring charges from Section 5, Home Voice Mail Services, are not applicable for Home Voice Mail or Verizon OnePoint Voice Mail Service.

² 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.

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

⁴ Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. No moves, changes or additions will be permitted.

⁵ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.

⁶ Effective November 16, 2013, Local Package Lite is no longer available for purchase. Existing 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

(N)
|
(N)

PACKAGED SERVICES
RESIDENCE

19. LOCAL PACKAGE LITE

Special Conditions

Customers who subscribe to Local Package Lite may choose any or all of the following features:

Call Waiting/Cancel Call Waiting	Speed Dialing 8
Three-Way Calling	Caller ID
Speed Dialing 30	

Local Package Lite also includes unlimited Zone Usage Measurement (ZUM) service and a choice of one of the following Home Voice Mail packages at no additional charge:

- (a) Home Voice Mail - Basic Package ^{1, 2, 3}
- (b) Home Voice Mail - Standard Package ^{1, 2, 3}
- (c) Home Voice Mail - Deluxe Package ^{1, 2, 3, 4}
- (d) Verizon OnePoint Voice Mail Service ^{1, 2, 3}

Customers are also eligible to subscribe to Verizon Five Cents Plansm as set forth in Section 17, Verizon Calling Plans.

Rates

	<u>Monthly Rate</u> <u>Residential</u>
Local Package Lite ⁵	\$ 47.95 (I)

¹ Nonrecurring charges from Section 5, Home Voice Mail Services, are not applicable for Home Voice Mail or Verizon OnePoint Voice Mail Service.

² 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.

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

⁴ Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. No moves, changes or additions will be permitted.

⁵ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.

PACKAGED SERVICES
RESIDENCE

19. LOCAL PACKAGE LITE

Special Conditions

Customers who subscribe to Local Package Lite may choose any or all of the following features:

Call Waiting/Cancel Call Waiting	Speed Dialing 8
Three-Way Calling	Caller ID
Speed Dialing 30	

Local Package Lite also includes unlimited Zone Usage Measurement (ZUM) service and a choice of one of the following Home Voice Mail packages at no additional charge:

- (a) Home Voice Mail - Basic Package ^{1, 2, 3}
- (b) Home Voice Mail - Standard Package ^{1, 2, 3}
- (c) Home Voice Mail - Deluxe Package ^{1, 2, 3, 4}
- (d) Verizon OnePoint Voice Mail Service ^{1, 2, 3}

Customers are also eligible to subscribe to Verizon Five Cents Plansm as set forth in Section 17, Verizon Calling Plans.

Rates

	<u>Monthly Rate</u> <u>Residential</u>
Local Package Lite ⁵	\$ 44.95 (I)

¹ Nonrecurring charges from Section 5, Home Voice Mail Services, are not applicable for Home Voice Mail or Verizon OnePoint Voice Mail Service.

² 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.

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

⁴ Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. No moves, changes or additions will be permitted.

⁵ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.

PACKAGED SERVICES
RESIDENCE

19. LOCAL PACKAGE LITE

Special Conditions

Customers who subscribe to Local Package Lite may choose any or all of the following features:

Call Waiting/Cancel Call Waiting	Speed Dialing 8
Three-Way Calling	Caller ID
Speed Dialing 30	

Local Package Lite also includes unlimited Zone Usage Measurement (ZUM) service and a choice of one of the following Home Voice Mail packages at no additional charge:

- (a) Home Voice Mail - Basic Package ^{1, 2, 3}
- (b) Home Voice Mail - Standard Package ^{1, 2, 3}
- (c) Home Voice Mail - Deluxe Package ^{1, 2, 3, 4}
- (d) Verizon OnePoint Voice Mail Service ^{1, 2, 3}

Customers are also eligible to subscribe to Verizon Five Cents Plansm as set forth in Section 17, Verizon Calling Plans.

Rates

	<u>Monthly Rate</u> <u>Residential</u>
Local Package Lite ⁵	\$ 42.95 (I)

¹ Nonrecurring charges from Section 5, Home Voice Mail Services, are not applicable for Home Voice Mail or Verizon OnePoint Voice Mail Service.

² 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.

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

⁴ Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. No moves, changes or additions will be permitted.

⁵ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.

PACKAGED SERVICES
RESIDENCE

19. LOCAL PACKAGE LITE

Special Conditions

Customers who subscribe to Local Package Lite may choose any or all of the following features:

Call Waiting/Cancel Call Waiting	Speed Dialing 8
Three-Way Calling	Caller ID
Speed Dialing 30	

Local Package Lite also includes unlimited Zone Usage Measurement (ZUM) service and a choice of one of the following Home Voice Mail packages at no additional charge:

- (a) Home Voice Mail - Basic Package ^{1, 2, 3}
- (b) Home Voice Mail - Standard Package ^{1, 2, 3}
- (c) Home Voice Mail - Deluxe Package ^{1, 2, 3, 4}
- (d) Verizon OnePoint Voice Mail Service ^{1, 2, 3}

Customers are also eligible to subscribe to Verizon Five Cents Plansm as set forth in Section 17, Verizon Calling Plans.

Rates

	<u>Monthly Rate</u> <u>Residential</u>	
Local Package Lite ⁵	\$ 40.95	(l)

¹ Nonrecurring charges from Section 5, Home Voice Mail Services, are not applicable for Home Voice Mail or Verizon OnePoint Voice Mail Service.

² 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.

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

⁴ Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. No moves, changes or additions will be permitted.

⁵ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.

PACKAGED SERVICES
RESIDENCE

19. LOCAL PACKAGE LITE

Special Conditions

Customers who subscribe to Local Package Lite may choose any or all of the following features:

Call Waiting/Cancel Call Waiting	Speed Dialing 8
Three-Way Calling	Caller ID
Speed Dialing 30	

Local Package Lite also includes unlimited Zone Usage Measurement (ZUM) service and a choice of one of the following Home Voice Mail packages at no additional charge:

- (a) Home Voice Mail - Basic Package ^{1, 2, 3}
- (b) Home Voice Mail - Standard Package ^{1, 2, 3}
- (c) Home Voice Mail - Deluxe Package ^{1, 2, 3, 4}
- (d) Verizon OnePoint Voice Mail Service ^{1, 2, 3}

Customers are also eligible to subscribe to Verizon Five Cents Plansm as set forth in Section 17, Verizon Calling Plans.

Rates

	<u>Monthly Rate</u> <u>Residential</u>	
Local Package Lite ⁵	\$ 39.95	(l)

¹ Nonrecurring charges from Section 5, Home Voice Mail Services, are not applicable for Home Voice Mail or Verizon OnePoint Voice Mail Service.

² 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.

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

⁴ Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. No moves, changes or additions will be permitted.

⁵ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.

Effective: December 1, 2008

PACKAGED SERVICES
RESIDENCE

19. LOCAL PACKAGE LITE

Special Conditions

Customers who subscribe to Local Package Lite may choose any or all of the following features:

Call Waiting/Cancel Call Waiting	Speed Dialing 8
Three-Way Calling	Caller ID
Speed Dialing 30	

Local Package Lite also includes unlimited Zone Usage Measurement (ZUM) service and a choice of one of the following Home Voice Mail packages at no additional charge:

- (a) Home Voice Mail - Basic Package ^{1, 2, 3}
- (b) Home Voice Mail - Standard Package ^{1, 2, 3}
- (c) Home Voice Mail - Deluxe Package ^{1, 2, 3, 4}
- (d) Verizon OnePoint Voice Mail Service ^{1, 2, 3}

Customers are also eligible to subscribe to Verizon Five Cents Plansm as set forth in Section 17, Verizon Calling Plans.

Rates

	<u>Monthly Rate</u> <u>Residential</u>
Local Package Lite ⁵	\$ 38.95

¹ Nonrecurring charges from Section 5, Home Voice Mail Services, are not applicable for Home Voice Mail or Verizon OnePoint Voice Mail Service.

² 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.

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

⁴ Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. No moves, changes or additions will be permitted.

⁵ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.

PACKAGED SERVICES
RESIDENCE

20. LOCAL PACKAGE ELITE ⁶

Rates

(2) Customers who subscribe to Local Package Elite may choose any or all of the following features:

Call Waiting/Cancel Call Waiting	Anonymous Call Block
Three-Way Calling	Call Block
Distinctive Ring	Flexible Call Forwarding
Busy Redial	Select Call Forwarding
*69	Caller ID
Speed Dialing 8	
Speed Dialing 30	

Local Package Elite also includes unlimited Zone Usage Measurement (ZUM) service and a choice of one of the following Home Voice Mail packages at no additional charge:

- (a) ⁷
- (b) Home Voice Mail - Standard Package ^{1, 2, 3}
- (c) ⁴
- (d) Verizon OnePoint Voice Mail Service ^{1, 2, 3}

Customers are also eligible to subscribe to Verizon Five Cents Plansm as set forth in Section 17, Verizon Calling Plans.

Rates

	<u>Monthly Rate</u> <u>Residential</u>
Local Package Elite ⁵	\$ 54.95 (l)

¹ Nonrecurring charges from Section 5, Home Voice Mail Services, are not applicable for Home Voice Mail or Verizon OnePoint Voice Mail Service.

² 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.

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

^{4, 7} Material formerly on this page has been withdrawn from the Product Guide. Home Voice Mail - Deluxe Package and Home Voice Mail - Basic Package are withdrawn as of February 14, 2014.

⁵ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.

⁶ Effective November 16, 2013, Local Package Lite/Local Package Elite is no longer available for purchase. Existing 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

PACKAGED SERVICES
RESIDENCE

20. LOCAL PACKAGE ELITE ⁶

Rates

(2) Customers who subscribe to Local Package Elite may choose any or all of the following features:

Call Waiting/Cancel Call Waiting	Anonymous Call Block
Three-Way Calling	Call Block
Distinctive Ring	Flexible Call Forwarding
Busy Redial	Select Call Forwarding
*69	Caller ID
Speed Dialing 8	
Speed Dialing 30	

Local Package Elite also includes unlimited Zone Usage Measurement (ZUM) service and a choice of one of the following Home Voice Mail packages at no additional charge:

- | | |
|--|--------|
| (a) ⁷ | (D)(T) |
| (b) Home Voice Mail - Standard Package ^{1, 2, 3} | |
| (c) ⁴ | (D)(T) |
| (d) Verizon OnePoint Voice Mail Service ^{1, 2, 3} | |

Customers are also eligible to subscribe to Verizon Five Cents Plansm as set forth in Section 17, Verizon Calling Plans.

Rates

	<u>Monthly Rate</u> <u>Residential</u>
Local Package Elite ⁵	\$ 52.95

¹ Nonrecurring charges from Section 5, Home Voice Mail Services, are not applicable for Home Voice Mail or Verizon OnePoint Voice Mail Service.

² 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.

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

^{4, 7} Material formerly on this page has been withdrawn from the Product Guide. Home Voice Mail - Deluxe Package and Home Voice Mail - Basic Package are withdrawn as of February 14, 2014. (C)

⁵ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable. (C)

⁶ Effective November 16, 2013, Local Package Lite/Local Package Elite is no longer available for purchase. Existing 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

PACKAGED SERVICES
RESIDENCE

20. LOCAL PACKAGE ELITE ⁶

(T)

Rates

(2) Customers who subscribe to Local Package Elite may choose any or all of the following features:

Call Waiting/Cancel Call Waiting	Anonymous Call Block
Three-Way Calling	Call Block
Distinctive Ring	Flexible Call Forwarding
Busy Redial	Select Call Forwarding
*69	Caller ID
Speed Dialing 8	
Speed Dialing 30	

Local Package Elite also includes unlimited Zone Usage Measurement (ZUM) service and a choice of one of the following Home Voice Mail packages at no additional charge:

- (a) Home Voice Mail - Basic Package ^{1, 2, 3}
- (b) Home Voice Mail - Standard Package ^{1, 2, 3}
- (c) Home Voice Mail - Deluxe Package ^{1, 2, 3, 4}
- (d) Verizon OnePoint Voice Mail Service ^{1, 2, 3}

Customers are also eligible to subscribe to Verizon Five Cents Plansm as set forth in Section 17, Verizon Calling Plans.

Rates

	<u>Monthly Rate</u> <u>Residential</u>
Local Package Elite ⁵	\$ 52.95

¹ Nonrecurring charges from Section 5, Home Voice Mail Services, are not applicable for Home Voice Mail or Verizon OnePoint Voice Mail Service.

² 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.

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

⁴ Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. No moves, changes or additions will be permitted.

⁵ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.

⁶ Effective November 16, 2013, Local Package Lite/Local Package Elite is no longer available for purchase. Existing 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

(N)
|
(N)

PACKAGED SERVICES
RESIDENCE

20. LOCAL PACKAGE ELITE

Rates

(2) Customers who subscribe to Local Package Elite may choose any or all of the following features:

Call Waiting/Cancel Call Waiting	Anonymous Call Block
Three-Way Calling	Call Block
Distinctive Ring	Flexible Call Forwarding
Busy Redial	Select Call Forwarding
*69	Caller ID
Speed Dialing 8	
Speed Dialing 30	

Local Package Elite also includes unlimited Zone Usage Measurement (ZUM) service and a choice of one of the following Home Voice Mail packages at no additional charge:

- (a) Home Voice Mail - Basic Package ^{1, 2, 3}
- (b) Home Voice Mail - Standard Package ^{1, 2, 3}
- (c) Home Voice Mail - Deluxe Package ^{1, 2, 3, 4}
- (d) Verizon OnePoint Voice Mail Service ^{1, 2, 3}

Customers are also eligible to subscribe to Verizon Five Cents Plansm as set forth in Section 17, Verizon Calling Plans.

Rates

	<u>Monthly Rate</u> <u>Residential</u>
Local Package Elite ⁵	\$ 52.95 (l)

¹ Nonrecurring charges from Section 5, Home Voice Mail Services, are not applicable for Home Voice Mail or Verizon OnePoint Voice Mail Service.

² 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.

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

⁴ Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. No moves, changes or additions will be permitted.

⁵ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.

PACKAGED SERVICES
RESIDENCE

20. LOCAL PACKAGE ELITE

Rates

(2) Customers who subscribe to Local Package Elite may choose any or all of the following features:

Call Waiting/Cancel Call Waiting	Anonymous Call Block
Three-Way Calling	Call Block
Distinctive Ring	Flexible Call Forwarding
Busy Redial	Select Call Forwarding
*69	Caller ID
Speed Dialing 8	
Speed Dialing 30	

Local Package Elite also includes unlimited Zone Usage Measurement (ZUM) service and a choice of one of the following Home Voice Mail packages at no additional charge:

- (a) Home Voice Mail - Basic Package ^{1, 2, 3}
- (b) Home Voice Mail - Standard Package ^{1, 2, 3}
- (c) Home Voice Mail - Deluxe Package ^{1, 2, 3, 4}
- (d) Verizon OnePoint Voice Mail Service ^{1, 2, 3}

Customers are also eligible to subscribe to Verizon Five Cents Plansm as set forth in Section 17, Verizon Calling Plans.

Rates

	<u>Monthly Rate</u> <u>Residential</u>
Local Package Elite ⁵	\$ 49.95 (l)

¹ Nonrecurring charges from Section 5, Home Voice Mail Services, are not applicable for Home Voice Mail or Verizon OnePoint Voice Mail Service.

² 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.

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

⁴ Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. No moves, changes or additions will be permitted.

⁵ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.

PACKAGED SERVICES
RESIDENCE

20. LOCAL PACKAGE ELITE

Rates

(2) Customers who subscribe to Local Package Elite may choose any or all of the following features:

Call Waiting/Cancel Call Waiting	Anonymous Call Block
Three-Way Calling	Call Block
Distinctive Ring	Flexible Call Forwarding
Busy Redial	Select Call Forwarding
*69	Caller ID
Speed Dialing 8	
Speed Dialing 30	

Local Package Elite also includes unlimited Zone Usage Measurement (ZUM) service and a choice of one of the following Home Voice Mail packages at no additional charge:

- (a) Home Voice Mail - Basic Package ^{1, 2, 3}
- (b) Home Voice Mail - Standard Package ^{1, 2, 3}
- (c) Home Voice Mail - Deluxe Package ^{1, 2, 3, 4}
- (d) Verizon OnePoint Voice Mail Service ^{1, 2, 3}

Customers are also eligible to subscribe to Verizon Five Cents Plansm as set forth in Section 17, Verizon Calling Plans.

Rates

	<u>Monthly Rate</u> <u>Residential</u>
Local Package Elite ⁵	\$ 47.95 (l)

¹ Nonrecurring charges from Section 5, Home Voice Mail Services, are not applicable for Home Voice Mail or Verizon OnePoint Voice Mail Service.

² 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.

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

⁴ Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. No moves, changes or additions will be permitted.

⁵ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.

PACKAGED SERVICES
RESIDENCE

20. LOCAL PACKAGE ELITE

Rates

(2) Customers who subscribe to Local Package Elite may choose any or all of the following features:

Call Waiting/Cancel Call Waiting
Three-Way Calling
Distinctive Ring
Busy Redial
*69
Speed Dialing 8
Speed Dialing 30

Anonymous Call Block
Call Block
Flexible Call Forwarding
Select Call Forwarding
Caller ID

(D)

Local Package Elite also includes unlimited Zone Usage Measurement (ZUM) service and a choice of one of the following Home Voice Mail packages at no additional charge:

- (a) Home Voice Mail - Basic Package ^{1, 2, 3}
- (b) Home Voice Mail - Standard Package ^{1, 2, 3}
- (c) Home Voice Mail - Deluxe Package ^{1, 2, 3, 4}
- (d) Verizon OnePoint Voice Mail Service ^{1, 2, 3}

Customers are also eligible to subscribe to Verizon Five Cents Plansm as set forth in Section 17, Verizon Calling Plans.

Rates

Monthly Rate
Residential

Local Package Elite ⁵

\$ 45.95

- ¹ Nonrecurring charges from Section 5, Home Voice Mail Services, are not applicable for Home Voice Mail or Verizon OnePoint Voice Mail Service.
- ² 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.
- ³ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.
- ⁴ Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. No moves, changes or additions will be permitted.
- ⁵ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.

PACKAGED SERVICES
RESIDENCE

20. LOCAL PACKAGE ELITE

Rates

(2) Customers who subscribe to Local Package Elite may choose any or all of the following features:

Call Waiting/Cancel Call Waiting	Anonymous Call Block
Three-Way Calling	Call Block
Distinctive Ring	Flexible Call Forwarding
Busy Redial	Select Call Forwarding
*69	Caller ID
Speed Dialing 8	Call Intercept
Speed Dialing 30	

Local Package Elite also includes unlimited Zone Usage Measurement (ZUM) service and a choice of one of the following Home Voice Mail packages at no additional charge:

- (a) Home Voice Mail - Basic Package ^{1, 2, 3}
- (b) Home Voice Mail - Standard Package ^{1, 2, 3}
- (c) Home Voice Mail - Deluxe Package ^{1, 2, 3, 4}
- (d) Verizon OnePoint Voice Mail Service ^{1, 2, 3}

Customers are also eligible to subscribe to Verizon Five Cents Plansm as set forth in Section 17, Verizon Calling Plans.

Rates

	<u>Monthly Rate</u> <u>Residential</u>	
Local Package Elite ⁵	\$ 45.95	(l)

- ¹ Nonrecurring charges from Section 5, Home Voice Mail Services, are not applicable for Home Voice Mail or Verizon OnePoint Voice Mail Service.
- ² 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.
- ³ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.
- ⁴ Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. No moves, changes or additions will be permitted.
- ⁵ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.

PACKAGED SERVICES
RESIDENCE

20. LOCAL PACKAGE ELITE

Rates

(2) Customers who subscribe to Local Package Elite may choose any or all of the following features:

Call Waiting/Cancel Call Waiting	Anonymous Call Block
Three-Way Calling	Call Block
Distinctive Ring	Flexible Call Forwarding
Busy Redial	Select Call Forwarding
*69	Caller ID
Speed Dialing 8	Call Intercept
Speed Dialing 30	

Local Package Elite also includes unlimited Zone Usage Measurement (ZUM) service and a choice of one of the following Home Voice Mail packages at no additional charge:

- (a) Home Voice Mail - Basic Package ^{1, 2, 3}
- (b) Home Voice Mail - Standard Package ^{1, 2, 3}
- (c) Home Voice Mail - Deluxe Package ^{1, 2, 3, 4}
- (d) Verizon OnePoint Voice Mail Service ^{1, 2, 3}

Customers are also eligible to subscribe to Verizon Five Cents Plansm as set forth in Section 17, Verizon Calling Plans.

Rates

	<u>Monthly Rate</u> <u>Residential</u>	
Local Package Elite ⁵	\$ 44.95	(l)

¹ Nonrecurring charges from Section 5, Home Voice Mail Services, are not applicable for Home Voice Mail or Verizon OnePoint Voice Mail Service.

² 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.

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

⁴ Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. No moves, changes or additions will be permitted.

⁵ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.

Effective: December 1, 2008

PACKAGED SERVICES
RESIDENCE

20. LOCAL PACKAGE ELITE

Rates

(2) Customers who subscribe to Local Package Elite may choose any or all of the following features:

Call Waiting/Cancel Call Waiting	Anonymous Call Block
Three-Way Calling	Call Block
Distinctive Ring	Flexible Call Forwarding
Busy Redial	Select Call Forwarding
*69	Caller ID
Speed Dialing 8	Call Intercept
Speed Dialing 30	

Local Package Elite also includes unlimited Zone Usage Measurement (ZUM) service and a choice of one of the following Home Voice Mail packages at no additional charge:

- (a) Home Voice Mail - Basic Package ^{1, 2, 3}
- (b) Home Voice Mail - Standard Package ^{1, 2, 3}
- (c) Home Voice Mail - Deluxe Package ^{1, 2, 3, 4}
- (d) Verizon OnePoint Voice Mail Service ^{1, 2, 3}

Customers are also eligible to subscribe to Verizon Five Cents Plansm as set forth in Section 17, Verizon Calling Plans.

Rates

	<u>Monthly Rate</u> <u>Residential</u>
Local Package Elite ⁵	\$ 43.95

¹ Nonrecurring charges from Section 5, Home Voice Mail Services, are not applicable for Home Voice Mail or Verizon OnePoint Voice Mail Service.

² 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.

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

⁴ Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. No moves, changes or additions will be permitted.

⁵ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.

PACKAGED SERVICES
RESIDENCE

21. REGIONAL ESSENTIALS / REGIONAL VALUE PSTN BUNDLES ^{1,3}

(T)

Customers will continue receiving their existing discount on a month-to-month basis following the initial 12-month term of their offer. Customers are limited to one discount only and cannot combine discounts. Each product must be billed by Verizon California Inc. under the same billing name and address.

Qualifying unlimited long distance calling plans must be consistent with the Plan O Service -Unlimited rates, terms, and conditions, as found in the Bell Atlantic Communications, Inc. dba Verizon Long Distance Product Guide.

Rates

- A) Regional Essentials or Regional Value customers who subscribe to an unlimited long distance calling plan are eligible for a twelve-month discount when they also subscribe to one of the following services as specified by Verizon:

	Monthly Discounts <u>Regional Essentials</u>		Monthly Discounts <u>Regional Value</u>	
	Subscribed prior to 1/17/2010	Subscribed on or after 1/17/2010	Subscribed prior to 1/17/2010	Subscribed on or after 1/17/2010
1. Verizon Online Broadband	\$17.00 ²	\$22.00 ²	\$20.00 ²	\$25.00 ²
2. DIRECTV through Verizon	17.00 ²	22.00 ²	20.00 ²	25.00 ²
3. Verizon Online Broadband and DIRECTV through Verizon	17.00 ²	22.00 ²	25.00 ²	30.00 ²
4. Verizon Online Broadband and Verizon Wireless with ONE-BILL	22.00 ²		25.00 ²	
5. Verizon Online Broadband, Verizon Wireless with ONE-BILL and DirecTV	22.00 ²		25.00 ²	

- B) Regional Value customers without an unlimited long distance calling plan are eligible for a twelve-month discount when they also subscribe to one of the following services as specified by Verizon:

	Monthly Discounts <u>Regional Value</u>
1. Verizon Online Broadband	\$27.04 ²
2. DIRECTV through Verizon	27.04 ²
3. Verizon Online Broadband and DIRECTV through Verizon	26.03 ²

¹ This will no longer be available to new customers effective April 17, 2011.

² Effective March 21, 2015 to be implemented on a full bill period basis.

³ Effective October 1, 2015, bundles with DirecTV® through Verizon are discontinued.

(N)

PACKAGED SERVICES
RESIDENCE

21. REGIONAL ESSENTIALS / REGIONAL VALUE PSTN BUNDLES ¹

Customers will continue receiving their existing discount on a month-to-month basis following the initial 12-month term of their offer. Customers are limited to one discount only and cannot combine discounts. Each product must be billed by Verizon California Inc. under the same billing name and address.

Qualifying unlimited long distance calling plans must be consistent with the Plan O Service -Unlimited rates, terms, and conditions, as found in the Bell Atlantic Communications, Inc. dba Verizon Long Distance Product Guide.

Rates

- A) Regional Essentials or Regional Value customers who subscribe to an unlimited long distance calling plan are eligible for a twelve-month discount when they also subscribe to one of the following services as specified by Verizon:

	Monthly Discounts Regional Essentials		Monthly Discounts Regional Value	
	Subscribed prior to 1/17/2010	Subscribed on or after 1/17/2010	Subscribed prior to 1/17/2010	Subscribed on or after 1/17/2010
1. Verizon Online Broadband	\$17.00 ² (I)	\$22.00 ² (I)	\$20.00 ² (I)	\$25.00 ² (I)
2. DIRECTV through Verizon	17.00 ²	22.00 ²	20.00 ²	25.00 ²
3. Verizon Online Broadband and DIRECTV through Verizon	17.00 ²	22.00 ² (I)	25.00 ²	30.00 ² (I)
4. Verizon Online Broadband and Verizon Wireless with ONE-BILL	22.00 ²		25.00 ²	
5. Verizon Online Broadband, Verizon Wireless with ONE-BILL and DirecTV	22.00 ² (I)		25.00 ² (I)	

- B) Regional Value customers without an unlimited long distance calling plan are eligible for a twelve-month discount when they also subscribe to one of the following services as specified by Verizon:

	Monthly Discounts Regional Value
1. Verizon Online Broadband	\$27.04 ² (I)
2. DIRECTV through Verizon	27.04 ²
3. Verizon Online Broadband and DIRECTV through Verizon	26.03 ² (I)

¹ This will no longer be available to new customers effective April 17, 2011.

² Effective March 21, 2015 to be implemented on a full bill period basis.

PACKAGED SERVICES
RESIDENCE

21. REGIONAL ESSENTIALS / REGIONAL VALUE PSTN BUNDLES ¹

Customers will continue receiving their existing discount on a month-to-month basis following the initial 12-month term of their offer. Customers are limited to one discount only and cannot combine discounts. Each product must be billed by Verizon California Inc. under the same billing name and address.

Qualifying unlimited long distance calling plans must be consistent with the Plan O Service -Unlimited rates, terms, and conditions, as found in the Bell Atlantic Communications, Inc. dba Verizon Long Distance Product Guide.

Rates

- A) Regional Essentials or Regional Value customers who subscribe to an unlimited long distance calling plan are eligible for a twelve-month discount when they also subscribe to one of the following services as specified by Verizon:

	Monthly Discounts Regional Essentials		Monthly Discounts Regional Value	
	Subscribed prior to 1/17/2010	Subscribed on or after 1/17/2010	Subscribed prior to 1/17/2010	Subscribed on or after 1/17/2010
1. Verizon Online Broadband	\$15.00 ² (I)(T)	\$20.00 ² (I)(T)	\$18.00 ² (I)(T)	\$23.00 ² (I)(T)
2. DIRECTV through Verizon	15.00 ²	20.00 ²	18.00 ²	23.00 ²
3. Verizon Online Broadband and DIRECTV through Verizon	15.00 ²	20.00 ² (I)(T)	23.00 ²	28.00 ² (I)(T)
4. Verizon Online Broadband and Verizon Wireless with ONE-BILL	20.00 ²		23.00 ²	
5. Verizon Online Broadband, Verizon Wireless with ONE-BILL and DirecTV	20.00 ² (I)(T)		23.00 ² (I)(T)	

- B) Regional Value customers without an unlimited long distance calling plan are eligible for a twelve-month discount when they also subscribe to one of the following services as specified by Verizon:

	Monthly Discounts Regional Value
1. Verizon Online Broadband	\$25.04 ² (I)(T)
2. DIRECTV through Verizon	25.04 ²
3. Verizon Online Broadband and DIRECTV through Verizon	24.03 ² (I)(T)

¹ This will no longer be available to new customers effective April 17, 2011.

² Effective July 20, 2013 to be implemented on a full bill period basis.

PACKAGED SERVICES
RESIDENCE

21. REGIONAL ESSENTIALS / REGIONAL VALUE PSTN BUNDLES ¹

Customers will continue receiving their existing discount on a month-to-month basis following the initial 12-month term of their offer. Customers are limited to one discount only and cannot combine discounts. Each product must be billed by Verizon California Inc. under the same billing name and address.

Qualifying unlimited long distance calling plans must be consistent with the Plan O Service -Unlimited rates, terms, and conditions, as found in the Bell Atlantic Communications, Inc dba Verizon Long Distance Product Guide.

Rates

- A) Regional Essentials or Regional Value customers who subscribe to an unlimited long distance calling plan are eligible for a twelve-month discount when they also subscribe to one of the following services as specified by Verizon:

	Monthly Discounts Regional Essentials		Monthly Discounts Regional Value		(T)
	Subscribed prior to 1/17/2010	Subscribed on or after 1/17/2010	Subscribed prior to 1/17/2010	Subscribed on or after 1/17/2010	(N)
1. Verizon Online Broadband	\$10.00	\$15.00 ²	\$13.00	\$18.00 ²	(N) (C)
2. DIRECTV through Verizon	10.00	15.00 ²	13.00	18.00 ²	(C)
3. Verizon Online Broadband and DIRECTV through Verizon	10.00	15.00 ²	18.00	23.00 ²	(C)
4. Verizon Online Broadband and Verizon Wireless with ONE-BILL	15.00 (I) ³		18.00 (I) ³		(T)
5. Verizon Online Broadband, Verizon Wireless with ONE-BILL and DirecTV	15.00 (I) ³		18.00 (I) ³		(T)

- B) Regional Value customers without an unlimited long distance calling plan are eligible for a twelve-month discount when they also subscribe to one of the following services as specified by Verizon:

	Monthly Discounts Regional Value	
1. Verizon Online Broadband	\$20.04 (I) ³	(T)
2. DIRECTV through Verizon	20.04	
3. Verizon Online Broadband and DIRECTV through Verizon	19.03 (I)	

¹ This will no longer be available to new customers effective April 17, 2011.

² Effective July 14, 2012, these discounts will apply to customers who subscribed to this offer on or after January 17, 2010.

³ Effective July 14, 2012 to be implemented on a full bill period basis.

(N)

(N)

PACKAGED SERVICES
RESIDENCE

21. REGIONAL ESSENTIALS / REGIONAL VALUE PSTN BUNDLES¹ (T)

Customers will continue receiving their existing discount on a month-to-month basis following the initial 12-month term of their offer. Customers are limited to one discount only and cannot combine discounts. Each product must be billed by Verizon California Inc. under the same billing name and address.

Qualifying unlimited long distance calling plans must be consistent with the Plan O Service -Unlimited rates, terms, and conditions, as found in the Bell Atlantic Communications, Inc dba Verizon Long Distance Product Guide.

Rates

- A) Regional Essentials or Regional Value customers who subscribe to an unlimited long distance calling plan are eligible for a twelve-month discount when they also subscribe to one of the following services as specified by Verizon:

	Monthly Discounts	
	<u>Regional Essentials</u>	<u>Regional Value</u>
1. Verizon Online Broadband	\$10.00	\$13.00
2. DIRECTV through Verizon	10.00	13.00
3. Verizon Online Broadband and DIRECTV through Verizon	10.00	18.00
4. Verizon Online Broadband and Verizon Wireless with ONE-BILL	10.00	13.00
5. Verizon Online Broadband, Verizon Wireless with ONE-BILL and DirecTV	10.00	13.00

- B) Regional Value customers without an unlimited long distance calling plan are eligible for a twelve-month discount when they also subscribe to one of the following services as specified by Verizon:

	Monthly Discounts
	<u>Regional Value</u>
1. Verizon Online Broadband	\$15.04
2. DIRECTV through Verizon	15.04
3. Verizon Online Broadband and DIRECTV through Verizon	14.03

¹ This will no longer be available to new customers effective April 17, 2011.

PACKAGED SERVICES
RESIDENCE

21. REGIONAL ESSENTIALS / REGIONAL VALUE PSTN BUNDLES

Customers will continue receiving their existing discount on a month-to-month basis following the initial 12-month term of their offer. Customers are limited to one discount only and cannot combine discounts. Each product must be billed by Verizon California Inc. under the same billing name and address.

Qualifying unlimited long distance calling plans must be consistent with the Plan O Service -Unlimited rates, terms, and conditions, as found in the Bell Atlantic Communications, Inc dba Verizon Long Distance Product Guide.

Rates

- A) Regional Essentials or Regional Value customers who subscribe to an unlimited long distance calling plan are eligible for a twelve-month discount when they also subscribe to one of the following services as specified by Verizon:

	Monthly Discounts		
	<u>Regional Essentials</u>	<u>Regional Value</u>	
1. Verizon Online Broadband	\$10.00	\$13.00	
2. DIRECTV through Verizon	10.00	13.00	
3. Verizon Online Broadband and DIRECTV through Verizon	10.00	18.00	
4. Verizon Online Broadband and Verizon Wireless with ONE-BILL	10.00	13.00	(N)
5. Verizon Online Broadband, Verizon Wireless with ONE-BILL and DirecTV	10.00	13.00	(N)

- B) Regional Value customers without an unlimited long distance calling plan are eligible for a twelve-month discount when they also subscribe to one of the following services as specified by Verizon:

	Monthly Discounts
	<u>Regional Value</u>
1. Verizon Online Broadband	\$15.04
2. DIRECTV through Verizon	15.04
3. Verizon Online Broadband and DIRECTV through Verizon	14.03

PACKAGED SERVICES
RESIDENCE

21. REGIONAL ESSENTIALS / REGIONAL VALUE PSTN BUNDLES (D)

Customers will continue receiving their existing discount on a month-to-month basis following the initial 12-month term of their offer. Customers are limited to one discount only and cannot combine discounts. Each product must be billed by Verizon California Inc. under the same billing name and address.

Qualifying unlimited long distance calling plans must be consistent with the Plan O Service -Unlimited rates, terms, and conditions, as found in the Bell Atlantic Communications, Inc dba Verizon Long Distance Product Guide.

Rates

- A) Regional Essentials or Regional Value customers who subscribe to an unlimited long distance calling plan are eligible for a twelve-month discount when they also subscribe to one of the following services as specified by Verizon: (N)

	Monthly Discounts		
	<u>Regional Essentials</u>	<u>Regional Value</u>	
1. Verizon Online Broadband	\$10.00	\$13.00	(T)
2. DIRECTV through Verizon	10.00	13.00	(T)
3. Verizon Online Broadband and DIRECTV through Verizon	10.00	18.00	(T)

- B) Regional Value customers without an unlimited long distance calling plan are eligible for a twelve-month discount when they also subscribe to one of the following services as specified by Verizon: (N)

	Monthly Discounts		
	<u>Regional Value</u>		
1. Verizon Online Broadband	\$15.04		(N)
2. DIRECTV through Verizon	15.04		
3. Verizon Online Broadband and DIRECTV through Verizon	14.03		

(D)

PACKAGED SERVICES
RESIDENCE

21. LOCAL PACKAGE ELITE

Regional Essentials / Regional Value PSTN Bundles

Customers will continue receiving their existing discount on a month-to-month basis following the initial 12-month term of their offer. Customers are limited to one discount only and cannot combine discounts. Each product must be billed by Verizon California Inc. under the same billing name and address.

Qualifying unlimited long distance calling plans must be consistent with the Plan O Service -Unlimited rates, terms, and conditions, as found in the Bell Atlantic Communications, Inc dba Verizon Long Distance Product Guide.

Rates

Regional Essentials or Regional Value customers who subscribe to an unlimited long distance calling plan are eligible for a twelve-month discount when they also subscribe to one of the following services as specified by Verizon:

	Monthly Discounts		
	<u>Regional Essentials</u>	<u>Regional Value</u>	
a. Verizon Online Broadband	\$10.00	\$13.00 ¹	(I)
b. DIRECTV through Verizon	10.00	13.00 ¹	(I)
c. Verizon Online Broadband and DIRECTV through Verizon	10.00	18.00 ¹	(I)

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

(N)

PACKAGED SERVICES
RESIDENCE

21. LOCAL PACKAGE ELITE

Regional Essentials / Regional Value PSTN Bundles

Customers will continue receiving their existing discount on a month-to-month basis following the initial 12-month term of their offer. Customers are limited to one discount only and cannot combine discounts. Each product must be billed by Verizon California Inc. under the same billing name and address. (C)

Qualifying unlimited long distance calling plans must be consistent with the Plan O Service -Unlimited rates, terms, and conditions, as found in the Bell Atlantic Communications, Inc dba Verizon Long Distance Product Guide. (C)

Rates

Regional Essentials or Regional Value customers who subscribe to an unlimited long distance calling plan are eligible for a twelve-month discount when they also subscribe to one of the following services as specified by Verizon:

	Monthly Discounts	
	<u>Regional Essentials</u>	<u>Regional Value</u>
a. Verizon Online Broadband	\$10.00	\$10.00
b. DIRECTV through Verizon	10.00	10.00
c. Verizon Online Broadband and DIRECTV through Verizon	10.00	15.00

Effective: December 1, 2008

PACKAGED SERVICES
RESIDENCE

21. LOCAL PACKAGE ELITE

Regional Essentials / Regional Value PSTN Bundles

The applicable monthly discount will expire 12 months from the date it is implemented on a customer's account unless extended by the Company. Customers are limited to one discount only and cannot combine discounts. Each product must be billed by Verizon California Inc. under the same billing name and address.

Qualifying unlimited long distance calling plans must be consistent with the Plan O Service -Unlimited rates, terms, and conditions, as found in the Bell Atlantic Communications, Inc dba Verizon Long Distance Product Guide.

Rates

Regional Essentials or Regional Value customers who subscribe to an unlimited long distance calling plan are eligible for a twelve-month discount when they also subscribe to one of the following services as specified by Verizon:

	Monthly Discounts	
	<u>Regional Essentials</u>	<u>Regional Value</u>
a. Verizon Online Broadband	\$10.00	\$10.00
b. DIRECTV through Verizon	10.00	10.00
c. Verizon Online Broadband and DIRECTV through Verizon	10.00	15.00

PACKAGED SERVICES
BUSINESS

22. SINGLE LINE BUSINESS PAK ¹

(T)

General

Single Line Business PAK is an optional business flat-rated usage packages with a network access line, calling features and specified non-regulated services offered for a one-year or three-year term commitment:

Single Line Business PAK includes the following:

- One (1) Dial Tone Line with touch-tone
- Unlimited local voice usage
- Unlimited intraLATA direct distance dialed unassisted toll calling
- Choice of zero to five (0 - 5) of the following calling features: Call Waiting, Three-Way Calling, Call Forwarding, Caller ID and a specified non-regulated service.

Note: Additional credit will apply if provisioned with Verizon Broadband Service (Verizon High-Speed Internet service or Verizon FIOS service.)

¹ As of March 17, 2012, the Single Line Business PAK will not be provided to new subscribers. It will be provided only to customers who subscribed to the package as of March 16, 2012. (N)
(N)

Effective: July 1, 2009

PACKAGED SERVICES
BUSINESS

22. SINGLE LINE BUSINESS PAK

(N)

General

Single Line Business PAK is an optional business flat-rated usage packages with a network access line, calling features and specified non-regulated services offered for a one-year or three-year term commitment:

Single Line Business PAK includes the following:

- One (1) Dial Tone Line with touch-tone
- Unlimited local voice usage
- Unlimited intraLATA direct distance dialed unassisted toll calling
- Choice of zero to five (0 - 5) of the following calling features: Call Waiting, Three-Way Calling, Call Forwarding, Caller ID and a specified non-regulated service.

Note: Additional credit will apply if provisioned with Verizon Broadband Service (Verizon High-Speed Internet service or Verizon FIOS service.)

(N)

PACKAGED SERVICES
BUSINESS

22. SINGLE LINE BUSINESS PAK ¹ (Continued)

Regulations

Single Line Business PAK is available only where facilities and conditions permit.

1. Single Line Business PAK is available only to customers who subscribe to the company for their local usage and intraLATA toll calls
2. Single Line Business PAK is available only on a one-year or three-year term agreement.
3. Single Line Business PAK is only available with subscription to a business unlimited nationwide long distance calling plan through Bell Atlantic Communications, Inc. d/b/a/ Verizon Long Distance and Verizon High-Speed Internet service or Verizon FIOS service.
4. Single Line Business PAK is available to business customers who subscribe to 25 or fewer lines (voice grade or voice grade equivalent) at the time service is initiated.
5. Customers may only have one Single Line Business PAK per account. A maximum of ten lines can have Unlimited Calling either with this plan or any other Unlimited Local or Local and Toll Usage Product offered by Verizon. Customers may not combine this package with the Unlimited Dialtone and Custopak Packages.
6. Single Line Business PAK is not available with the following services:
 - Centrex, Custopak, Flexgrow or Enhanced Flexgrow Service ²
 - ISDN Service
 - Remote Call Forwarding Service
 - Auto Universal Call Distribution (ACD/UCD)
 - PBX Trunks
 - Digital Hand Off
 - Digital PBX Service
 - Foreign Exchange Service
 - Foreign Central Office Service
 - Customer Owned Pay Telephone (COPT)
 - Ground Start Lines or Trunks
 - Business Optional Calling Plan
 - Business Special Toll Plan
 - Corporate Rewards
 - Business Calling Plus
 - Business Local Usage Packages with allowances for Centrex and Business service
 - Customer Specific Pricing (CSP)
 - Grandfathered Rewarding Connections
 - Maximum Value Plan (MVP)
 - Foreign Zone Service
 - Easy Savings Flat Rate Plan for Business
 - Pay Telephone Lines

¹ As of March 17, 2012, the Single Line Business PAK will not be provided to new subscribers. It will be provided only to customers who subscribed to the package as of March 16, 2012.

² Effective July 27, 2015, any Flexgrow Trunking customer that has not made arrangement to migrate their service will have the service removed. Effective December 31, 2016, this service will be withdrawn from the Product Guide and will no longer be available. This service will also be withdrawn at the resale level and no longer available for purchase by resale customers.

PACKAGED SERVICES
BUSINESS

22. SINGLE LINE BUSINESS PAK ¹ (Continued)

Regulations

Single Line Business PAK is available only where facilities and conditions permit.

1. Single Line Business PAK is available only to customers who subscribe to the company for their local usage and intraLATA toll calls
2. Single Line Business PAK is available only on a one-year or three-year term agreement.
3. Single Line Business PAK is only available with subscription to a business unlimited nationwide long distance calling plan through Bell Atlantic Communications, Inc. d/b/a/ Verizon Long Distance and Verizon High-Speed Internet service or Verizon FIOS service.
4. Single Line Business PAK is available to business customers who subscribe to 25 or fewer lines (voice grade or voice grade equivalent) at the time service is initiated.
5. Customers may only have one Single Line Business PAK per account. A maximum of ten lines can have Unlimited Calling either with this plan or any other Unlimited Local or Local and Toll Usage Product offered by Verizon. Customers may not combine this package with the Unlimited Dialtone and Custopak Packages.
6. Single Line Business PAK is not available with the following services:

- Centrex, Custopak, Flexgrow or Enhanced Flexgrow Service²
- ISDN Service
- Remote Call Forwarding Service
- Auto Universal Call Distribution (ACD/UCD)
- PBX Trunks
- Digital Hand Off
- Digital PBX Service
- Foreign Exchange Service
- Foreign Central Office Service
- Customer Owned Pay Telephone (COPT)
- Ground Start Lines or Trunks
- Business Optional Calling Plan
- Business Special Toll Plan
- Corporate Rewards
- Business Calling Plus
- Business Local Usage Packages with allowances for Centrex and Business service
- Customer Specific Pricing (CSP)
- Grandfathered Rewarding Connections
- Maximum Value Plan (MVP)
- Foreign Zone Service
- Easy Savings Flat Rate Plan for Business
- Pay Telephone Lines

(C)

¹ As of March 17, 2012, the Single Line Business PAK will not be provided to new subscribers. It will be provided only to customers who subscribed to the package as of March 16, 2012.

² Effective July 27, 2015, any Flexgrow Trunking customer that has not made arrangement to migrate their service will have the service removed. Effective January 15, 2016, this service will be withdrawn from the Product Guide and will no longer be available. This service will also be withdrawn at the resale level and no longer available for purchase by resale customers.

(N)
|
(N)

PACKAGED SERVICES
BUSINESS

22. SINGLE LINE BUSINESS PAK ¹ (Continued)

(T)

Regulations

Single Line Business PAK is available only where facilities and conditions permit.

1. Single Line Business PAK is available only to customers who subscribe to the company for their local usage and intraLATA toll calls
2. Single Line Business PAK is available only on a one-year or three-year term agreement.
3. Single Line Business PAK is only available with subscription to a business unlimited nationwide long distance calling plan through Bell Atlantic Communications, Inc. d/b/a/ Verizon Long Distance and Verizon High-Speed Internet service or Verizon FIOS service.
4. Single Line Business PAK is available to business customers who subscribe to 25 or fewer lines (voice grade or voice grade equivalent) at the time service is initiated.
5. Customers may only have one Single Line Business PAK per account. A maximum of ten lines can have Unlimited Calling either with this plan or any other Unlimited Local or Local and Toll Usage Product offered by Verizon. Customers may not combine this package with the Unlimited Dialtone and Custopak Packages.
6. Single Line Business PAK is not available with the following services:
 - Centrex, Custopak, Flexgrow or Enhanced Flexgrow Service
 - ISDN Service
 - Remote Call Forwarding Service
 - Auto Universal Call Distribution (ACD/UCD)
 - PBX Trunks
 - Digital Hand Off
 - Digital PBX Service
 - Foreign Exchange Service
 - Foreign Central Office Service
 - Customer Owned Pay Telephone (COPT)
 - Ground Start Lines or Trunks
 - Business Optional Calling Plan
 - Business Special Toll Plan
 - Corporate Rewards
 - Business Calling Plus
 - Business Local Usage Packages with allowances for Centrex and Business service
 - Customer Specific Pricing (CSP)
 - Grandfathered Rewarding Connections
 - Maximum Value Plan (MVP)
 - Foreign Zone Service
 - Easy Savings Flat Rate Plan for Business
 - Pay Telephone Lines

¹ As of March 17, 2012, the Single Line Business PAK will not be provided to new subscribers. It will be provided only to customers who subscribed to the package as of March 16, 2012. (N)
(N)

Effective: July 1, 2009

PACKAGED SERVICES
BUSINESS

22. SINGLE LINE BUSINESS PAK (Continued)

(N)

Regulations

Single Line Business PAK is available only where facilities and conditions permit.

1. Single Line Business PAK is available only to customers who subscribe to the company for their local usage and intraLATA toll calls
2. Single Line Business PAK is available only on a one-year or three-year term agreement.
3. Single Line Business PAK is only available with subscription to a business unlimited nationwide long distance calling plan through Bell Atlantic Communications, Inc. d/b/a/ Verizon Long Distance and Verizon High-Speed Internet service or Verizon FIOS service.
4. Single Line Business PAK is available to business customers who subscribe to 25 or fewer lines (voice grade or voice grade equivalent) at the time service is initiated.
5. Customers may only have one Single Line Business PAK per account. A maximum of ten lines can have Unlimited Calling either with this plan or any other Unlimited Local or Local and Toll Usage Product offered by Verizon. Customers may not combine this package with the Unlimited Dialtone and Custopak Packages.
6. Single Line Business PAK is not available with the following services:
 - Centrex, Custopak, Flexgrow or Enhanced Flexgrow Service
 - ISDN Service
 - Remote Call Forwarding Service
 - Auto Universal Call Distribution (ACD/UCD)
 - PBX Trunks
 - Digital Hand Off
 - Digital PBX Service
 - Foreign Exchange Service
 - Foreign Central Office Service
 - Customer Owned Pay Telephone (COPT)
 - Ground Start Lines or Trunks
 - Business Optional Calling Plan
 - Business Special Toll Plan
 - Corporate Rewards
 - Business Calling Plus
 - Business Local Usage Packages with allowances for Centrex and Business service
 - Customer Specific Pricing (CSP)
 - Grandfathered Rewarding Connections
 - Maximum Value Plan (MVP)
 - Foreign Zone Service
 - Easy Savings Flat Rate Plan for Business
 - Pay Telephone Lines

(N)

PACKAGED SERVICES
BUSINESS

22. SINGLE LINE BUSINESS PAK ¹ (Continued)

(T)

Regulations (Continued)

7. Single Line Business PAK is not available in combination with other optional calling plans or virtual private network services.
8. Single Line Business PAK does not apply to the following calls or services:
 - Collect Calls - Easy Number Service
 - Calling Card - Emergency Interrupt
 - Time, Lottery and Weather
 - 555,700, 900, 976 Service
 - IDS Type Calls (Audiotext)
 - Third Number Billed - Busy Line Verification
 - Intercept Call Completion - Circuit 9 Service
 - Mass Announcement Services
 - Directory Assistance
 - Group Bridging Service
 - Connect Request Calls/Directory Assistance Call Completion
 - Easy Number Service
 - Emergency Interrupt
 - Repeat Calls, Return Calls (per activation)
 - Person-to-Person
 - Busy Line Verification
 - All other operator Handled Calls
 - Three-Way calling (per activation)

¹ As of March 17, 2012, the Single Line Business PAK will not be provided to new subscribers. It will be provided only to customers who subscribed to the package as of March 16, 2012. (N)
(N)

Effective: July 1, 2009

PACKAGED SERVICES
BUSINESS

22. SINGLE LINE BUSINESS PAK (Continued)

(N)

Regulations (Continued)

7. Single Line Business PAK is not available in combination with other optional calling plans or virtual private network services.
8. Single Line Business PAK does not apply to the following calls or services:
 - Collect Calls - Easy Number Service
 - Calling Card - Emergency Interrupt
 - Time, Lottery and Weather
 - 555,700, 900, 976 Service
 - IDS Type Calls (Audiotext)
 - Third Number Billed - Busy Line Verification
 - Intercept Call Completion - Circuit 9 Service
 - Mass Announcement Services
 - Directory Assistance
 - Group Bridging Service
 - Connect Request Calls/Directory Assistance Call Completion
 - Easy Number Service
 - Emergency Interrupt
 - Repeat Calls, Return Calls (per activation)
 - Person-to-Person
 - Busy Line Verification
 - All other operator Handled Calls
 - Three-Way calling (per activation)

(N)

PACKAGED SERVICES
RESIDENCE

22. SINGLE LINE BUSINESS PAK ¹ (Continued)

(T)

Regulations (Continued)

9. Single Line Business PAK may only be used for voice applications and incidental non-broadcast facsimile usage, and may not be used for the transmission of data, for internet connections, or for any other non-voice application. This service may also not be used for autodialing, predictive dialers, or facsimile broadcasting, blasting, or spamming. The Company reserves the right to restrict the number of other services and/or equipment furnished or used in connection with any particular class of service in order to prevent any impairment in the quality of service furnished. If the customer uses this service for any non-eligible purpose, including, but not limited to, the examples noted above, the Company may suspend, restrict or cancel the service.
10. Details on calls made will not be available for this service.
11. Service Connection Charges will be waived in the event a class of service change is required in order to have a Single Line Business PAK.
12. Applicable Service Charges will be waived for customers subscribing to a three-year agreement.

¹ As of March 17, 2012, the Single Line Business PAK will not be provided to new subscribers. It will be provided only to customers who subscribed to the package as of March 16, 2012. (N)
(N)

PACKAGED SERVICES
RESIDENCE

22. SINGLE LINE BUSINESS PAK (Continued)

Regulations (Continued)

9. Single Line Business PAK may only be used for voice applications and incidental non-broadcast facsimile usage, and may not be used for the transmission of data, for internet connections, or for any other non-voice application. This service may also not be used for autodialing, predictive dialers, or facsimile broadcasting, blasting, or spamming. The Company reserves the right to restrict the number of other services and/or equipment furnished or used in connection with any particular class of service in order to prevent any impairment in the quality of service furnished. If the customer uses this service for any non-eligible purpose, including, but not limited to, the examples noted above, the Company may suspend, restrict or cancel the service. (N)
(N)
10. Details on calls made will not be available for this service.
11. Service Connection Charges will be waived in the event a class of service change is required in order to have a Single Line Business PAK.
12. Applicable Service Charges will be waived for customers subscribing to a three-year agreement.

Effective: July 1, 2009

PACKAGED SERVICES
RESIDENCE

22. SINGLE LINE BUSINESS PAK (Continued)

(N)

Regulations (Continued)

9. Single Line Business PAK may only be used for voice applications and may not be used for the transmission of data, for internet connections, or for any other non-voice application. These services may not be used for autodialing. The Company reserves the right to restrict the number of other services and/or equipment furnished or used in connection with any particular class of service in order to prevent any impairment in the quality of service furnished. If the customer uses this service for any non-eligible purpose, including, but not limited to, the examples noted above, the Company may suspend, restrict or cancel the service.
10. Details on calls made will not be available for this service.
11. Service Connection Charges will be waived in the event a class of service change is required in order to have a Single Line Business PAK.
12. Applicable Service Charges will be waived for customers subscribing to a three-year agreement.

(N)

PACKAGED SERVICES
RESIDENCE

22. SINGLE LINE BUSINESS PAK ¹ (Continued)

(T)

Termination Liability

Single Line Business PAK is offered on a one-year or a three-year term agreement.

Early termination of an Single Line Business PAK term agreement by the customer will result in a one-time flat Termination Charge of:

1-year term agreement: \$75

3-year term agreement:

\$125 for default within the 1st year of the term

\$100 for default within the 2nd year of the term

\$75 for default within the 3rd year of the term

If the customer cancels any of the unregulated components or all of the Unlimited DTL Single Line Package, the remaining components will revert to the individual rate and/or the tariff rate associated with that component.

If the Dialtone Line (DTL) is removed, the applicable termination charge shown above will apply.

Customer termination of service within the first 60 days, starting on the Order Completion Date, will result in customer liability for the monthly charges. Termination liability will be waived.

At the end of the term period or any subsequent renewal, the agreement will automatically be renewed for a successive one-year or three-year term at the same terms and conditions, unless either party provides advance notice that it does not wish to renew the term. Each subsequent renewal will allow for a 60-day grace period for the subscriber to unsubscribe from the plan without penalty. Pricing will remain the same during any automatic renewal unless the Company has provided 30 days notice of any change. Customers can move from a one-year to a three-year term without incurring a penalty.

An early termination charge will not apply under the following circumstances:

- Customer moves existing service either to a new location within the same address and/or same building (inside move) or to a new location (outside move) and maintains that service for the remainder of the term;
- Customer renegotiates a new term commitment plan for the same service before the current term commitment expires and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment; or
- Customer changes to another service or usage plan or upgrades service or usage under a term commitment, and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment.

¹ As of March 17, 2012, the Single Line Business PAK will not be provided to new subscribers. It will be provided only to customers who subscribed to the package as of March 16, 2012. (N)
(N)

Effective: July 1, 2009

PACKAGED SERVICES
RESIDENCE

22. SINGLE LINE BUSINESS PAK (Continued)

(N)

Termination Liability

Single Line Business PAK is offered on a one-year or a three-year term agreement.

Early termination of an Single Line Business PAK term agreement by the customer will result in a one-time flat Termination Charge of:

1-year term agreement: \$75

3-year term agreement:

\$125 for default within the 1st year of the term

\$100 for default within the 2nd year of the term

\$75 for default within the 3rd year of the term

If the customer cancels any of the unregulated components or all of the Unlimited DTL Single Line Package, the remaining components will revert to the individual rate and/or the tariff rate associated with that component.

If the Dialtone Line (DTL) is removed, the applicable termination charge shown above will apply.

Customer termination of service within the first 60 days, starting on the Order Completion Date, will result in customer liability for the monthly charges. Termination liability will be waived.

At the end of the term period or any subsequent renewal, the agreement will automatically be renewed for a successive one-year or three-year term at the same terms and conditions, unless either party provides advance notice that it does not wish to renew the term. Each subsequent renewal will allow for a 60-day grace period for the subscriber to unsubscribe from the plan without penalty. Pricing will remain the same during any automatic renewal unless the Company has provided 30 days notice of any change. Customers can move from a one-year to a three-year term without incurring a penalty.

An early termination charge will not apply under the following circumstances:

- Customer moves existing service either to a new location within the same address and/or same building (inside move) or to a new location (outside move) and maintains that service for the remainder of the term;
- Customer renegotiates a new term commitment plan for the same service before the current term commitment expires and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment; or
- Customer changes to another service or usage plan or upgrades service or usage under a term commitment, and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment.

(N)

PACKAGED SERVICES
RESIDENCE

22. SINGLE LINE BUSINESS PAK ¹ (Continued)

Rates

	Monthly Rate	
	<u>3-Year Term</u>	<u>1-Year Term</u>
Single Line Business PAK	\$65.00 (l)	\$65.00 (l)
Verizon Broadband Credit	10.00	--

¹ As of March 17, 2012, the Single Line Business PAK will not be provided to new subscribers. It will be provided only to customers who subscribed to the package as of March 16, 2012.

PACKAGED SERVICES
RESIDENCE

22. SINGLE LINE BUSINESS PAK ¹ (Continued)

(T)

Rates

	Monthly Rate	
	<u>3-Year Term</u>	<u>1-Year Term</u>
Single Line Business PAK	\$63.00	\$63.00
Verizon Broadband Credit	10.00	--

¹ As of March 17, 2012, the Single Line Business PAK will not be provided to new subscribers. It will be provided only to customers who subscribed to the package as of March 16, 2012. (N)
(N)

PACKAGED SERVICES
RESIDENCE

22. SINGLE LINE BUSINESS PAK (Continued)

Rates

	Monthly Rate	
	<u>3-Year Term</u>	<u>1-Year Term</u>
Single Line Business PAK	\$63.00 (I)	\$63.00 (I)
Verizon Broadband Credit	10.00	--

Effective: July 1, 2009

PACKAGED SERVICES
RESIDENCE

22. SINGLE LINE BUSINESS PAK (Continued)

Rates

	Monthly Rate		(N)
	<u>3-Year Term</u>	<u>1-Year Term</u>	
Single Line Business PAK	\$58.00	\$58.00	(N)
Verizon Broadband Credit	10.00	--	

PACKAGED SERVICES
RESIDENCE

23. REGIONAL VALUE FIXED PRICE BUNDLE ¹

(T)

Special Conditions

The Regional Value Fixed Price Bundle (FPB) offers a monthly discounted rate on Regional Value to qualifying residential customers, subject to the limitations described below. The customer must: 1) establish dial tone service with Verizon California Inc. or call Verizon California to disconnect their Verizon dial tone service and agree to retain such service; 2) agree to subscribe to Regional Value along with a qualifying unlimited long distance calling plan as described below, and 3) reside in a location not eligible for Verizon Online Broadband or Verizon FiOS products at the time services are established.

Subject to future modification or elimination of the FPB, the discounted rate will be available for as long as the customer:

- remains at the same service address;
- continues to meet the conditions listed above.

Each product must be purchased through and billed by Verizon California Inc.

The Regional Value Fixed Price Bundle cannot be provided by Verizon during periods of Vacation Service (see Section 4 of this Product Guide). Following the end of any period during which a FPB customer's service is on Vacation Service, the customer will have to re-order the Regional Value Fixed Price Bundle.

Failure of the customer to meet any of the conditions listed above will result in immediate termination of the FPB discounted rate.

Customers are limited to one FPB discounted rate at any given time and cannot combine discounts.

There is no charge for eligible customers to enroll in the FPB discounted rate offering.

Qualifying unlimited long distance calling plans must be consistent with the Plan O Service – Unlimited as found in the Bell Atlantic Communications, Inc. D/B/A Verizon Long Distance Posted Rates, Terms and Conditions.

FPB will not be provided automatically but will be provided only upon a request by an eligible customer, or upon an eligible customer's acceptance of a Verizon representative's offer or suggestion or recommendation of the service

Rates

	<u>Monthly Discounted Rate</u>
Regional Value Fixed Price Bundle	
Regional Value	\$17.04

¹ Effective March 16, 2013, Regional Value Fixed Price Bundle is no longer available for purchase. Existing customers may retain this package in accordance with the terms and conditions described herein. (N)
(N)

PACKAGED SERVICES
RESIDENCE

23. REGIONAL VALUE FIXED PRICE BUNDLE

Special Conditions

The Regional Value Fixed Price Bundle (FPB) offers a monthly discounted rate on Regional Value to qualifying residential customers, subject to the limitations described below. The customer must: 1) establish dial tone service with Verizon California Inc. or call Verizon California to disconnect their Verizon dial tone service and agree to retain such service; 2) agree to subscribe to Regional Value along with a qualifying unlimited long distance calling plan as described below, and 3) reside in a location not eligible for Verizon Online Broadband or Verizon FiOS products at the time services are established. (N) (N)

Subject to future modification or elimination of the FPB, the discounted rate will be available for as long as the customer:

- remains at the same service address; (D)
- continues to meet the conditions listed above. (D)

Each product must be purchased through and billed by Verizon California Inc.

The Regional Value Fixed Price Bundle cannot be provided by Verizon during periods of Vacation Service (see Section 4 of this Product Guide). Following the end of any period during which a FPB customer's service is on Vacation Service, the customer will have to re-order the Regional Value Fixed Price Bundle.

Failure of the customer to meet any of the conditions listed above will result in immediate termination of the FPB discounted rate. (T)

Customers are limited to one FPB discounted rate at any given time and cannot combine discounts.

There is no charge for eligible customers to enroll in the FBP discounted rate offering.

Qualifying unlimited long distance calling plans must be consistent with the Plan O Service – Unlimited as found in the Bell Atlantic Communications, Inc. D/B/A Verizon Long Distance Posted Rates, Terms and Conditions.

FPB will not be provided automatically but will be provided only upon a request by an eligible customer, or upon an eligible customer's acceptance of a Verizon representative's offer or suggestion or recommendation of the service

Rates

Regional Value Fixed Price Bundle
Regional Value

Monthly Discounted Rate

\$17.04

Effective: February 16, 2010

PACKAGED SERVICES
RESIDENCE

23. REGIONAL VALUE FIXED PRICE BUNDLE

(N)

Special Conditions

The Regional Value Fixed Price Bundle (FPB) offers a monthly discounted rate on Regional Value to qualifying residential customers, subject to the limitations described below. The customer must: 1) establish dial tone service with Verizon California Inc.; 2) agree to subscribe to Regional Value along with a qualifying unlimited long distance calling plan as described below, and 3) reside in a location not eligible for Verizon Online Broadband or Verizon FiOS products at the time services are established.

Subject to future modification or elimination of the FPB, the discounted rate will be available for as long as the customer:

- remains at the same service address;
- retains the same telephone number;
- receives the Verizon California Inc. bill in his or her name; and
- continues to meet the conditions listed above.

Each product must be purchased through and billed by Verizon California Inc.

The Regional Value Fixed Price Bundle cannot be provided by Verizon during periods of Vacation Service (see Section 4 of this Product Guide). Following the end of any period during which a FPB customer's service is on Vacation Service, the customer will have to re-order the Regional Value Fixed Price Bundle.

Discontinuance by the customer to meet any of the conditions listed above will result in immediate termination of the FPB discounted rate.

Customers are limited to one FPB discounted rate at any given time and cannot combine discounts.

There is no charge for eligible customers to enroll in the FBP discounted rate offering.

Qualifying unlimited long distance calling plans must be consistent with the Plan O Service – Unlimited as found in the Bell Atlantic Communications, Inc. D/B/A Verizon Long Distance Posted Rates, Terms and Conditions.

FPB will not be provided automatically but will be provided only upon a request by an eligible customer, or upon an eligible customer's acceptance of a Verizon representative's offer or suggestion or recommendation of the service

Rates

Monthly Discounted Rate

Regional Value Fixed Price Bundle
Regional Value

\$17.04

(N)

PACKAGED SERVICES
RESIDENCE

24. REGIONAL ESSENTIALS PACKAGE

Feature Package

A Regional Essentials customer is eligible to receive a Feature Package at no additional charge when the customer also subscribes to a qualifying unlimited long distance calling plan. The feature package includes the following features:

-Call Forwarding, Three-Way Calling and a non-regulated product. ¹ (T)

The Feature Package will automatically be provided to customers newly subscribing to Regional Essentials. The Feature Package will be provided to existing Regional Essentials customers upon customer request.

If the customer removes Regional Essentials or the qualifying unlimited long distance calling plan associated with Regional Essentials, the customer will lose the Feature Package. (C)
(D)

Qualifying unlimited long distance calling plans must be consistent with the Plan O Service - Unlimited as found in the Bell Atlantic Communications, Inc d/b/a Verizon Long Distance Posted Rates, Terms and Conditions.

Each product must be billed by Verizon California Inc.

¹ Effective November 16, 2013, Non-regulated Verizon Call Assistant Service is no longer available for purchase. Existing 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. (N)
| (N)

Effective: April 18, 2010

PACKAGED SERVICES
RESIDENCE

24. REGIONAL ESSENTIALS PACKAGE

(N)

Feature Package

A Regional Essentials customer is eligible to receive a Feature Package at no additional charge when the customer also subscribes to a qualifying unlimited long distance calling plan. The feature package includes the following features:

-Call Forwarding, Three-Way Calling and a non-regulated product.

The Feature Package will automatically be provided to customers newly subscribing to Regional Essentials. The Feature Package will be provided to existing Regional Essentials customers upon customer request.

If the customer removes Regional Essentials or the qualifying unlimited long distance calling plan associated with Regional Essentials, the customer will lose the Feature Package. If the customer requests the removal of any of the individual features included in the feature package, the entire feature package will be removed.

Qualifying unlimited long distance calling plans must be consistent with the Plan O Service - Unlimited as found in the Bell Atlantic Communications, Inc d/b/a Verizon Long Distance Posted Rates, Terms and Conditions.

Each product must be billed by Verizon California Inc.

(N)

PACKAGED SERVICES
BUSINESS

25. SOLUTIONS FOR BUSINESS BUNDLE

General

1. Solutions for Business Bundle is an optional business package that includes a network access line (or CustoPAK), calling features and Voice Messaging service offered for a month-to-month or two-year term commitment as well as three additional line types that are offered on a month-to-month basis or two-year term commitment. (C)
(C)
2. Solutions for Business Bundle Main Line¹ includes the following:
 - One Network Access Line (or CustoPAK) with touch calling
 - Unlimited Local and IntraLATA Toll calling
 - Choice of zero to five (0 – 5) of the following calling features²:
 - Call Waiting
 - Three-Way Calling
 - Call Forwarding
 - Caller ID
 - Voice Messaging
3. Solutions for Business Bundle Additional Line^{3,4} includes the following:
 - Additional Bundle Line
 - One (1) CustoPAK Line, or One (1) Network Access Line with Call Waiting, Call Forwarding, Three-Way Calling
 - Additional Bundle Line-Plus
 - One (1) CustoPAK Line, or One (1) Network Access Line with Call Waiting, Call Forwarding, Three-Way Calling
 - Caller ID and Voice Messaging
 - Additional Bundle Line-Unlimited
 - One (1) CustoPAK Line, or One (1) Network Access Line with Call Waiting, Call Forwarding, Three-Way Calling
 - Caller ID and Voice Messaging
 - Unlimited Local and IntraLATA Toll calling

¹ One line customers will be provisioned with a network access line.

² Features may not be available in all serving areas.

³ Customers with two or more lines will be provisioned with CustoPAK lines unless the customer's switch type is not provisioned with CustoPAK, in which case the additional lines will be provisioned as Business network access lines.

⁴ CustoPAK lines include Call Waiting, Three-Way Calling and Call Forwarding.

PACKAGED SERVICES
BUSINESS

25. SOLUTIONS FOR BUSINESS BUNDLE

General

1. Solutions for Business Bundle is an optional business package that includes a network access line (or CustoPAK), calling features and Voice Messaging service offered for a month-to-month or two-year term commitment as well as three additional line types that are offered on a month-to-month basis.
2. Solutions for Business Bundle Main Line¹ includes the following:
 - One Network Access Line (or CustoPAK) with touch calling
 - Unlimited Local and IntraLATA Toll calling
 - Choice of zero to five (0 – 5) of the following calling features²:
 - Call Waiting
 - Three-Way Calling
 - Call Forwarding
 - Caller ID
 - Voice Messaging
3. Solutions for Business Bundle Additional Line^{3,4} includes the following:

Additional Bundle Line

- One (1) CustoPAK Line, or One (1) Network Access Line with Call Waiting, Call Forwarding, Three-Way Calling (C)
(C)

Additional Bundle Line-Plus

- One (1) CustoPAK Line, or One (1) Network Access Line with Call Waiting, Call Forwarding, Three-Way Calling (C)
(C)
- Caller ID and Voice Messaging

Additional Bundle Line-Unlimited

- One (1) CustoPAK Line, or One (1) Network Access Line with Call Waiting, Call Forwarding, Three-Way Calling (C)
(C)
- Caller ID and Voice Messaging
- Unlimited Local and IntraLATA Toll calling

¹ One line customers will be provisioned with a network access line.

² Features may not be available in all serving areas.

³ Customers with two or more lines will be provisioned with CustoPAK lines unless the customer's switch type is not provisioned with CustoPAK, in which case the additional lines will be provisioned as Business network access lines. (C)
(C)

⁴ CustoPAK lines include Call Waiting, Three-Way Calling and Call Forwarding.

Effective: August 23, 2010

PACKAGED SERVICES
BUSINESS

25. SOLUTIONS FOR BUSINESS BUNDLE

(N)

General

1. Solutions for Business Bundle is an optional business package that includes a network access line (or CustopaK), calling features and Voice Messaging service offered for a month-to-month or two-year term commitment as well as three additional line types that are offered on a month-to-month basis.
2. Solutions for Business Bundle Main Line¹ includes the following:
 - One Network Access Line (or CustopaK) with touch calling
 - Unlimited Local and IntraLATA Toll calling
 - Choice of zero to five (0 – 5) of the following calling features²:
 - Call Waiting
 - Three-Way Calling
 - Call Forwarding
 - Caller ID
 - Voice Messaging
3. Solutions for Business Bundle Additional Line^{3,4} includes the following:
 - Additional Bundle Line
 - One CustopaK line
 - Additional Bundle Line-Plus
 - One CustopaK line
 - Caller ID and Voice Messaging
 - Additional Bundle Line-Unlimited
 - One CustopaK line
 - Caller ID and Voice Messaging
 - Unlimited Local and IntraLATA Toll calling

¹ One line customers will be provisioned with a network access line.

² Features may not be available in all serving areas.

³ Customers with two or more lines will be provisioned with CustopaK lines.

⁴ CustopaK lines include Call Waiting, Three-Way Calling and Call Forwarding.

(N)

PACKAGED SERVICES
BUSINESS

25. SOLUTIONS FOR BUSINESS BUNDLE (Continued)

Regulations

Solutions for Business Bundle is available only where facilities and conditions permit. Solutions for Business Bundle is available only to customers who subscribe to the Company for their Local Usage and IntraLATA Toll calls.

Solutions for Business Bundle is available only on a month-to-month or two-year term agreement.

Solutions for Business Bundle is only available with subscription to a business unlimited nationwide long distance calling plan through Verizon Long Distance LLC.

Solutions for Business Bundle is available to business customers who subscribe to 25 or fewer lines (voice grade or voice grade equivalent) per location. A maximum of ten (10) lines per customer location can have unlimited calling.

Customers may not combine this package with the Unlimited Dial Tone Line (DTL) Package for Business, the Unlimited CustoPAK Package for Business, the Single Line Business PAK for Business, Unlimited Local Usage for Business, Unlimited Local and Toll Usage for Business or ICB's (Individual Case base pricing).

Solutions for Business Bundle is not available with the following services:

- Flexgrow or Enhanced Flexgrow Service¹
- ISDN Service Single Line Service
- ISDN Basic Rate Service
- ISDN Primary Rate Service
- Ground Start Lines or Trunks
- Remote Call Forwarding Service
- Foreign Exchange Service
- Foreign Central Office Service
- Foreign Zone Service
- Coin or Pay Telephone Service

Solutions for Business Bundle is not available in combination with other optional calling plans or virtual private network services.

¹ Effective July 27, 2015, any Flexgrow Trunking customer that has not made arrangement to migrate their service will have the service removed. Effective December 31, 2016, this service will be withdrawn from the Product Guide and will no longer be available. This service will also be withdrawn at the resale level and no longer available for purchase by resale customers..

PACKAGED SERVICES
BUSINESS

25. SOLUTIONS FOR BUSINESS BUNDLE (Continued)

Regulations

Solutions for Business Bundle is available only where facilities and conditions permit. Solutions for Business Bundle is available only to customers who subscribe to the Company for their Local Usage and IntraLATA Toll calls.

Solutions for Business Bundle is available only on a month-to-month or two-year term agreement.

Solutions for Business Bundle is only available with subscription to a business unlimited nationwide long distance calling plan through Verizon Long Distance LLC.

Solutions for Business Bundle is available to business customers who subscribe to 25 or fewer lines (voice grade or voice grade equivalent) per location. A maximum of ten (10) lines per customer location can have unlimited calling.

Customers may not combine this package with the Unlimited Dial Tone Line (DTL) Package for Business, the Unlimited CustoPAK Package for Business, the Single Line Business PAK for Business, Unlimited Local Usage for Business, Unlimited Local and Toll Usage for Business or ICB's (Individual Case base pricing).

Solutions for Business Bundle is not available with the following services:

- Flexgrow or Enhanced Flexgrow Service¹
- ISDN Service Single Line Service
- ISDN Basic Rate Service
- ISDN Primary Rate Service
- Ground Start Lines or Trunks
- Remote Call Forwarding Service
- Foreign Exchange Service
- Foreign Central Office Service
- Foreign Zone Service
- Coin or Pay Telephone Service

(T)

Solutions for Business Bundle is not available in combination with other optional calling plans or virtual private network services.

¹ Effective July 27, 2015, any Flexgrow Trunking customer that has not made arrangement to migrate their service will have the service removed. Effective January 15, 2016, this service will be withdrawn from the Product Guide and will no longer be available. This service will also be withdrawn at the resale level and no longer available for purchase by resale customers.

(N)
|
(N)

PACKAGED SERVICES
BUSINESS

25. SOLUTIONS FOR BUSINESS BUNDLE (Continued)

Regulations

Solutions for Business Bundle is available only where facilities and conditions permit. Solutions for Business Bundle is available only to customers who subscribe to the Company for their Local Usage and IntraLATA Toll calls.

Solutions for Business Bundle is available only on a month-to-month or two-year term agreement.

Solutions for Business Bundle is only available with subscription to a business unlimited nationwide long distance calling plan through Verizon Long Distance LLC.

Solutions for Business Bundle is available to business customers who subscribe to 25 or fewer lines (voice grade or voice grade equivalent) per location. A maximum of ten (10) lines per customer location can have unlimited calling. (T)(D)(T)

Customers may not combine this package with the Unlimited Dial Tone Line (DTL) Package for Business, the Unlimited CustoPAK Package for Business, the Single Line Business PAK for Business, Unlimited Local Usage for Business, Unlimited Local and Toll Usage for Business or ICB's (Individual Case base pricing).

Solutions for Business Bundle is not available with the following services:

- Flexgrow or Enhanced Flexgrow Service
- ISDN Service Single Line Service
- ISDN Basic Rate Service
- ISDN Primary Rate Service
- Ground Start Lines or Trunks
- Remote Call Forwarding Service
- Foreign Exchange Service
- Foreign Central Office Service
- Foreign Zone Service
- Coin or Pay Telephone Service

Solutions for Business Bundle is not available in combination with other optional calling plans or virtual private network services.

Effective: August 23, 2010

PACKAGED SERVICES
BUSINESS

25. SOLUTIONS FOR BUSINESS BUNDLE (Continued)

(N)

Regulations

Solutions for Business Bundle is available only where facilities and conditions permit. Solutions for Business Bundle is available only to customers who subscribe to the Company for their Local Usage and IntraLATA Toll calls.

Solutions for Business Bundle is available only on a month-to-month or two-year term agreement.

Solutions for Business Bundle is only available with subscription to a business unlimited nationwide long distance calling plan through Verizon Long Distance LLC.

Solutions for Business Bundle is available to business customers who subscribe to 25 or fewer lines (voice grade or voice grade equivalent) at the time service is initiated.

Customers may have only one Solution for Business Bundle per account. A maximum of ten (10) lines can have unlimited calling. Customers may not combine this package with the Unlimited Dial Tone Line (DTL) Package for Business, the Unlimited CustoPAK Package for Business, the Single Line Business PAK for Business, Unlimited Local Usage for Business, Unlimited Local and Toll Usage for Business or ICB's (Individual Case base pricing).

Solutions for Business Bundle is not available with the following services:

- Flexgrow or Enhanced Flexgrow Service
- ISDN Service Single Line Service
- ISDN Basic Rate Service
- ISDN Primary Rate Service
- Ground Start Lines or Trunks
- Remote Call Forwarding Service
- Foreign Exchange Service
- Foreign Central Office Service
- Foreign Zone Service
- Coin or Pay Telephone Service

Solutions for Business Bundle is not available in combination with other optional calling plans or virtual private network services.

(N)

PACKAGED SERVICES
BUSINESS

25. SOLUTIONS FOR BUSINESS BUNDLE (Continued)

Regulations

Solutions for Business Bundle does not apply to the following calls or services:

- Collect Calls
- Calling Card
- Time and Weather
- 555,700, 900, 976 Service
- Third Number Billed
- Directory Assistance – Call Completion
- Directory Assistance
- Group Bridging Service
- Emergency Interrupt
- Repeat Calls, Return Calls (per activation)
- Person-to-Person
- Busy Line Verification
- Intercept Call Completion
- All other operator Handled Calls
- Three-Way Calling (per activation)

Lines with unlimited calling may only be used for voice applications and incidental non-broadcast facsimile usage, and may not be used for the transmission of data, for internet connections, or for any other non-voice application. This service may also not be used for autodialing, predictive dialers, or facsimile broadcasting, blasting, or spamming. The Company reserves the right to restrict the number of other services and/or equipment furnished or used in connection with any particular class of service in order to prevent any impairment in the quality of service furnished. If the customer uses this service for any non-eligible purpose, including, but not limited to, the examples noted above, the Company may suspend, restrict or cancel the service.

(N)
|
(N)

Details on calls made will not be available for this service.

Service Connection Charges will be waived in the event a class of service change is required in order to have Solutions for Business Bundle.

Applicable Service Charges will be waived for customers subscribing to a two-year agreement, and for customers who subscribe to a two-year agreement and add lines to an existing Solutions for Business Bundle in order to qualify for the Multi-Line Discount.

PACKAGED SERVICES
BUSINESS

25. SOLUTIONS FOR BUSINESS BUNDLE (Continued)

Regulations

Solutions for Business Bundle does not apply to the following calls or services:

- Collect Calls
- Calling Card
- Time and Weather
- 555,700, 900, 976 Service
- Third Number Billed
- Directory Assistance – Call Completion
- Directory Assistance
- Group Bridging Service
- Emergency Interrupt
- Repeat Calls, Return Calls (per activation)
- Person-to-Person
- Busy Line Verification
- Intercept Call Completion
- All other operator Handled Calls
- Three-Way Calling (per activation)

Lines with unlimited calling are for voice applications and may not be used for the transmission of data, for internet connections, or for any other non-voice application. These services may not be used for autodialing. The Company reserves the right to restrict the number of other services and/or equipment furnished or used in connection with any particular class of service in order to prevent any impairment in the quality of service furnished. If the customer uses this service for any non-eligible purpose, including, but not limited to, the examples noted above, the Company may suspend, restrict or cancel the service.

Details on calls made will not be available for this service.

Service Connection Charges will be waived in the event a class of service change is required in order to have Solutions for Business Bundle.

Applicable Service Charges will be waived for customers subscribing to a two-year agreement, and for customers who subscribe to a two-year agreement and add lines to an existing Solutions for Business Bundle in order to qualify for the Multi-Line Discount.

(N)
|
(N)

Effective: August 23, 2010

PACKAGED SERVICES
BUSINESS

25. SOLUTIONS FOR BUSINESS BUNDLE (Continued)

(N)

Regulations

Solutions for Business Bundle does not apply to the following calls or services:

- Collect Calls
- Calling Card
- Time and Weather
- 555,700, 900, 976 Service
- Third Number Billed
- Directory Assistance – Call Completion
- Directory Assistance
- Group Bridging Service
- Emergency Interrupt
- Repeat Calls, Return Calls (per activation)
- Person-to-Person
- Busy Line Verification
- Intercept Call Completion
- All other operator Handled Calls
- Three-Way Calling (per activation)

Lines with unlimited calling are for voice applications and may not be used for the transmission of data, for internet connections, or for any other non-voice application. These services may not be used for autodialing. The Company reserves the right to restrict the number of other services and/or equipment furnished or used in connection with any particular class of service in order to prevent any impairment in the quality of service furnished. If the customer uses this service for any non-eligible purpose, including, but not limited to, the examples noted above, the Company may suspend, restrict or cancel the service.

Details on calls made will not be available for this service.

Service Connection Charges will be waived in the event a class of service change is required in order to have Solutions for Business Bundle.

Applicable Service Charges will be waived for customers subscribing to a two-year agreement.

(N)

PACKAGED SERVICES
BUSINESS

25. SOLUTIONS FOR BUSINESS BUNDLE (Continued)

Regulations

Multi-Line Discount – A multi-line discount, as specified in the Rates section, applies to the Solutions for Business Bundle Additional Bundle Line(s)-Plus or Additional Bundle Line(s)-Unlimited as follows:

- (1) The discount will be provided on the Additional Bundle Line(s)-Plus or Additional Bundle Line(s)-Unlimited when the total lines in the bundle equal four or more. The discount will be provided beginning with the fourth qualifying line up to the bundle maximum of 25 lines. The main line and the second and third lines are not eligible.
- (2) Customers with four or more Solutions for Business Bundle lines prior to April 17, 2011, must add at least one new line to qualify for the Multi-Line Discount.
- (3) Only one Multi-Line Discount shall apply per line. If any lines are removed from the Solutions for Business Bundle such that the account has less than four lines, the Multi-Line Discount will be automatically removed.

Solutions For Business Bundle Satisfaction Guarantee

If the customer notifies Company within the first thirty (30) days of service installation that it is not satisfied with the service(s) and wishes to discontinue the service(s), the customer will be entitled to a full credit of one (1) month's monthly recurring charge (MRC), or portion thereof if subscription is less than thirty (30) days. The Customer will also be entitled to a full credit of any one-time charges directly associated with the establishment of the service.

- This offer applies on two-year term subscriptions for new customers only. It does not apply to customers subscribing to the service on a month-to-month basis.
- Early termination liability will be waived for customers requesting discontinuation of the service pursuant to this offer.
- No customer will be entitled to discontinue service pursuant to this offer more than once per service.
- The Company will remove the service(s) from the account of a customer requesting discontinuation pursuant to this offer.
- The customer is responsible for notifying the Company to disconnect the service(s) within thirty (30) calendar days of installation.
- The monthly recurring charges and one-time charges directly associated with the establishment of service will be applied as a credit on the bill of a customer discontinuing service pursuant to this offer.
- Credits are limited to the charges identified above. No credits will be issued for other charges billed to the customer, including but not limited to toll and local usage charges, E911 surcharges, or other surcharges.
- This offer applies only to the charges for the service as a whole and not any charges for optional features offered with this service.

(N)

(N)

NOTE: Multi-Line Discount will be limited to customers with the Multi-line discount prior to February 4, 2012.

PACKAGED SERVICES
BUSINESS

25. SOLUTIONS FOR BUSINESS BUNDLE (Continued)

Regulations

Multi-Line Discount – A multi-line discount, as specified in the Rates section, applies to the Solutions for Business Bundle Additional Bundle Line(s)-Plus or Additional Bundle Line(s)-Unlimited as follows:

- (1) The discount will be provided on the Additional Bundle Line(s)-Plus or Additional Bundle Line(s)-Unlimited when the total lines in the bundle equal four or more. The discount will be provided beginning with the fourth qualifying line up to the bundle maximum of 25 lines. The main line and the second and third lines are not eligible.
- (2) Customers with four or more Solutions for Business Bundle lines prior to April 17, 2011, must add at least one new line to qualify for the Multi-Line Discount.
- (3) Only one Multi-Line Discount shall apply per line. If any lines are removed from the Solutions for Business Bundle such that the account has less than four lines, the Multi-Line Discount will be automatically removed.

NOTE: Multi-Line Discount will be limited to customers with the Multi-line discount prior to February 4, 2012.

(N)

Effective: April 17, 2011

PACKAGED SERVICES
BUSINESS

25. SOLUTIONS FOR BUSINESS BUNDLE (Continued)

Regulations

Multi-Line Discount – A multi-line discount, as specified in the Rates section, applies to the Solutions for Business Bundle Additional Bundle Line(s)-Plus or Additional Bundle Line(s)-Unlimited as follows: (N)

- (1) The discount will be provided on the Additional Bundle Line(s)-Plus or Additional Bundle Line(s)-Unlimited when the total lines in the bundle equal four or more. The discount will be provided beginning with the fourth qualifying line up to the bundle maximum of 25 lines. The main line and the second and third lines are not eligible.
- (2) Customers with four or more Solutions for Business Bundle lines prior to April 17, 2011, must add at least one new line to qualify for the Multi-Line Discount.
- (3) Only one Multi-Line Discount shall apply per line. If any lines are removed from the Solutions for Business Bundle such that the account has less than four lines, the Multi-Line Discount will be automatically removed. (N)

PACKAGED SERVICES
BUSINESS

25. SOLUTIONS FOR BUSINESS BUNDLE (Continued)

Solutions For Business Bundle Satisfaction Guarantee (Continued)

- This offer does not extend to any Customer Provided Equipment (CPE) used in conjunction with this service, nor does it apply to Time and Material charges.
- This offer does not apply to service(s) to be used for less than thirty (30) consecutive days.
- This offer does not apply to any customers with voice services already provisioned.

Termination Liability*

Solutions for Business Bundle is offered on a month-to-month or two-year term agreement.

Early termination of a Solution for Business Bundle term agreement by the customer during any month of the two-year term will result in an early termination charge except as noted in the Solutions for Business Bundle Satisfaction Guarantee or as described below:

PLAN 1 - one-time flat Termination Charge of \$50.00.

The customer must contact the Company prior to the end of the term agreement in order to renew it. Upon renewal, the customer shall pay the prevailing rate for the term period selected.

If the customer does not renew the term agreement before it expires, the customer shall continue on a month-to-month basis and shall pay the prevailing monthly rate, on a monthly basis, until the customer cancels the service or requests a new term agreement. Customers will be subject to all prevailing rules and regulations of the package, including rate changes. Payment of such rate shall constitute the customer's acceptance of the continued service.

PLAN 2 - The amount of the early termination charge will be 35% of the monthly recurring charge(s) (MRC), excluding any promotional discounts, for the line(s) being terminated multiplied by the remainder of the term in months. The remainder of the term will be the number of days left in the 24-month term divided by 30.

The term of all lines subscribed to or renewed under Plan 2 and within the same account, will be coterminous based upon the date of the first line established.

At the end of each term, the plan will automatically renew for another two-year term under the same terms, except that the monthly rate will be adjusted to the prevailing plan rate in effect at the time of renewal. Alternately, the customer may call anytime within 30 days before the end of a term to arrange for termination of the service or conversion to a month-to-month service at the end of the then current term. Customers may also terminate their term plan within the first 60 days following an automatic renewal and the early termination charge will be waived. (C)

Solutions for Business lines subscribed to under Termination Liability Plan 2 may not be combined with other voice services or features under a term commitment. Other voice services and features may only be combined with lines under Termination Liability Plan 2 when these other voice services and/or features are purchased on a month-to-month basis. (C)

Lines within the same Solutions for Business Bundle must be either Plan 1 or Plan 2.

* Termination Liability found in Section 2 of the Product Guide does not apply to Solutions for Business Bundle.

PACKAGED SERVICES
BUSINESS

25. SOLUTIONS FOR BUSINESS BUNDLE (Continued)

Solutions For Business Bundle Satisfaction Guarantee (Continued)

- This offer does not extend to any Customer Provided Equipment (CPE) used in conjunction with this service, nor does it apply to Time and Material charges.
- This offer does not apply to service(s) to be used for less than thirty (30) consecutive days.
- This offer does not apply to any customers with voice services already provisioned.

(N)

(N)

Termination Liability*

Solutions for Business Bundle is offered on a month-to-month or two-year term agreement.

Early termination of a Solution for Business Bundle term agreement by the customer during any month of the two-year term will result in an early termination charge except as noted in the Solutions for Business Bundle Satisfaction Guarantee or as described below:

(C)

(C)

PLAN 1 - one-time flat Termination Charge of \$50.00.

The customer must contact the Company prior to the end of the term agreement in order to renew it. Upon renewal, the customer shall pay the prevailing rate for the term period selected.

If the customer does not renew the term agreement before it expires, the customer shall continue on a month-to-month basis and shall pay the prevailing monthly rate, on a monthly basis, until the customer cancels the service or requests a new term agreement. Customers will be subject to all prevailing rules and regulations of the package, including rate changes. Payment of such rate shall constitute the customer's acceptance of the continued service.

PLAN 2 - The amount of the early termination charge will be 35% of the monthly recurring charge(s) (MRC), excluding any promotional discounts, for the line(s) being terminated multiplied by the remainder of the term in months. The remainder of the term will be the number of days left in the 24-month term divided by 30.

The term of all lines subscribed to or renewed under Plan 2 and within the same account, will be coterminous based upon the date of the first line established.

At the end of each term, the plan will automatically renew for another two-year term under the same terms, except that the monthly rate will be adjusted to the prevailing plan rate in effect at the time of renewal. Alternately, the customer may call anytime within 60 days before the end of a term to arrange for termination of the service or conversion to a month-to-month service at the end of the then current term. Customers may also terminate their term plan within the first 30 days following an automatic renewal and the early termination charge will be waived.

Solutions for Business lines subscribed to under Termination Liability Plan 2 may not be combined with other voice services or features under a term commitment. Other voice services and features may only be combined with lines under Termination Liability Plan 2 when these other voice services and/or features are purchased on a month-to-month basis.

(D)

(D)

Lines within the same Solutions for Business Bundle must be either Plan 1 or Plan 2.

* Termination Liability found in Section 2 of the Product Guide does not apply to Solutions for Business Bundle.

PACKAGED SERVICES
BUSINESS

25. SOLUTIONS FOR BUSINESS BUNDLE (Continued)

Termination Liability*

Solutions for Business Bundle is offered on a month-to-month or two-year term agreement.

Early termination of a Solution for Business Bundle term agreement by the customer during any month of the two-year term will result in an early termination charge as follows:

(C)

PLAN 1 - one-time flat Termination Charge of \$50.00.

(C)

(D)

(D)

The customer must contact the Company prior to the end of the term agreement in order to renew it. Upon renewal, the customer shall pay the prevailing rate for the term period selected.

If the customer does not renew the term agreement before it expires, the customer shall continue on a month-to-month basis and shall pay the prevailing monthly rate, on a monthly basis, until the customer cancels the service or requests a new term agreement. Customers will be subject to all prevailing rules and regulations of the package, including rate changes. Payment of such rate shall constitute the customer's acceptance of the continued service.

(C)

(C)

PLAN 2 - The amount of the early termination charge will be 35% of the monthly recurring charge(s) (MRC), excluding any promotional discounts, for the line(s) being terminated multiplied by the remainder of the term in months. The remainder of the term will be the number of days left in the 24-month term divided by 30.

(N)

The term of all lines subscribed to or renewed under Plan 2 and within the same account, will be coterminous based upon the date of the first line established.

At the end of each term, the plan will automatically renew for another two-year term under the same terms, except that the monthly rate will be adjusted to the prevailing plan rate in effect at the time of renewal. Alternately, the customer may call anytime within 60 days before the end of a term to arrange for termination of the service or conversion to a month-to-month service at the end of the then current term. Customers may also terminate their term plan within the first 30 days following an automatic renewal and the early termination charge will be waived.

Solutions for Business lines subscribed to under Termination Liability Plan 2 may not be combined with other voice services or features under a term commitment. Other voice services and features may only be combined with lines under Termination Liability Plan 2 when these other voice services and/or features are purchased on a month-to-month basis.

(N)

Customer termination of service within the first 30 days, starting on the Order Completion Date, will result in customer liability for the monthly charges. Termination liability will be waived.

Lines within the same Solutions for Business Bundle must be either Plan 1 or Plan 2.

(L)

* Termination Liability found in Section 2 of the Product Guide does not apply to Solutions for Business Bundle.

Effective: August 23, 2010

PACKAGED SERVICES
BUSINESS

25. SOLUTIONS FOR BUSINESS BUNDLE (Continued)

(N)

Termination Liability*

Solutions for Business Bundle is offered on a month-to-month or two-year term agreement.

Early termination of a Solution for Business Bundle term agreement by the customer during any month of the year term will result in a one-time flat Termination Charge of \$50.00.

Customer termination of service within the first 30 days, starting on the Order Completion Date, will result in customer liability for the monthly charges. Termination liability will be waived.

The customer must contact the Company prior to the end of the term agreement in order to renew it. Upon renewal, the customer shall pay the prevailing rate for the term period selected.

If the customer does not renew the term agreement before it expires, the customer shall continue to pay the same monthly rate, or the prevailing rate for the same term period, on a monthly basis, until the customer cancels the service or requests a new term agreement. Customers will be subject to all prevailing rules and regulations of the package, including rate changes. Payment of such rate shall constitute the customer's acceptance of the continued service.

An early termination charge will not apply under the following circumstances:

- Customer moves existing service either to a new location within the same address and/or same building (inside move) or to a new location (outside move) and maintains that service for the remainder of the term;
- Customer renegotiates a new term commitment plan for the same service before the current term commitment expires and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment; or
- Customer changes to another service or usage plan or upgrades service or usage under a term commitment, and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment.
- At the end of the term period, the customers will revert to monthly charges on a month-to-month basis at their current rate, unless the customer re-subscribes to another term commitment. Customers not under a term commitment will be subject to rate change.
- Solutions for Business Bundle Additional Lines will be offered on a month-to-month basis and the customer can add and delete the additional lines without termination charges as long as the main line remains on the account.

* Termination Liability found in Section 2 of the Product Guide does not apply to Solutions for Business Bundle

(N)

PACKAGED SERVICES
BUSINESS

25. SOLUTIONS FOR BUSINESS BUNDLE (Continued)

Termination Liability* - (Continued)

The early termination of a Solution for Business Bundle term agreement by the customer during any month of the two-year term will result in an early termination charge except as noted in the Solutions for Business Bundle Satisfaction Guarantee or as described below: (C)
(C)

- Customer moves existing service either to a new location within the same address and/or same building (inside move) or to a new location (outside move) and maintains that service for the remainder of the term;
- Customer renegotiates a new term commitment plan for the same service before the current term commitment expires and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment; or
- Customer changes to another service or usage plan or upgrades service or usage under a term commitment, and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment.
- Solutions for Business Bundle Additional Lines will be offered on a month-to-month or two-year term basis. Additional lines on a month-to-month basis may be added and deleted without termination charges as long as the main line remains on the account. Additional lines provided on a two-year term basis are subject to early termination charges as described for Plan 2 above.

* Termination Liability found in Section 2 of the Product Guide does not apply to Solutions for Business Bundle

Rates

Effective 2/4/2012 rates for existing customers subscribed to Solutions for Business prior to 2/4/2012 will be grandfathered.

	<u>Monthly Rate</u>	
	<u>Month-to-Month</u>	<u>2-Year Term</u>
Solutions for Business Bundle Main Line	\$66.00	\$68.00
Solutions for Business Bundle Main Line ¹	\$59.00	\$61.00 ²

	<u>Monthly Credit</u>	
	<u>Month-to-Month</u>	<u>2-Year Term</u>
Verizon Broadband Credit	\$6.00	\$16.00 ²

¹ Rate grandfathered to existing customers as of February 4, 2012.

² This rate shall continue to apply to a customer's lines, purchased prior to February 4, 2012, when the customer elects on or after December 14, 2014, to subscribe to a new two-year term with Plan 2 termination liability as described on Sheet 51 of this Section 6A.

PACKAGED SERVICES
BUSINESS

25. SOLUTIONS FOR BUSINESS BUNDLE (Continued)

Termination Liability* - (Continued)

An early termination charge will not apply under the following circumstances:

- Customer moves existing service either to a new location within the same address and/or same building (inside move) or to a new location (outside move) and maintains that service for the remainder of the term;
- Customer renegotiates a new term commitment plan for the same service before the current term commitment expires and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment; or
- Customer changes to another service or usage plan or upgrades service or usage under a term commitment, and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment.
- Solutions for Business Bundle Additional Lines will be offered on a month-to-month or two-year term basis. Additional lines on a month-to-month basis may be added and deleted without termination charges as long as the main line remains on the account. Additional lines provided on a two-year term basis are subject to early termination charges as described for Plan 2 above.

* Termination Liability found in Section 2 of the Product Guide does not apply to Solutions for Business Bundle

Rates

Effective 2/4/2012 rates for existing customers subscribed to Solutions for Business prior to 2/4/2012 will be grandfathered.

	<u>Monthly Rate</u>		
	<u>Month-to-Month</u>	<u>2-Year Term</u>	
Solutions for Business Bundle Main Line	\$66.00	\$68.00	
Solutions for Business Bundle Main Line ¹	\$59.00	\$61.00 ²	(T)

	<u>Monthly Credit</u>		
	<u>Month-to-Month</u>	<u>2-Year Term</u>	
Verizon Broadband Credit	\$6.00	\$16.00 ²	(T)

¹ Rate grandfathered to existing customers as of February 4, 2012.

² This rate shall continue to apply to a customer's lines, purchased prior to February 4, 2012, when the customer elects on or after December 14, 2014, to subscribe to a new two-year term with Plan 2 termination liability as described on Sheet 51 of this Section 6A.

PACKAGED SERVICES
BUSINESS

25. SOLUTIONS FOR BUSINESS BUNDLE (Continued)

Termination Liability* - (Continued)

An early termination charge will not apply under the following circumstances:

- Customer moves existing service either to a new location within the same address and/or same building (inside move) or to a new location (outside move) and maintains that service for the remainder of the term;
- Customer renegotiates a new term commitment plan for the same service before the current term commitment expires and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment; or
- Customer changes to another service or usage plan or upgrades service or usage under a term commitment, and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment.
- Solutions for Business Bundle Additional Lines will be offered on a month-to-month or two-year term basis. Additional lines on a month-to-month basis may be added and deleted without termination charges as long as the main line remains on the account. Additional lines provided on a two-year term basis are subject to early termination charges as described for Plan 2 above.

* Termination Liability found in Section 2 of the Product Guide does not apply to Solutions for Business Bundle

Rates

Effective 2/4/2012 rates for existing customers subscribed to Solutions for Business prior to 2/4/2012 will be grandfathered.

	<u>Monthly Rate</u>	
	<u>Month-to-Month</u>	<u>2-Year Term</u>
Solutions for Business Bundle Main Line	\$66.00	\$68.00 (I)
Solutions for Business Bundle Main Line ¹	\$59.00	\$61.00 (I)

	<u>Monthly Credit</u>	
	<u>Month-to-Month</u>	<u>2-Year Term</u>
Verizon Broadband Credit	\$6.00	\$16.00

¹ Rate grandfathered to existing customers as of February 4, 2012.

PACKAGED SERVICES
BUSINESS

25. SOLUTIONS FOR BUSINESS BUNDLE (Continued)

Termination Liability* - (Continued)

(N)

An early termination charge will not apply under the following circumstances:

(L)

- Customer moves existing service either to a new location within the same address and/or same building (inside move) or to a new location (outside move) and maintains that service for the remainder of the term;
- Customer renegotiates a new term commitment plan for the same service before the current term commitment expires and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment; or
- Customer changes to another service or usage plan or upgrades service or usage under a term commitment, and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment.

(D)

(D)

- Solutions for Business Bundle Additional Lines will be offered on a month-to-month or two-year term basis. Additional lines on a month-to-month basis may be added and deleted without termination charges as long as the main line remains on the account. Additional lines provided on a two-year term basis are subject to early termination charges as described for Plan 2 above.

(C)

(L)(C)

* Termination Liability found in Section 2 of the Product Guide does not apply to Solutions for Business Bundle

(N)

Rates

Effective 2/4/2012 rates for existing customers subscribed to Solutions for Business prior to 2/4/2012 will be grandfathered.

Monthly Rate

	<u>Month-to-Month</u>	<u>2-Year Term</u>
Solutions for Business Bundle Main Line	\$66.00	\$66.00
Solutions for Business Bundle Main Line ¹	\$59.00	\$59.00

Monthly Credit

	<u>Month-to-Month</u>	<u>2-Year Term</u>
Verizon Broadband Credit	\$6.00	\$16.00

(L)

¹ Rate grandfathered to existing customers as of February 4, 2012.

(L) Material relocated to Sheet 53.

(N)

PACKAGED SERVICES
BUSINESS

25. SOLUTIONS FOR BUSINESS BUNDLE (Continued)

Rates

Effective 2/4/2012 rates for existing customers subscribed to Solutions for Business prior to 2/4/2012 will be (N)
grandfathered. (N)

	<u>Monthly Rate</u>		
	<u>Month-to-Month</u>	<u>2-Year Term</u>	
Solutions for Business Bundle Main Line	\$66.00	\$66.00	(N)
Solutions for Business Bundle Main Line ¹	\$59.00	\$59.00	(C)

	<u>Monthly Credit</u>		
	<u>Month-to-Month</u>	<u>2-Year Term</u>	
Verizon Broadband Credit	\$6.00	\$16.00	(N)

	<u>Monthly Rate</u>		
Solutions for Business Bundle Additional Line			
Additional Bundle Line	\$24.00		
Additional Bundle Line-Plus	\$35.00		
Additional Bundle Line-Unlimited	\$66.00		(N)
Additional Bundle Line-Unlimited ¹	\$59.00		(C)

	<u>Monthly Credit</u>		
Verizon Broadband Credit (applies to Additional Bundle Line-Unlimited only)	\$26.00		(N)
Verizon Broadband Credit (applies to Additional Bundle Line-Unlimited only) ¹	\$34.00		(C)

	<u>Monthly Multi-Line Discount Credit</u>		
Additional Bundle Line-Plus, per line	\$ 8.00		
Additional Bundle Line-Unlimited, per line	10.00		

¹ Rate grandfathered to existing customers as of February 4, 2012 (N)

PACKAGED SERVICES
BUSINESS

25. SOLUTIONS FOR BUSINESS BUNDLE (Continued)

Rates

	<u>Monthly Rate</u>	
	<u>Month-to-Month</u>	<u>2-Year Term</u>
Solutions for Business Bundle Main Line	\$59.00	\$59.00

	<u>Monthly Credit</u>	
	<u>Month-to-Month</u>	<u>2-Year Term</u>
Verizon Broadband Credit	-	\$16.00

	<u>Monthly Rate</u>
Solutions for Business Bundle Additional Line	
Additional Bundle Line	\$24.00
Additional Bundle Line-Plus	\$35.00
Additional Bundle Line-Unlimited	\$59.00

	<u>Monthly Credit</u>
Verizon Broadband Credit (applies to Additional Bundle Line-Unlimited only)	\$34.00

	<u>Monthly Multi-Line Discount Credit</u>	
Additional Bundle Line-Plus, per line	\$ 8.00	(N)
Additional Bundle Line-Unlimited, per line	10.00	(N)

Effective: August 23, 2010

PACKAGED SERVICES
BUSINESS

25. SOLUTIONS FOR BUSINESS BUNDLE (Continued)

(N)

Rates

Monthly Rate
Month-to-Month 2-Year Term

Solutions for Business Bundle Main Line

\$59.00

\$59.00

Monthly Credit
Month-to-Month 2-Year Term

Verizon Broadband Credit

-

\$16.00

Monthly Rate

Solutions for Business Bundle Additional Line

Additional Bundle Line

\$24.00

Additional Bundle Line-Plus

\$35.00

Additional Bundle Line-Unlimited

\$59.00

Monthly Credit

Verizon Broadband Credit (applies to Additional Bundle Line-Unlimited only)

\$34.00

(N)

PACKAGED SERVICES
BUSINESS

25. SOLUTIONS FOR BUSINESS BUNDLE (Continued)

Rates – (Continued)

	<u>Monthly Rate</u>	
Solutions for Business Bundle Additional Line		
Additional Bundle Line - Month-to-Month	\$24.00	
Additional Bundle Line - Month-to-Month - Subscribed On or After to June 1, 2014	\$29.00	
Additional Bundle Line - Two-Year Term - Subscribed On or After to June 1, 2014 ²	\$24.00	
Additional Bundle Line-Plus - Month-to-Month	\$35.00	
Additional Bundle Line-Plus - Month-to-Month - Subscribed On or After to June 1, 2014	\$40.00	
Additional Bundle Line Plus - Two-Year Term - Subscribed On or After to June 1, 2014 ²	\$35.00	
Additional Bundle Line-Unlimited - Month-to-Month - Subscribed Prior to February 4, 2012 ¹	\$59.00 ³	(T)
Additional Bundle Line-Unlimited - Month-to-Month - Subscribed on or after February 4, 2012	\$66.00	
Additional Bundle Line-Unlimited - Month-to-Month - Subscribed on or after June 1, 2014	\$71.00	
Additional Bundle Line-Unlimited - Two-Year Term - Subscribed on or after June 1, 2014 ²	\$68.00	
	<u>Monthly Credit</u>	
Verizon Broadband Credit (applies to Additional Bundle Line-Unlimited only)	\$26.00	
Verizon Broadband Credit (applies to Additional Bundle Line-Unlimited only) ¹	\$34.00 ³	(T)
	<u>Monthly Multi-Line Discount Credit</u>	
Additional Bundle Line-Plus, per line	\$ 8.00	
Additional Bundle Line-Unlimited, per line	10.00	

¹ Rate grandfathered to existing customers as of February 4, 2012

² Plan 2 termination liability fees apply, as described previously in Section 6A, Sheet 51.

³ This rate shall continue to apply to a customer's lines, purchased prior to February 4, 2012, when the customer elects on or after December 14, 2014, to subscribe to a new two-year term with Plan 2 termination liability as described on Sheet 51 of this Section 6A.

(N)
|
(N)

PACKAGED SERVICES
BUSINESS

25. SOLUTIONS FOR BUSINESS BUNDLE (Continued)

Rates – (Continued)

	<u>Monthly Rate</u>
Solutions for Business Bundle Additional Line	
Additional Bundle Line - Month-to-Month	\$24.00
Additional Bundle Line - Month-to-Month - Subscribed On or After to June 1, 2014	\$29.00
Additional Bundle Line - Two-Year Term - Subscribed On or After to June 1, 2014 ²	\$24.00
Additional Bundle Line-Plus - Month-to-Month	\$35.00
Additional Bundle Line-Plus - Month-to-Month - Subscribed On or After to June 1, 2014	\$40.00
Additional Bundle Line Plus - Two-Year Term - Subscribed On or After to June 1, 2014 ²	\$35.00
Additional Bundle Line-Unlimited - Month-to-Month - Subscribed Prior to February 4, 2012 ¹	\$59.00
Additional Bundle Line-Unlimited - Month-to-Month - Subscribed on or after February 4, 2012	\$66.00
Additional Bundle Line-Unlimited - Month-to-Month - Subscribed on or after June 1, 2014	\$71.00
Additional Bundle Line-Unlimited - Two-Year Term - Subscribed on or after June 1, 2014 ²	\$68.00 (I)

	<u>Monthly Credit</u>
Verizon Broadband Credit (applies to Additional Bundle Line-Unlimited only)	\$26.00
Verizon Broadband Credit (applies to Additional Bundle Line-Unlimited only) ¹	\$34.00

	<u>Monthly Multi-Line Discount Credit</u>
Additional Bundle Line-Plus, per line	\$ 8.00
Additional Bundle Line-Unlimited, per line	10.00

¹ Rate grandfathered to existing customers as of February 4, 2012

² Plan 2 termination liability fees apply, as described previously in Section 6A, Sheet 51.

Effective: June 1, 2014

PACKAGED SERVICES
BUSINESS

25. SOLUTIONS FOR BUSINESS BUNDLE (Continued)

Rates – (Continued)

	Monthly Rate	(L)(C)
Solutions for Business Bundle Additional Line		
Additional Bundle Line - Month-to-Month	\$24.00	
Additional Bundle Line - Month-to-Month - Subscribed On or After to June 1, 2014	\$29.00	
Additional Bundle Line - Two-Year Term - Subscribed On or After to June 1, 2014 ²	\$24.00	
Additional Bundle Line-Plus - Month-to-Month	\$35.00	
Additional Bundle Line-Plus - Month-to-Month - Subscribed On or After to June 1, 2014	\$40.00	
Additional Bundle Line Plus - Two-Year Term - Subscribed On or After to June 1, 2014 ²	\$35.00	
Additional Bundle Line-Unlimited - Month-to-Month - Subscribed Prior to February 4, 2012 ¹	\$59.00	
Additional Bundle Line-Unlimited - Month-to-Month - Subscribed on or after February 4, 2012	\$66.00	
Additional Bundle Line-Unlimited - Month-to-Month - Subscribed on or after June 1, 2014	\$71.00	
Additional Bundle Line-Unlimited - Two-Year Term - Subscribed on or after June 1, 2014 ²	\$66.00	(C)
	<u>Monthly Credit</u>	
Verizon Broadband Credit (applies to Additional Bundle Line-Unlimited only)	\$26.00	
Verizon Broadband Credit (applies to Additional Bundle Line-Unlimited only) ¹	\$34.00	
	<u>Monthly Multi-Line Discount Credit</u>	
Additional Bundle Line-Plus, per line	\$ 8.00	
Additional Bundle Line-Unlimited, per line	10.00	(L)

¹ Rate grandfathered to existing customers as of February 4, 2012

² Plan 2 termination liability fees apply, as described previously in Section 6A, Sheet 51.

(L) Material relocated from Sheet 52.

(N)

(N)

(N)