

CUSTOM CALLING SERVICES

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NOTE: Effective July 16, 2011, Call Intercept will no longer be available to new or existing customers.

1, 2, 3, 4, 5

Effective November 16, 2013, residence Speed Dialing, Distinctive Ring, Busy Redial provided for a monthly charge, Select Call Forwarding and *69 provided for a monthly charge are no longer available for purchase. Existing customers of record may retain these services at existing locations in accordance with the terms and conditions described herein. Service is not offered for new installations, moves, changes, or additions.

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NOTE: Effective July 16, 2011, Call Intercept will no longer be available to new or existing customers.

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Effective: December 1, 2008

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¹ Effective November 16, 2013, residence Remote Call Forwarding 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.

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Effective: December 1, 2008

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Effective: December 1, 2008

CUSTOM CALLING SERVICES

A. General

1. Custom Calling Services are exchange services and service order activity charges set forth in Section 3 of this guide are applicable when a feature or package is ordered, unless other work subject to installation charge or service connection charge is done at the same time on the same order. When a Custom Calling Service feature or package is ordered subsequent to the installation of its associated exchange line, the service order activity charges shall be waived for up to 60 days from the initial request for service.
2. The features of Custom Calling Service require special central office equipment and will be provided only where facilities are available. Coincident with the offering of Smarter Call® Pak¹, the migration of existing services to this new package may deplete central office facilities, thereby delaying some customers from receiving all of the services until additional central office equipment is installed.
3. Specific central office equipment programs are necessary to provide all the services included in the Smarter Call® Paks¹. Customers may subscribe to the Smarter Call® Paks¹ in service areas that do not have the central office programs to provide all the package services or where computer memory is limited. These customers will receive all the packaged services when additional central office equipment and programs are installed/upgraded.
4. Custom Calling Service features may be provided to customers with either dial or Touch Call Telephone Services.
5. Custom Calling Service will not be provided in conjunction with Customer Owned Pay Telephones, Private Branch Exchange Trunk Line Service, Direct Inward Dialing Service or Cellular Service. Additionally, features listed under Custom Calling Service may not be compatible with exchange lines served by key system equipment.
6. Provision of Custom Calling Services may be subject to the availability of SS7 signalling technology. These services are available only on calls placed to/from compatible central offices and only on calls which originate from lines capable of delivering the calling number or "private" indicator.

¹ Smarter Call® Pak is grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.

Effective: December 1, 2008

CUSTOM CALLING SERVICES

A. General - Continued

7. Custom Local Area Signaling Service features are applicable to calls placed to/from compatible central offices or within a compatible central office offering the service. These services are offered based on information stored within the switch or provided to the switch through call setup signaling and are subject to limitations associated with the availability and content of that information.
8. Custom Calling Service
 - a. Custom Calling Service features are offered to single line residential and single line business customers subscribing to one party local exchange service with the exception that some individual features may be available to business customers with Rotary Service (see Section 4 for Rotary Service). If the feature is available with Rotary Service, it will be indicated in the specific description for that feature.
 - b. The service will be furnished only where facilities are available. Service is offered on a limited basis by specific switching systems within certain geographical areas. Since this service is not offered in all areas, it is important to verify its availability by contacting your Company Account Representative or Business Office at the telephone number listed in your telephone directory under the heading "WHERE TO REACH VERIZON", for installation and/or service. Custom Calling Service features are applicable only to calls placed to/from compatible central offices.
 - c. Operator assisted calls are designed to override the feature calls for emergency purposes.
 - d. Nonrecurring charges are not applicable when Custom Calling Service features are provided at the same time as the business or residence individual line service is established.
 - e. When features are added or rearranged on an existing line, the nonrecurring charge will apply, except as noted in Section 3, SPECIAL CONDITIONS 2 and 3 and for Flexible Packaging¹ (see Section 30, CUSTOM CALLING SERVICE, B.3.g).
 - f. Residential customers may be eligible for a discount if they subscribe to four or more individual Custom Calling Services. See Section 30, CUSTOM CALLING SERVICE, B.3 for a description of Flexible Packaging¹.

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

Effective: December 1, 2008

CUSTOM CALLING SERVICES

A. General - Continued

9. Satisfaction Guarantee

- a. If, at any time, the customer notifies the Company of any dissatisfaction with any of the Custom Calling Services, the customer will be entitled to a full refund of one (1) month's monthly recurring charge, or a prorated amount if subscription is less than 30 days. This refund will be applied as a credit on a subsequent bill after the service or feature is removed. Each customer will be entitled to the credit once per service.
- b. The Satisfaction Guarantee will apply to all of the Custom Calling Services listed in this product guide.

B. Individual Calling Services

Special Conditions

1. Call Forwarding

- a. Flexible Call Forwarding provides a subscriber with the ability to forward (transfer) incoming calls to another telephone number and to discontinue forwarding. Forwarding and restoral can be executed only from the customer's service.
- b. The quality of the transmission of calls forwarded may vary because of distances and the routes used to complete forwarded calls. Quality of transmission of a forwarded call is not guaranteed.
- c. Each customer subscribing to a call forwarding service is responsible for the payment of applicable charges for each completed call made between the line from which a call is forwarded and the line to which the call is forwarded. Local, ZUM, or message toll charges will be billed in accordance with the rates, terms, and conditions of the Company's Product Guide for the portion of a call forwarded.
- d. Call forwarding services are available to customers subscribing to Individual-Line Services, to Individual-Line Services arranged for rotary service, and to FGA services if facilities permit.
- e. A customer ordering services which forwards calls on a "no-answer" basis, must specify, for himself or on behalf of each client, the number of times the telephone rings before redirection under a no-answer condition. For each change of the number of rings, a subsequent order charge, as specified in Section 3, Service Charges for business customers, is billed to the customer.
- f. Call Forwarding is available with FGA Service as described in Schedule Cal. P.U.C. No. C-1.

CUSTOM CALLING SERVICES

B. Individual Calling Services - Continued

Special Conditions - Continued

2. Call Waiting/Cancel Call Waiting

Call Waiting permits the customer engaged in a call to receive a tone signal indicating a second call is waiting, and by operation of the switchhook to place the first call on hold and answer the waiting call. The customer may alternate between the two calls by operation of the switchhook, but a three-way conference cannot be established. Cancel Call Waiting permits the customer before making a call to dial a code which will prevent the call waiting tone signal from interrupting for the next call only. The tone signal function will be automatically restored to the customer's line upon a disconnect.

3. Speed Dialing¹

(T)

Speed Dialing permits the customer to place calls to other telephone numbers by dialing a one- or two-digit code rather than the complete telephone number. The feature is available as an eight-code list or thirty-code list. Either code list may include local and/or toll telephone numbers. To establish or change a telephone number in a code list, the customer dials an activating code, receives a second dial tone and dials either a one- or two-digit code (for the eight-code and thirty-code lists, respectively) plus the telephone number.

Only one type of Speed Dialing may be provided on each line, either eight-code or thirty-code.

4. Three Way Calling

Three Way Calling permits the customer to add a third party to an established connection by depressing the telephone hookswitch (or an incorporated "flash" button). When the third party answers, a two way conversation can be held before adding the original party for a three way conference. The customer initiating the conference controls the call and may disconnect the third party to reestablish the original connection or establish a connection to a different third party. The feature may be used on both outgoing and incoming calls.

This feature is offered on a per line or per occurrence basis. When Three Way Calling is activated on a per occurrence basis, the per occurrence rate applies each time the feature is activated, up to 10 occurrences per month. Provision of the per occurrence option of this feature may be blocked at the request of the customer free of charge.

Customers can receive a one time adjustment for charges when a customer claims unknown, unauthorized or denied use of the service by calling their Company Billing Representative at the telephone number listed in their telephone directory under the heading, "WHERE TO REACH VERIZON", for billing. VERIZON will arrange for the service to be "blocked" at the customer's request.

¹ Effective November 16, 2013, residence Speed Dialing 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.

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Effective: December 1, 2008

CUSTOM CALLING SERVICES

B. Individual Calling Services - Continued

Special Conditions - Continued

2. Call Waiting/Cancel Call Waiting

Call Waiting permits the customer engaged in a call to receive a tone signal indicating a second call is waiting, and by operation of the switchhook to place the first call on hold and answer the waiting call. The customer may alternate between the two calls by operation of the switchhook, but a three-way conference cannot be established. Cancel Call Waiting permits the customer before making a call to dial a code which will prevent the call waiting tone signal from interrupting for the next call only. The tone signal function will be automatically restored to the customer's line upon a disconnect.

3. Speed Dialing

Speed Dialing permits the customer to place calls to other telephone numbers by dialing a one- or two-digit code rather than the complete telephone number. The feature is available as an eight-code list or thirty-code list. Either code list may include local and/or toll telephone numbers. To establish or change a telephone number in a code list, the customer dials an activating code, receives a second dial tone and dials either a one- or two-digit code (for the eight-code and thirty-code lists, respectively) plus the telephone number.

Only one type of Speed Dialing may be provided on each line, either eight-code or thirty-code.

4. Three Way Calling

Three Way Calling permits the customer to add a third party to an established connection by depressing the telephone hookswitch (or an incorporated "flash" button). When the third party answers, a two way conversation can be held before adding the original party for a three way conference. The customer initiating the conference controls the call and may disconnect the third party to reestablish the original connection or establish a connection to a different third party. The feature may be used on both outgoing and incoming calls.

This feature is offered on a per line or per occurrence basis. When Three Way Calling is activated on a per occurrence basis, the per occurrence rate applies each time the feature is activated, up to 10 occurrences per month. Provision of the per occurrence option of this feature may be blocked at the request of the customer free of charge.

Customers can receive a one time adjustment for charges when a customer claims unknown, unauthorized or denied use of the service by calling their Company Billing Representative at the telephone number listed in their telephone directory under the heading, "WHERE TO REACH VERIZON", for billing. VERIZON will arrange for the service to be "blocked" at the customer's request.

CUSTOM CALLING SERVICES

B. Individual Calling Services - Continued

Special Conditions - Continued

5. Distinctive Ring ¹ (T)

Distinctive Ring provides the customer with two separate telephone numbers on one line, each with its own distinct ring for call differentiation. A directory listing may be established on the second number at no charge.

6. Busy Redial ² (T)

Busy Redial is an arrangement which permits the customer to redial automatically the last number dialed. If the called line is found to be busy, a 30 minute queuing process begins. The customer is then given an indication that the network will attempt to set up the call when the called line is idle. The network periodically tests the busy/idle status of the called line 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 calling party is alerted with a distinctive ring signifying that the call can now be completed.

This feature is offered on a per line or per occurrence basis. When Automatic Busy Redial is activated on a per occurrence basis, the per occurrence rate applies each time the feature is activated. Provision of the per occurrence option of this feature may be blocked at the request of the customer.

7. Select Call Forwarding ³ (T)

Select Call Forwarding is an arrangement which permits a customer to pre-specify a maximum of 12 telephone numbers from which incoming calls are to be forwarded. During the period that Select Call Forwarding is activated, only calls from the pre-specified numbers will be forwarded.

8. Call Block

Call Block allows a customer to block incoming calls from a maximum of twelve (12) numbers. The customer can also block incoming calls placed from the last calling number even if the number is unknown to the customer. The automatic voiceback feature has been disabled and will not voiceback the calling party's telephone number. Blocked calls are routed to a recorded announcement which specifies that the called party is not accepting calls. Callers diverted to the recorded announcement will not be billed usage charges.

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Effective November 16, 2013, residence Distinctive Ring, Busy Redial provided for a monthly charge, and Select Call Forwarding Services are no longer available for purchase. Existing customers of record may retain these services at existing locations in accordance with the terms and conditions described herein. Service is not offered for new installations, moves, changes, or additions.

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Effective: December 1, 2008

CUSTOM CALLING SERVICES

B. Individual Calling Services - Continued

Special Conditions - Continued

5. Distinctive Ring

Distinctive Ring provides the customer with two separate telephone numbers on one line, each with its own distinct ring for call differentiation. A directory listing may be established on the second number at no charge.

6. Busy Redial

Busy Redial is an arrangement which permits the customer to redial automatically the last number dialed. If the called line is found to be busy, a 30 minute queuing process begins. The customer is then given an indication that the network will attempt to set up the call when the called line is idle. The network periodically tests the busy/idle status of the called line 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 calling party is alerted with a distinctive ring signifying that the call can now be completed.

This feature is offered on a per line or per occurrence basis. When Automatic Busy Redial is activated on a per occurrence basis, the per occurrence rate applies each time the feature is activated. Provision of the per occurrence option of this feature may be blocked at the request of the customer.

7. Select Call Forwarding

Select Call Forwarding is an arrangement which permits a customer to pre-specify a maximum of 12 telephone numbers from which incoming calls are to be forwarded. During the period that Select Call Forwarding is activated, only calls from the pre-specified numbers will be forwarded.

8. Call Block

Call Block allows a customer to block incoming calls from a maximum of twelve (12) numbers. The customer can also block incoming calls placed from the last calling number even if the number is unknown to the customer. The automatic voiceback feature has been disabled and will not voiceback the calling party's telephone number. Blocked calls are routed to a recorded announcement which specifies that the called party is not accepting calls. Callers diverted to the recorded announcement will not be billed usage charges.

CUSTOM CALLING SERVICES

B. Individual Calling Services - Continued

Special Conditions - Continued

9. Call Trace

Call Trace allows a customer to automatically activate a trace record of the last incoming call. By activating the call trace feature, the customer automatically authorizes the Company to store the results of any and all traces initiated by the customer in the Company's switching office, and to release the results of such traces directly to the customer's serving law enforcement agency upon a further written request by the customer. The results of such traces will be released to the appropriate law enforcement agency only upon such further written request by the customer. The customer acknowledges his understanding that under no circumstances will trace results be provided directly to the customer.

The customer must contact the Company within ten (10) days after activating a call trace or the trace record will be automatically deleted.

Call Trace will be activated for a one (1) month period only, unless specified otherwise by the customer when ordering the service.

10. *69¹

(T)

*69 allows a customer to automatically return the last incoming call whether it is answered or not. Upon activation of this feature, the number of the most recent party who called 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. When *69 is activated on a per occurrence basis, the per occurrence rate applies each time the feature is activated, regardless of whether the return call is completed to the calling party. Provision of the per occurrence option of this feature may be blocked at the request of the customer.

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 Effective November 16, 2013, residence *69 Service provided for a monthly charge is no longer available for purchase. Existing customers of record may retain these services at existing locations in accordance with the terms and conditions described herein. Service is not offered for new installations, moves, changes, or additions.

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(N)

Effective: December 1, 2008

CUSTOM CALLING SERVICES

B. Individual Calling Services - Continued

Special Conditions - Continued

9. Call Trace

Call Trace allows a customer to automatically activate a trace record of the last incoming call. By activating the call trace feature, the customer automatically authorizes the Company to store the results of any and all traces initiated by the customer in the Company's switching office, and to release the results of such traces directly to the customer's serving law enforcement agency upon a further written request by the customer. The results of such traces will be released to the appropriate law enforcement agency only upon such further written request by the customer. The customer acknowledges his understanding that under no circumstances will trace results be provided directly to the customer.

The customer must contact the Company within ten (10) days after activating a call trace or the trace record will be automatically deleted.

Call Trace will be activated for a one (1) month period only, unless specified otherwise by the customer when ordering the service.

10. *69

*69 allows a customer to automatically return the last incoming call whether it is answered or not. Upon activation of this feature, the number of the most recent party who called 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. When *69 is activated on a per occurrence basis, the per occurrence rate applies each time the feature is activated, regardless of whether the return call is completed to the calling party. Provision of the per occurrence option of this feature may be blocked at the request of the customer.

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.

CUSTOM CALLING SERVICES

B. Individual Calling Services - Continued

Special Conditions - Continued

11. Caller ID

Caller ID provides for the display of an incoming name and telephone number on a customer provided display device which is associated with the customer's local exchange service. Service can be provided to customers subscribing to rotary service. The Caller ID feature will forward the calling name and number from the appropriately equipped central office to the customer provided display device, typically by the second ring. The Company will forward non-blocked names and telephone numbers (including Nonpublished and Nonlisted telephone numbers) subject to limitations, such as those described below. Anonymous Call Block is included with this service at no additional cost where facilities and conditions permit.

The name and telephone number of the caller may not be displayed for every incoming call. "Out of Area," "Unavailable," the calling party's state name, or a similar message may appear for certain calls, including (i) calls made through certain networks, (ii) operator-assisted calls, calls from toll-free numbers, calling card calls, and international calls, (iii) when phone number or caller name information is not made available to Verizon, (iv) for certain telephone numbers for which Verizon does not purchase Caller ID information, and (v) for other technical reasons. In addition, "Private," "Anonymous" or a similar message may appear when the caller has blocked caller identification information.

All customer provided equipment used to interface with Caller ID must be connected in accordance with the provisions of the Federal Communications Commission's Registration program. Any intent to sell name(s) and/or number(s) gathered as a result of Caller ID is prohibited. This service is available only where facilities and conditions permit.

12. (RESERVED FOR FUTURE USE) (T)
(D)

NOTE: Effective July 16, 2011, Call Intercept will no longer be available to new or existing customers. (N)

CUSTOM CALLING SERVICES

B. Individual Calling Services - Continued

Special Conditions - Continued

11. Caller ID

Caller ID provides for the display of an incoming name and telephone number on a customer provided display device which is associated with the customer's local exchange service. Service can be provided to customers subscribing to rotary service. The Caller ID feature will forward the calling name and number from the appropriately equipped central office to the customer provided display device, typically by the second ring. The Company will forward non-blocked names and telephone numbers (including Nonpublished and Nonlisted telephone numbers) subject to limitations, such as those described below. Anonymous Call Block is included with this service at no additional cost where facilities and conditions permit.

The name and telephone number of the caller may not be displayed for every incoming call. "Out of Area," "Unavailable," the calling party's state name, or a similar message may appear for certain calls, including (i) calls made through certain networks, (ii) operator-assisted calls, calls from toll-free numbers, calling card calls, and international calls, (iii) when phone number or caller name information is not made available to Verizon, (iv) for certain telephone numbers for which Verizon does not purchase Caller ID information, and (v) for other technical reasons. In addition, "Private," "Anonymous" or a similar message may appear when the caller has blocked caller identification information.

All customer provided equipment used to interface with Caller ID must be connected in accordance with the provisions of the Federal Communications Commission's Registration program. Any intent to sell name(s) and/or number(s) gathered as a result of Caller ID is prohibited. This service is available only where facilities and conditions permit.

12. Call Intercept

Effective July 16, 2011, Call Intercept will no longer be available to new or existing customers.

(C)

CUSTOM CALLING SERVICES

B. Individual Calling Services - Continued

Special Conditions - Continued

11. Caller ID

Caller ID provides for the display of an incoming name and telephone number on a customer provided display device which is associated with the customer's local exchange service. Service can be provided to customers subscribing to rotary service. The Caller ID feature will forward the calling name and number from the appropriately equipped central office to the customer provided display device, typically by the second ring. The Company will forward non-blocked names and telephone numbers (including Nonpublished and Nonlisted telephone numbers) subject to limitations, such as those described below. Anonymous Call Block is included with this service at no additional cost where facilities and conditions permit. (N) (D) (T)

The name and telephone number of the caller may not be displayed for every incoming call. "Out of Area," "Unavailable," the calling party's state name, or a similar message may appear for certain calls, including (i) calls made through certain networks, (ii) operator-assisted calls, calls from toll-free numbers, calling card calls, and international calls, (iii) when phone number or caller name information is not made available to Verizon, (iv) for certain telephone numbers for which Verizon does not purchase Caller ID information, and (v) for other technical reasons. In addition, "Private," "Anonymous" or a similar message may appear when the caller has blocked caller identification information. (N) (N)

All customer provided equipment used to interface with Caller ID must be connected in accordance with the provisions of the Federal Communications Commission's Registration program. Any intent to sell name(s) and/or number(s) gathered as a result of Caller ID is prohibited. This service is available only where facilities and conditions permit.

12. Call Intercept

Call Intercept is an optional enhancement to Caller ID or Caller ID - Number Only Service. It provides residential Caller ID customers with informed choices about accepting or rejecting unidentified calls that typically appear as "Anonymous", "Unavailable", "Out of Area" or "Private", by requiring identification of the calling party as a condition of call completion. The unidentified caller is prompted by a recorded message to record a personal or business name. Once recorded, Call Intercept calls the subscribing customer's line and displays the words "Call Intercept" on the Caller ID box. When the customer answers, Call Intercept plays the recorded name. The customer may then choose one of the following options:

- accept the call
- decline the call which will begin an announcement to the caller, notifying the caller of the call denial
- refuse the sales/telemarketing call which then plays the Company's sales screening announcement
- send the call to voice mail, if the subscriber has Verizon Home Voice Mail service
- replay the recorded name

Effective: December 1, 2008

CUSTOM CALLING SERVICES

B. Individual Calling Services - Continued

Special Conditions - Continued

11. Caller ID

Caller ID provides for the display of an incoming name and telephone number on a customer provided display device which is associated with the customer's local exchange service. Service can be provided to customers subscribing to rotary service. The Caller ID feature will forward the calling name and number from the appropriately equipped central office to the customer provided display device. The Company will forward all non-blocked names and telephone numbers (including Nonpublished and Nonlisted telephone numbers) subject to technical limitations. Anonymous Call Block is included with this service at no additional cost where facilities and conditions permit.

All customer provided equipment used to interface with Caller ID must be connected in accordance with the provisions of the Federal Communications Commission's Registration program. Any intent to sell name(s) and/or number(s) gathered as a result of Caller ID is prohibited. This service is available only where facilities and conditions permit.

12. Call Intercept

Call Intercept is an optional enhancement to Caller ID or Caller ID - Number Only Service. It provides residential Caller ID customers with informed choices about accepting or rejecting unidentified calls that typically appear as "Anonymous", "Unavailable", "Out of Area" or "Private", by requiring identification of the calling party as a condition of call completion. The unidentified caller is prompted by a recorded message to record a personal or business name. Once recorded, Call Intercept calls the subscribing customer's line and displays the words "Call Intercept" on the Caller ID box. When the customer answers, Call Intercept plays the recorded name. The customer may then choose one of the following options:

- accept the call
- decline the call which will begin an announcement to the caller, notifying the caller of the call denial
- refuse the sales/telemarketing call which then plays the Company's sales screening announcement
- send the call to voice mail, if the subscriber has Verizon Home Voice Mail service
- replay the recorded name

CUSTOM CALLING SERVICES

B. Individual Calling Services - Continued

Special Conditions - Continued

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Effective: December 1, 2008

CUSTOM CALLING SERVICES

B. Individual Calling Services - Continued

Special Conditions - Continued

12. Call Intercept - Continued

If the customer is not home, Call Intercept connects the caller to an answering device, e.g. answering machine or Verizon Home Voice Mail service if available. If these devices are not available, Call Intercept will play a Company recorded message that the subscriber is not available.

A PIN number is available to customers to be used as an override code by family or friends. By entering the PIN, the caller will bypass the Call Intercept screening and the call will complete as dialed. The customer's telephone will ring with a distinctive ringing pattern that differs from the normal ring and the words "Priority Caller" will be displayed on the Caller ID box.

New or existing customers subscribing to Big Deal - Option A, Local Package, or Local and Toll Package¹ can receive Call Intercept at a discounted monthly recurring rate. See RATES 12.

Call Intercept is offered only where technically feasible.

Customers cannot subscribe to Remote Call Forwarding and Call Intercept on the same line.

Customers cannot subscribe to Enhanced Call Forwarding and Call Intercept on the same line.

¹ Local and Toll Package is grandfathered and limited to existing customers at existing locations as of March 21, 2005.

Effective: December 1, 2008

CUSTOM CALLING SERVICES

B. Individual Calling Services - Continued

Special Conditions - Continued

13. Anonymous Call Block

Anonymous Call Block allows a customer to reject calls from callers who have activated a blocking option in order to prevent the display of their telephone number. Anonymous Call Block is activated or deactivated by dialing a preassigned code. When Anonymous Call Block is activated, such calls will be routed to an announcement which tells the caller that the called party will not accept calls from callers who have chosen to prevent the display of their telephone numbers. The calling party will be requested to hang up and place the call again without the blocking feature activated. Callers will not be charged for incomplete calls due to Anonymous Call Block.

14. Call Waiting ID

Call Waiting ID enhances Caller ID and Call Waiting by allowing them to interact with one another. With the interaction of the features, the Caller ID customer can receive Caller ID information, unless the caller blocks the display of name and/or number or the information is unavailable due to technical reasons. The customer must subscribe to both services (Caller ID - Only or Caller ID and Call Waiting). Call Waiting ID Compatible Display equipment is required. (NOTE: Current Name and Number, Type 1 CPE, that is only Caller ID compatible will not work with this service.)

Customers who call to set up the Call Waiting and Caller ID interaction will not be charged applicable Section 3 Service Order charges. Customers who call to subscribe to Caller ID and/or Call Waiting in order to receive the enhanced interaction will be charged the applicable Section 3 Service Order charges.

CUSTOM CALLING SERVICES

B. Individual Calling Services

Rates	Monthly Rate	
	<u>Bus</u>	<u>Res</u>
1. <u>Call Forwarding</u>		
a. Flexible Call Forwarding	\$ 6.50	\$ 6.70 (I)
Call Forwarding Rotary	7.50	
b. Fixed Call Forwarding		
(1) Call Forwarding Busy-Line—Fixed ³	3.25	4.50
(2) Call Forwarding No-Answer—Fixed ⁴	3.25	4.50
(3) Call Forwarding Busy Line Don't Answer	7.00	4.50
2. <u>Call Waiting / Cancel Call Waiting</u>	9.00	8.25 (I)
3. <u>Speed Dialing</u> ⁵		
a. Eight-code capacity	3.50	6.00 (I)
b. Thirty-code capacity	4.50	7.25 (I)
4. <u>Three Way Calling</u>		
a. per line	7.00	8.25 (I)
b. per occurrence ^{1, 2}	0.75	0.75

¹ Application of the per occurrence charge for this service is limited to the first ten (10) occurrences per month.

² Provision of the per occurrence option of this feature may be blocked at the request of the customer.

^{3, 4, 5} Effective November 16, 2013, residence Call Forwarding Busy-Line—Fixed, Call Forwarding No-Answer—Fixed and Speed Dialing Services are no longer available for purchase. Existing customers of record may retain these services at existing locations in accordance with the terms and conditions described herein. Service is not offered for new installations, moves, changes, or additions.

CUSTOM CALLING SERVICES

B. Individual Calling Services

Rates	Monthly Rate	
	<u>Bus</u>	<u>Res</u>
1. <u>Call Forwarding</u>		
a. Flexible Call Forwarding	\$ 6.50 (I)	\$ 5.50 (D)
Call Forwarding Rotary	7.50 (I)	
b. Fixed Call Forwarding		
(1) Call Forwarding Busy-Line—Fixed ³ (T)	3.25	4.50 (D)
(2) Call Forwarding No-Answer—Fixed ⁴ (T)	3.25	4.50 (D)
(3) Call Forwarding Busy Line Don't Answer	7.00 (I)	4.50 (D)
2. <u>Call Waiting / Cancel Call Waiting</u>	9.00 (I)	6.75 (D)
3. <u>Speed Dialing</u> ⁵ (T)		
a. Eight-code capacity	3.50	5.00 (D)
b. Thirty-code capacity	4.50	6.00 (D)
4. <u>Three Way Calling</u>		
a. per line	7.00	6.50 (D)
b. per occurrence ^{1, 2}	0.75	0.75

¹ Application of the per occurrence charge for this service is limited to the first ten (10) occurrences per month.

² Provision of the per occurrence option of this feature may be blocked at the request of the customer.

^{3, 4, 5} Effective November 16, 2013, residence Call Forwarding Busy-Line—Fixed, Call Forwarding No-Answer—Fixed and Speed Dialing Services are no longer available for purchase. Existing customers of record may retain these services at existing locations in accordance with the terms and conditions described herein. Service is not offered for new installations, moves, changes, or additions.

(D)
 (T)

CUSTOM CALLING SERVICES

B. Individual Calling Services

Rates	Monthly Rate	
	<u>Bus</u>	<u>Res</u>
1. <u>Call Forwarding</u>		
a. Flexible Call Forwarding	\$ 6.00	\$ 5.50 ³ X
Call Forwarding Rotary	7.00	
b. Fixed Call Forwarding		
(1) Call Forwarding Busy-Line—Fixed ⁴	3.25	4.50 ³
(2) Call Forwarding No-Answer—Fixed ⁵	3.25	4.50 ³
(3) Call Forwarding Busy Line Don't Answer	6.50	4.50 ³
2. <u>Call Waiting / Cancel Call Waiting</u>	8.50	6.75 ³
3. <u>Speed Dialing</u> ⁶		
a. Eight-code capacity	3.50	5.00 ³
b. Thirty-code capacity	4.50	6.00 ³
4. <u>Three Way Calling</u>		
a. per line	7.00	6.50 ³
b. per occurrence ^{1,2}	0.75	0.75

X Rate correction.

(N)

¹ Application of the per occurrence charge for this service is limited to the first ten (10) occurrences per month.

² Provision of the per occurrence option of this feature may be blocked at the request of the customer.

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

^{4,5,6} Effective November 16, 2013, residence Call Forwarding Busy-Line—Fixed, Call Forwarding No-Answer—Fixed and Speed Dialing Services are no longer available for purchase. Existing customers of record may retain these services at existing locations in accordance with the terms and conditions described herein. Service is not offered for new installations, moves, changes, or additions.

CUSTOM CALLING SERVICES

B. Individual Calling Services

Rates	Monthly Rate	
	<u>Bus</u>	<u>Res</u>
1. <u>Call Forwarding</u>		
a. Flexible Call Forwarding	\$ 6.00 (I)	\$ 5.00 ³
Call Forwarding Rotary	7.00 (I)	
b. Fixed Call Forwarding		
(1) Call Forwarding Busy-Line—Fixed ⁴	3.25	4.50 ³
(2) Call Forwarding No-Answer—Fixed ⁵	3.25	4.50 ³
(3) Call Forwarding Busy Line Don't Answer	6.50 (I)	4.50 ³
2. <u>Call Waiting / Cancel Call Waiting</u>	8.50 (I)	6.75 ³
3. <u>Speed Dialing</u> ⁶		
a. Eight-code capacity	3.50	5.00 ³
b. Thirty-code capacity	4.50	6.00 ³
4. <u>Three Way Calling</u>		
a. per line	7.00	6.50 ³
b. per occurrence ^{1, 2}	0.75	0.75

¹ Application of the per occurrence charge for this service is limited to the first ten (10) occurrences per month.

² Provision of the per occurrence option of this feature may be blocked at the request of the customer.

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

^{4, 5, 6} Effective November 16, 2013, residence Call Forwarding Busy-Line—Fixed, Call Forwarding No-Answer—Fixed and Speed Dialing Services are no longer available for purchase. Existing customers of record may retain these services at existing locations in accordance with the terms and conditions described herein. Service is not offered for new installations, moves, changes, or additions.

CUSTOM CALLING SERVICES

B. Individual Calling Services

Rates	Monthly Rate		
	<u>Bus</u>	<u>Res</u>	
1. <u>Call Forwarding</u>			
a. Flexible Call Forwarding	\$ 5.50	\$ 5.50 ³	
Call Forwarding Rotary	6.50		
b. Fixed Call Forwarding			
(1) Call Forwarding Busy-Line—Fixed ⁴	3.25	4.50 ³	(T)
(2) Call Forwarding No-Answer—Fixed ⁵	3.25	4.50 ³	(T)
(3) Call Forwarding Busy Line Don't Answer	6.00	4.50 ³	
2. <u>Call Waiting / Cancel Call Waiting</u>	8.00	6.75 ³	
3. <u>Speed Dialing</u> ⁶			(T)
a. Eight-code capacity	3.50	5.00 ³	
b. Thirty-code capacity	4.50	6.00 ³	
4. <u>Three Way Calling</u>			
a. per line	7.00	6.50 ³	
b. per occurrence ^{1,2}	0.75	0.75	

¹ Application of the per occurrence charge for this service is limited to the first ten (10) occurrences per month.

² Provision of the per occurrence option of this feature may be blocked at the request of the customer.

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

^{4,5,6} Effective November 16, 2013, residence Call Forwarding Busy-Line—Fixed, Call Forwarding No-Answer—Fixed and Speed Dialing Services are no longer available for purchase. Existing customers of record may retain these services at existing locations in accordance with the terms and conditions described herein. Service is not offered for new installations, moves, changes, or additions.

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 (N)

CUSTOM CALLING SERVICES

B. Individual Calling Services

Rates	Monthly Rate		
	<u>Bus</u>	<u>Res</u>	
1. <u>Call Forwarding</u>			
a. Flexible Call Forwarding	\$ 5.50	\$ 5.50 ³ (I)	(T)
Call Forwarding Rotary	6.50		
b. Fixed Call Forwarding			
(1) Call Forwarding Busy-Line--Fixed	3.25	4.50 ³ (I)	(T)
(2) Call Forwarding No-Answer--Fixed	3.25	4.50 ³	
(3) Call Forwarding Busy Line Don't Answer	6.00	4.50 ³	
2. <u>Call Waiting / Cancel Call Waiting</u>	8.00	6.75 ³ (I)	(T)
3. <u>Speed Dialing</u>			
a. Eight-code capacity	3.50	5.00 ³ (I)	(T)
b. Thirty-code capacity	4.50	6.00 ³ (I)	(T)
4. <u>Three Way Calling</u>			
a. per line	7.00	6.50 ³ (I)	(T)
b. per occurrence ^{1,2}	0.75	0.75	

¹ Application of the per occurrence charge for this service is limited to the first ten (10) occurrences per month.

² Provision of the per occurrence option of this feature may be blocked at the request of the customer.

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

CUSTOM CALLING SERVICES

B. Individual Calling Services

Rates	Monthly Rate	
	<u>Bus</u>	<u>Res</u>
1. <u>Call Forwarding</u>		
a. Flexible Call Forwarding	\$ 5.50 (I)	\$ 4.50
Call Forwarding Rotary	6.50 (I)	
b. Fixed Call Forwarding		
(1) Call Forwarding Busy-Line--Fixed	3.25 (I)	3.50
(2) Call Forwarding No-Answer--Fixed	3.25	3.50
(3) Call Forwarding Busy Line Don't Answer	6.00	3.50
2. <u>Call Waiting / Cancel Call Waiting</u>	8.00 (I)	5.75
3. <u>Speed Dialing</u>		
a. Eight-code capacity	3.50 (I)	4.00
b. Thirty-code capacity	4.50 (I)	5.00
4. <u>Three Way Calling</u>		
a. per line	7.00 (I)	5.50
b. per occurrence ^{1, 2}	0.75	0.75

¹ Application of the per occurrence charge for this service is limited to the first ten (10) occurrences per month.

² Provision of the per occurrence option of this feature may be blocked at the request of the customer.

CUSTOM CALLING SERVICES

B. Individual Calling Services

Rates	Monthly Rate	
	<u>Bus</u>	<u>Res</u>
1. <u>Call Forwarding</u>		
a. Flexible Call Forwarding	\$ 5.00	\$ 4.50 (l)
Call Forwarding Rotary	5.50	
b. Fixed Call Forwarding		
(1) Call Forwarding Busy-Line--Fixed	2.25	3.50 (l)
(2) Call Forwarding No-Answer--Fixed	2.25	3.50
(3) Call Forwarding Busy Line Don't Answer	5.00	3.50
2. <u>Call Waiting / Cancel Call Waiting</u>	7.00	5.75 (l)
3. <u>Speed Dialing</u>		
a. Eight-code capacity	2.50	4.00 (l)
b. Thirty-code capacity	3.50	5.00 (l)
4. <u>Three Way Calling</u>		
a. per line	6.00	5.50 (l)
b. per occurrence ^{1, 2}	0.75	0.75

¹ Application of the per occurrence charge for this service is limited to the first ten (10) occurrences per month.

² Provision of the per occurrence option of this feature may be blocked at the request of the customer.

CUSTOM CALLING SERVICES

B. Individual Calling Services

Rates	Monthly Rate	
	<u>Bus</u>	<u>Res</u>
1. <u>Call Forwarding</u>		
a. Flexible Call Forwarding	\$ 5.00 (l)	\$ 3.50
Call Forwarding Rotaray	5.50 (l)	
b. Fixed Call Forwarding		
(1) Call Forwarding Busy-Line--Fixed	2.25 (l)	2.50
(2) Call Forwarding No-Answer--Fixed	2.25 (l)	2.50
(3) Call Forwarding Busy Line Don't Answer	5.00 (l)	2.50
2. <u>Call Waiting / Cancel Call Waiting</u>	7.00 (l)	4.75
3. <u>Speed Dialing</u>		
a. Eight-code capacity	2.50	3.00
b. Thirty-code capacity	3.50	4.00
4. <u>Three Way Calling</u>		
a. per line	6.00 (l)	4.50
b. per occurrence ^{1, 2}	0.75	0.75

¹ Application of the per occurrence charge for this service is limited to the first ten (10) occurrences per month.

² Provision of the per occurrence option of this feature may be blocked at the request of the customer.

CUSTOM CALLING SERVICES

B. Individual Calling Services

Rates	Monthly Rate	
	<u>Bus</u>	<u>Res</u>
1. <u>Call Forwarding</u>		
a. Flexible Call Forwarding	\$ 4.00	\$ 3.50 (I)
Call Forwarding Rotaray	4.50	
b. Fixed Call Forwarding		
(1) Call Forwarding Busy-Line--Fixed	1.25	2.50 (I)
(2) Call Forwarding No-Answer--Fixed	1.25	2.50 (I)
(3) Call Forwarding Busy Line Don't Answer	4.00	2.50
2. <u>Call Waiting / Cancel Call Waiting</u>	6.00	4.75
3. <u>Speed Dialing</u>		
a. Eight-code capacity	2.50	3.00 (I)
b. Thirty-code capacity	3.50	4.00 (I)
4. <u>Three Way Calling</u>		
a. per line	5.00	4.50 (I)
b. per occurrence ^{1, 2}	0.75	0.75

¹ Application of the per occurrence charge for this service is limited to the first ten (10) occurrences per month.

² Provision of the per occurrence option of this feature may be blocked at the request of the customer.

CUSTOM CALLING SERVICES

B. Individual Calling Services

Rates	Monthly Rate	
	<u>Bus</u>	<u>Res</u>
1. <u>Call Forwarding</u>		
a. Flexible Call Forwarding	\$ 4.00	\$ 3.00
Call Forwarding Rotaray	4.50	
b. Fixed Call Forwarding		
(1) Call Forwarding Busy-Line--Fixed	1.25	2.00 (I)
(2) Call Forwarding No-Answer--Fixed	1.25	2.00 (I)
(3) Call Forwarding Busy Line Don't Answer	4.00	2.00 (I)
2. <u>Call Waiting / Cancel Call Waiting</u>	6.00	4.75
3. <u>Speed Dialing</u>		
a. Eight-code capacity	2.50	2.50
b. Thirty-code capacity	3.50	3.50
4. <u>Three Way Calling</u>		
a. per line	5.00	4.00
b. per occurrence ^{1,2}	0.75	0.75

¹ Application of the per occurrence charge for this service is limited to the first ten (10) occurrences per month.

² Provision of the per occurrence option of this feature may be blocked at the request of the customer.

Effective: December 1, 2008

CUSTOM CALLING SERVICES

B. Individual Calling Services

Rates	Monthly Rate	
	<u>Bus</u>	<u>Res</u>
1. <u>Call Forwarding</u>		
a. Flexible Call Forwarding	\$ 4.00	\$ 3.00
Call Forwarding Rotaray	4.50	
b. Fixed Call Forwarding		
(1) Call Forwarding Busy-Line--Fixed	1.25	1.25
(2) Call Forwarding No-Answer--Fixed	1.25	1.25
(3) Call Forwarding Busy Line Don't Answer	4.00	1.50
2. <u>Call Waiting / Cancel Call Waiting</u>	6.00	4.75
3. <u>Speed Dialing</u>		
a. Eight-code capacity	2.50	2.50
b. Thirty-code capacity	3.50	3.50
4. <u>Three Way Calling</u>		
a. per line	5.00	4.00
b. per occurrence ^{1,2}	0.75	0.75

¹ Application of the per occurrence charge for this service is limited to the first ten (10) occurrences per month.

² Provision of the per occurrence option of this feature may be blocked at the request of the customer.

CUSTOM CALLING SERVICES

B. Individual Calling Services - Continued

Rates - Continued	Monthly Rate	
	<u>Bus</u>	<u>Res</u>
5. <u>Distinctive Ring</u> ⁴	\$ 8.50	\$11.00 (I)
6. <u>Busy Redial</u> , ^{1, 5}		
a. Per line	5.00	7.50
b. Per occurrence ^{2, 3}	0.75	0.75
7. <u>Select Call Forwarding</u> ^{1, 6} per line	6.00	6.25
8. <u>Call Block</u> , per line	--	5.00 (I)
9. <u>Call Trace</u> , per line ¹	6.00	5.50
10. <u>*69</u> ^{1, 7}		
a. Per line	6.25	9.25 (I)
b. Per occurrence ^{2, 3}	0.75	0.75

¹ Flexible Rate Ranges have been established for this service.

² Provision of the per occurrence option of this feature may be blocked at the request of the customer.

³ Application of the per occurrence charge for this service is limited to the first ten (10) occurrences per month.

4, 5, 6, 7

Effective November 16, 2013, residence Distinctive Ring, Busy Redial for a monthly charge, Select Call Forwarding and *69 for a monthly charge, are no longer available for purchase. Existing customers of record may retain these services at existing locations in accordance with the terms and conditions described herein. Service is not offered for new installations, moves, changes, or additions.

CUSTOM CALLING SERVICES

B. Individual Calling Services - Continued

Rates - Continued	Monthly Rate	
	<u>Bus</u>	<u>Res</u>
5. <u>Distinctive Ring</u> ⁴ (T)	\$ 8.50 (I)	\$9.00 (D)
6. <u>Busy Redial</u> , ^{1,5} (T)		
a. Per line	5.00	7.50 (D)
b. Per occurrence ^{2,3}	0.75	0.75
7. <u>Select Call Forwarding</u> ^{1,6} per line (T)	6.00	6.25
8. <u>Call Block</u> , per line	--	4.00
9. <u>Call Trace</u> , per line ¹	6.00	5.50
10. <u>*69</u> ^{1,7} (T)		
a. Per line	6.25	7.50 (D)
b. Per occurrence ^{2,3}	0.75	0.75

¹ Flexible Rate Ranges have been established for this service.

² Provision of the per occurrence option of this feature may be blocked at the request of the customer.

³ Application of the per occurrence charge for this service is limited to the first ten (10) occurrences per month.

^{4, 5, 6, 7}

Effective November 16, 2013, residence Distinctive Ring, Busy Redial for a monthly charge, Select Call Forwarding and *69 for a monthly charge, are no longer available for purchase. Existing customers of record may retain these services at existing locations in accordance with the terms and conditions described herein. Service is not offered for new installations, moves, changes, or additions.

(D)
 (T)

CUSTOM CALLING SERVICES

B. Individual Calling Services - Continued

Rates - Continued	Monthly Rate	
	<u>Bus</u>	<u>Res</u>
5. <u>Distinctive Ring</u> ⁵	\$ 8.00	\$9.00 ⁴
6. <u>Busy Redial</u> , ^{1, 6}		
a. Per line	5.00	7.50 ⁴
b. Per occurrence ^{2, 3}	0.75	0.75
7. <u>Select Call Forwarding</u> ^{1, 7} , per line	6.00	6.25 (I)
8. <u>Call Block</u> , per line	--	4.00
9. <u>Call Trace</u> , per line ¹	6.00	5.50
10. <u>*69</u> ^{1, 8}		
a. Per line	6.25	7.50 ⁴
b. Per occurrence ^{2, 3}	0.75	0.75

¹ Flexible Rate Ranges have been established for this service.

² Provision of the per occurrence option of this feature may be blocked at the request of the customer.

³ Application of the per occurrence charge for this service is limited to the first ten (10) occurrences per month.

⁴ To be implemented on a full bill period basis on or after November 16, 2013.

^{5, 6, 7, 8}

Effective November 16, 2013, residence Distinctive Ring, Busy Redial for a monthly charge, Select Call Forwarding and *69 for a monthly charge, are no longer available for purchase. Existing customers of record may retain these services at existing locations in accordance with the terms and conditions described herein. Service is not offered for new installations, moves, changes, or additions.

CUSTOM CALLING SERVICES

B. Individual Calling Services - Continued

Rates - Continued	Monthly Rate	
	<u>Bus</u>	<u>Res</u>
5. <u>Distinctive Ring</u> ⁵	\$ 8.00 (I)	\$9.00 ⁴
6. <u>Busy Redial</u> , ^{1, 6}		
a. Per line	5.00	7.50 ⁴
b. Per occurrence ^{2, 3}	0.75	0.75
7. <u>Select Call Forwarding</u> ^{1, 7} , per line	6.00	5.00
8. <u>Call Block</u> , per line	--	4.00
9. <u>Call Trace</u> , per line ¹	6.00	5.50
10. <u>*69</u> ^{1, 8}		
a. Per line	6.25	7.50 ⁴
b. Per occurrence ^{2, 3}	0.75	0.75

¹ Flexible Rate Ranges have been established for this service.

² Provision of the per occurrence option of this feature may be blocked at the request of the customer.

³ Application of the per occurrence charge for this service is limited to the first ten (10) occurrences per month.

⁴ To be implemented on a full bill period basis on or after November 16, 2013.

^{5, 6, 7, 8}

Effective November 16, 2013, residence Distinctive Ring, Busy Redial for a monthly charge, Select Call Forwarding and *69 for a monthly charge, are no longer available for purchase. Existing customers of record may retain these services at existing locations in accordance with the terms and conditions described herein. Service is not offered for new installations, moves, changes, or additions.

CUSTOM CALLING SERVICES

B. Individual Calling Services - Continued

Rates - Continued	Monthly Rate		
	<u>Bus</u>	<u>Res</u>	
5. <u>Distinctive Ring</u> ⁵	\$ 7.50	\$9.00 ⁴	(T)
6. <u>Busy Redial</u> , ^{1, 6}			(T)
a. Per line	5.00	7.50 ⁴	
b. Per occurrence ^{2, 3}	0.75	0.75	
7. <u>Select Call Forwarding</u> ^{1, 7} , per line	6.00	5.00	(T)
8. <u>Call Block</u> , per line	--	4.00	
9. <u>Call Trace</u> , per line ¹	6.00	5.50	
10. <u>*69</u> ^{1, 8}			(T)
a. Per line	6.25	7.50 ⁴	
b. Per occurrence ^{2, 3}	0.75	0.75	

¹ Flexible Rate Ranges have been established for this service.

² Provision of the per occurrence option of this feature may be blocked at the request of the customer.

³ Application of the per occurrence charge for this service is limited to the first ten (10) occurrences per month.

⁴ To be implemented on a full bill period basis on or after November 16, 2013.

^{5, 6, 7, 8}

Effective November 16, 2013, residence Distinctive Ring, Busy Redial for a monthly charge, Select Call Forwarding and *69 for a monthly charge, are no longer available for purchase. Existing customers of record may retain these services 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)

CUSTOM CALLING SERVICES

B. Individual Calling Services - Continued

Rates - Continued

	Monthly Rate		
	<u>Bus</u>	<u>Res</u>	
5. <u>Distinctive Ring</u>	\$ 7.50	\$9.00 ⁴ (I)	(T)
6. <u>Busy Redial</u> , ¹			
a. Per line	5.00	7.50 ⁴ (I)	(T)
b. Per occurrence ^{2,3}	0.75	0.75	
7. <u>Select Call Forwarding</u> ¹ , per line	6.00	5.00	
8. <u>Call Block</u> , per line	--	4.00	
9. <u>Call Trace</u> , per line ¹	6.00	5.50	
10. <u>*69</u> ¹			
a. Per line	6.25	7.50 ⁴ (I)	(T)
b. Per occurrence ^{2,3}	0.75	0.75	

¹ Flexible Rate Ranges have been established for this service.

² Provision of the per occurrence option of this feature may be blocked at the request of the customer.

³ Application of the per occurrence charge for this service is limited to the first ten (10) occurrences per month.

⁴ To be implemented on a full bill period basis on or after November 16, 2013.

CUSTOM CALLING SERVICES

B. Individual Calling Services - Continued

Rates - Continued	Monthly Rate	
	<u>Bus</u>	<u>Res</u>
5. <u>Distinctive Ring</u>	\$ 7.50 (I)	\$8.00
6. <u>Busy Redial</u> , ¹		
a. Per line	5.00	6.50
b. Per occurrence ^{2,3}	0.75	0.75
7. <u>Select Call Forwarding</u> ¹ , per line	6.00 (I)	5.00
8. <u>Call Block</u> , per line	--	4.00
9. <u>Call Trace</u> , per line ¹	6.00 (I)	5.50
10. <u>*69</u> ¹		
a. Per line	6.25 (I)	6.50
b. Per occurrence ^{2,3}	0.75	0.75

¹ Flexible Rate Ranges have been established for this service.

² Provision of the per occurrence option of this feature may be blocked at the request of the customer.

³ Application of the per occurrence charge for this service is limited to the first ten (10) occurrences per month.

CUSTOM CALLING SERVICES

B. Individual Calling Services - Continued

Rates - Continued	Monthly Rate	
	<u>Bus</u>	<u>Res</u>
5. <u>Distinctive Ring</u>	\$ 7.00	\$8.00 (I)
6. <u>Busy Redial</u> , ¹		
a. Per line	5.00	6.50 (I)
b. Per occurrence ^{2,3}	0.75	0.75
7. <u>Select Call Forwarding</u> ¹ , per line	5.00	5.00
8. <u>Call Block</u> , per line	--	4.00
9. <u>Call Trace</u> , per line ¹	5.00	5.50
10. <u>*69</u> ¹		
a. Per line	5.00	6.50 (I)
b. Per occurrence ^{2,3}	0.75	0.75

¹ Flexible Rate Ranges have been established for this service.

² Provision of the per occurrence option of this feature may be blocked at the request of the customer.

³ Application of the per occurrence charge for this service is limited to the first ten (10) occurrences per month.

CUSTOM CALLING SERVICES

B. Individual Calling Services - Continued

Rates - Continued	Monthly Rate	
	<u>Bus</u>	<u>Res</u>
5. <u>Distinctive Ring</u>	\$ 7.00 (I)	\$ 7.00
6. <u>Busy Redial</u> , ¹		
a. Per line	5.00	5.50
b. Per occurrence ^{2,3}	0.75	0.75
7. <u>Select Call Forwarding</u> ¹ , per line	5.00	5.00
8. <u>Call Block</u> , per line	--	4.00
9. <u>Call Trace</u> , per line ¹	5.00	5.50
10. <u>*69</u> ¹		
a. Per line	5.00	5.50
b. Per occurrence ^{2,3}	0.75	0.75

¹ Flexible Rate Ranges have been established for this service.

² Provision of the per occurrence option of this feature may be blocked at the request of the customer.

³ Application of the per occurrence charge for this service is limited to the first ten (10) occurrences per month.

CUSTOM CALLING SERVICES

B. Individual Calling Services - Continued

Rates - Continued	Monthly Rate	
	<u>Bus</u>	<u>Res</u>
5. <u>Distinctive Ring</u>	\$ 6.00	\$ 7.00 (I)
6. <u>Busy Redial</u> , ¹		
a. Per line	5.00	5.50 (I)
b. Per occurrence ^{2,3}	0.75	0.75
7. <u>Select Call Forwarding</u> ¹ , per line	5.00	5.00
8. <u>Call Block</u> , per line	--	4.00 (I)
9. <u>Call Trace</u> , per line ¹	5.00	5.50 (I)
10. <u>*69</u> ¹		
a. Per line	5.00	5.50 (I)
b. Per occurrence ^{2,3}	0.75	0.75

¹ Flexible Rate Ranges have been established for this service.

² Provision of the per occurrence option of this feature may be blocked at the request of the customer.

³ Application of the per occurrence charge for this service is limited to the first ten (10) occurrences per month.

CUSTOM CALLING SERVICES

B. Individual Calling Services - Continued

Rates - Continued	Monthly Rate	
	<u>Bus</u>	<u>Res</u>
5. <u>Distinctive Ring</u>	\$ 6.00	\$ 6.50 (I)
6. <u>Busy Redial</u> , ¹		
a. Per line	5.00	5.00
b. Per occurrence ^{2,3}	0.75	0.75
7. <u>Select Call Forwarding</u> ¹ , per line	5.00	5.00
8. <u>Call Block</u> , per line	--	3.50
9. <u>Call Trace</u> , per line ¹	5.00	5.00
10. <u>*69</u> ¹		
a. Per line	5.00	5.00
b. Per occurrence ^{2,3}	0.75	0.75

¹ Flexible Rate Ranges have been established for this service.

² Provision of the per occurrence option of this feature may be blocked at the request of the customer.

³ Application of the per occurrence charge for this service is limited to the first ten (10) occurrences per month.

Effective: December 1, 2008

CUSTOM CALLING SERVICES

B. Individual Calling Services - Continued

Rates - Continued	Monthly Rate	
	<u>Bus</u>	<u>Res</u>
5. <u>Distinctive Ring</u>	\$ 6.00	\$ 6.00
6. <u>Busy Redial</u> , ¹		
a. Per line	5.00	5.00
b. Per occurrence ^{2,3}	0.75	0.75
7. <u>Select Call Forwarding</u> ¹ , per line	5.00	5.00
8. <u>Call Block</u> , per line	--	3.50
9. <u>Call Trace</u> , per line ¹	5.00	5.00
10. <u>*69</u> ¹		
a. Per line	5.00	5.00
b. Per occurrence ^{2,3}	0.75	0.75

¹ Flexible Rate Ranges have been established for this service.

² Provision of the per occurrence option of this feature may be blocked at the request of the customer.

³ Application of the per occurrence charge for this service is limited to the first ten (10) occurrences per month.

CUSTOM CALLING SERVICES

B. Individual Calling Services - Continued

Rates - Continued	Monthly Rate	
	<u>Bus</u>	<u>Res</u>
11. <u>Caller ID</u> ¹ Per line	\$ 12.00	\$ 10.95 (I)
12. (RESERVED FOR FUTURE USE)		
13. <u>Anonymous Call Block</u> ¹ , Per line	1.00	3.50
14. <u>Call Waiting ID</u> ²	1.50	0.00

¹ Appropriate nonrecurring charges as set forth in Section 3, Service Charges, apply.

² Rates for Caller ID and Call Waiting/Cancel Call Waiting apply in addition to this rate. See Special Conditions B.14.

CUSTOM CALLING SERVICES

B. Individual Calling Services - Continued

Rates - Continued	Monthly Rate	
	<u>Bus</u>	<u>Res</u>
11. <u>Caller ID</u> ¹ Per line	\$ 12.00 (I)	\$ 9.95 (D)
12. (RESERVED FOR FUTURE USE)		
13. <u>Anonymous Call Block</u> ¹ , Per line	1.00	3.50 (D)
14. <u>Call Waiting ID</u> ²	1.50 (I)	0.00

¹ Appropriate nonrecurring charges as set forth in Section 3, Service Charges, apply.

² Rates for Caller ID and Call Waiting/Cancel Call Waiting apply in addition to this rate. See Special Conditions B.14.

CUSTOM CALLING SERVICES

B. Individual Calling Services - Continued

Rates - Continued	Monthly Rate	
	<u>Bus</u>	<u>Res</u>
11. <u>Caller ID</u> ¹ Per line	\$ 11.50 (I)	\$ 9.95 ³
12. (RESERVED FOR FUTURE USE)		
13. <u>Anonymous Call Block</u> ¹ , Per line	1.00	3.50 ³
14. <u>Call Waiting ID</u> ²	1.00 (I)	0.00

¹ Appropriate nonrecurring charges as set forth in Section 3, Service Charges, apply.

² Rates for Caller ID and Call Waiting/Cancel Call Waiting apply in addition to this rate. See Special Conditions B.14.

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

CUSTOM CALLING SERVICES

B. Individual Calling Services - Continued

Rates - Continued	Monthly Rate		
	<u>Bus</u>	<u>Res</u>	
11. <u>Caller ID</u> ¹ Per line	\$ 11.00	\$ 9.95 ³ (I)	(T)
12. (RESERVED FOR FUTURE USE)			
13. <u>Anonymous Call Block</u> ¹ , Per line	1.00	3.50 ³ (I)	(T)
14. <u>Call Waiting ID</u> ²	0.50	0.00	

¹ Appropriate nonrecurring charges as set forth in Section 3, Service Charges, apply.

² Rates for Caller ID and Call Waiting/Cancel Call Waiting apply in addition to this rate. See Special Conditions B.14.

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

CUSTOM CALLING SERVICES

B. Individual Calling Services - Continued

Rates - Continued	Monthly Rate	
	<u>Bus</u>	<u>Res</u>
11. <u>Caller ID</u> ¹ Per line	\$ 11.00 (I)	\$ 8.95
12. (RESERVED FOR FUTURE USE)		
13. <u>Anonymous Call Block</u> ¹ , Per line	1.00	2.50
14. <u>Call Waiting ID</u> ²	0.50 (I)	0.00

¹ Appropriate nonrecurring charges as set forth in Section 3, Service Charges, apply.

² Rates for Caller ID and Call Waiting/Cancel Call Waiting apply in addition to this rate. See Special Conditions B.14.

CUSTOM CALLING SERVICES

B. Individual Calling Services - Continued

Rates - Continued	Monthly Rate	
	<u>Bus</u>	<u>Res</u>
11. <u>Caller ID</u> ¹ Per line	\$ 10.50	\$ 8.95 (I)
12. (RESERVED FOR FUTURE USE)		
13. <u>Anonymous Call Block</u> ¹ , Per line	1.00	2.50 (I)
14. <u>Call Waiting ID</u> ²	0.00	0.00

¹ Appropriate nonrecurring charges as set forth in Section 3, Service Charges, apply.

² Rates for Caller ID and Call Waiting/Cancel Call Waiting apply in addition to this rate. See Special Conditions B.14.

CUSTOM CALLING SERVICES

B. Individual Calling Services - Continued

Rates - Continued	Monthly Rate		
	<u>Bus</u>	<u>Res</u>	
11. <u>Caller ID</u> ¹ Per line	\$ 10.50 (I)	\$ 7.95	
12. (RESERVED FOR FUTURE USE)			(D)
13. <u>Anonymous Call Block</u> ¹ , Per line	1.00	1.50	
14. <u>Call Waiting ID</u> ²	0.00	0.00	(T)

¹ Appropriate nonrecurring charges as set forth in Section 3, Service Charges, apply.

² Rates for Caller ID and Call Waiting/Cancel Call Waiting apply in addition to this rate. See Special Conditions B.14.

(D)
 |
 (D)
 (T)

CUSTOM CALLING SERVICES

B. Individual Calling Services - Continued

Rates - Continued	Monthly Rate	
	<u>Bus</u>	<u>Res</u>
11. <u>Caller ID</u> ¹ Per line	\$ 9.50	\$ 7.95
12. <u>Call Intercept</u> ^{2,3}	--	5.50 (I)
13. <u>Anonymous Call Block</u> ¹ , Per line	1.00	1.50 (I)
14. <u>Call Waiting ID</u> ⁴	0.00	0.00

¹ Appropriate nonrecurring charges as set forth in Section 3, Service Charges, apply.

² Available only in conjunction with Caller ID or Caller ID-Number Only. Customers subscribing to Call Intercept in conjunction with Big Deal-Option A, Local Package, or Local and Toll Package will receive this feature at a discounted monthly rate.

³ Nonrecurring charges are not applicable for this feature.

⁴ Rates for Caller ID and Call Waiting/Cancel Call Waiting apply in addition to this rate. See Special Conditions B.14.

Effective: December 1, 2008

CUSTOM CALLING SERVICES

B. Individual Calling Services - Continued

Rates - Continued	Monthly Rate	
	<u>Bus</u>	<u>Res</u>
11. <u>Caller ID</u> ¹ Per line	\$ 9.50	\$ 7.95
12. <u>Call Intercept</u> ^{2,3}	--	5.00
13. <u>Anonymous Call Block</u> ¹ , Per line	1.00	1.00
14. <u>Call Waiting ID</u> ⁴	0.00	0.00

¹ Appropriate nonrecurring charges as set forth in Section 3, Service Charges, apply.

² Available only in conjunction with Caller ID or Caller ID-Number Only. Customers subscribing to Call Intercept in conjunction with Big Deal-Option A, Local Package, or Local and Toll Package will receive this feature at a discounted monthly rate.

³ Nonrecurring charges are not applicable for this feature.

⁴ Rates for Caller ID and Call Waiting/Cancel Call Waiting apply in addition to this rate. See Special Conditions B.14.

Effective: December 1, 2008

CUSTOM CALLING SERVICES

C. CALL RESTRICTION SERVICES

Special Conditions

1. Call Restriction Option I

- a. Restricts outgoing calls to the local calling area plus the local-extended calling area.
- b. Permits the customer and/or users of the service to access certain operator assisted calls, which include repair service, directory assistance and emergency service operators.
- c. Denies access to ZUM Zone 3 calling area, toll calls, third party billing, "0" minus and "0" plus calls.
- d. Will only be provided from selected electronic central office switches and then only where such facilities are available.
- e. Charges for all incoming calls (including collect calls) shall be the responsibility of the customer.
- f. It is the customer's responsibility to inform the Company of any failures of the feature to perform as specified herein.

2. Call Restriction Option II - TSPS Screening

- a. Will only be provided from selected electronic central office switches and then only where such facilities are available.
- b. May require telephone number change.
- c. Will allow third number calls, collect calls, local exchange or interexchange carrier calling card calls, operator assisted calls to 611, 711 and 911 and will allow assist calls placed by handicapped who are unable to dial.
- d. Will deny incoming collect calls and third party billing to this service.
- e. Will deny time and charge requests.

Effective: December 1, 2008

CUSTOM CALLING SERVICES

C. CALL RESTRICTION SERVICES – Continued

Special Conditions - Continued

2. Call Restriction Option II - TSPS Screening - Continued

- f. Provides operator interactive screening for intraLATA calls only. Screen code customers are required to make screening arrangements with appropriate interexchange carriers for calls placed outside the LATA.
- g. It is the customer's responsibility to inform the Company of any failures of the feature to perform as specified herein.
- h. Traffic Service Position System (TSPS) screening will not be provided in conjunction with Foreign Exchange Service, except those Foreign Exchange lines provided to Pacific Bell Remote Island Areas and will not be provided in conjunction with ContraNet® Service.

3. Option III – Split 1+DDD Restriction

- a. Block calls to 101XXXX+1+ and 101XXXX+011+.
- b. Split 1+DDD Blocking is offered to aggregators upon request, on a per line or trunk basis. An aggregator is any individual, partnership, association, joint-stock company, trust or corporation that, in the ordinary course of its operations, makes telephones available to the public or to transient users of its premises.

4. Option IV – Call Restriction

- a. Restricts directly dialed calls to the local calling area plus the local extended calling area.
- b. Allows 0- and 0+ calls.

Effective: December 1, 2008

CUSTOM CALLING SERVICES

C. CALL RESTRICTION SERVICES – Continued

Special Conditions - Continued

5. Option V – 1+ and 0+(900)XXX-XXXX and 976-XXXX Blocking

- a. Option V blocking prevents the completion of directly dialed intrastate 976-XXXX and all directly dialed Intrastate 1+ and 0+(900)XXX-XXXX calls where a subscriber is served from a technically capable central office.
- b. Call Restriction Option V is available to all individual-line and trunk-line customers.
- c. A residential or business subscriber served from a central office in which blocking cannot be provided may change telephone numbers to be served by a co-located central office for the purpose of obtaining Option V blocking and shall not be charged for the number changed.
- d. Option V blocking shall be reinstalled for a fee upon request from the residence or business customer.
- e. Businesses subscribing to Option V blocking will incur no charge if the blocking order is placed at the same time as an initial order or if a blocking or unblocking order is placed at the same time as a subsequent order for other service changes. This charge will be reduced to \$1.00 if the blocking order is placed no more than 60 days after customer receipt of a bill insert announcing the offer.
- f. Option V blocking shall be removed for a fee upon written request from the residence customer.
- g. Option V blocking shall be removed for a fee upon request from the business customer.
- h. For those residence customers who request Option V, blocking, the one-time per-line charge specified in RATES Section will be tracked in a memorandum account in lieu of application to the customer's bill.

This charge does not apply to residence Universal Lifeline Telephone Service customers.

6. Call Restriction Service will be furnished only where facilities are available. Service is offered on a limited basis by specific switching systems within certain geographical areas. Since this service is not offered in all areas, it is important to verify its availability by contacting your Company Account Representative or Business Office at the telephone number listed in your telephone directory under the heading "WHERE TO REACH VERIZON", for installation/service.

CUSTOM CALLING SERVICES

C. CALL RESTRICTION SERVICES

Rates

	<u>NRC</u>	<u>Monthly Rate</u>	
		<u>Bus</u>	<u>Res</u>
1. Option I - Allows calling within the local exchange and local extended calling area		\$ 5.00	\$ 3.50(l)
2. Option II - Provides operator interactive OSPS screening and BNS	23.00	3.50	3.50
3. Option III - Split 1+DDD Restriction	26.00	5.00	5.00
4. Option IV - Allows sent paid calling to local calling area and EAS only, allows 0+ and 0- access		3.00	3.00
5. Option V - 1+ and 0+(900)XXX-XXXX and 976-XXXX Call Blocking			
	<u>NRC</u>		<u>NRC</u>
	<u>Bus</u>		<u>Res</u>
a. Blocking of Intrastate 976-XXXX and Interstate/Intrastate 1+ and 0+(900) XXX-XXXX calls when the subscriber elects to have such calls blocked, per line	\$ 15.00 ^{1,2}		0.00 ^{1,3}
b. Removal of service per line	15.00 ¹		5.00 ¹
c. Reinstallation of service per line	15.00 ¹		5.00 ¹

¹ This charge will not apply if the blocking order is placed at the same time as an initial order or if a blocking or unblocking order is placed at the same time as a subsequent order for other service changes.

² Excluding Centrex-type customers.

³ For residence customers who request blocking of call attempts to 1+ and 0+(900)XXX-XXXX and 976-XXXX telephone numbers (Option V blocking), the one-time per-line charge specified in RATES Section will be tracked in a memorandum account in lieu of application to the customer's bill. This charge does not apply to Universal Lifeline Telephone Service.

CUSTOM CALLING SERVICES

C. CALL RESTRICTION SERVICES

Rates

	<u>NRC</u>	<u>Monthly Rate</u>		
		<u>Bus</u>	<u>Res</u>	
1. Option I - Allows calling within the local exchange and local extended calling area		\$ 5.00	\$ 3.00(l)	
2. Option II - Provides operator interactive OSPS screening and BNS	23.00	3.50	3.50	
3. Option III - Split 1+DDD Restriction	26.00	5.00	5.00	
4. Option IV - Allows sent paid calling to local calling area and EAS only, allows 0+ and 0- access		3.00	3.00	
5. Option V - 1+ and 0+(900)XXX-XXXX and 976-XXXX Call Blocking				
	<u>NRC</u>		<u>NRC</u>	
	<u>Bus</u>		<u>Res</u>	
a. Blocking of Intrastate 976-XXXX and Interstate/Intrastate 1+ and 0+(900) XXX-XXXX calls when the subscriber elects to have such calls blocked, per line	\$ 15.00 ^{1,2}		0.00 ^{1,3}	(x)
b. Removal of service per line	15.00 ¹		5.00 ¹	
c. Reinstallation of service per line	15.00 ¹		5.00 ¹	

¹ This charge will not apply if the blocking order is placed at the same time as an initial order or if a blocking or unblocking order is placed at the same time as a subsequent order for other service changes.

² Excluding Centrex-type customers.

³ For residence customers who request blocking of call attempts to 1+ and 0+(900)XXX-XXXX and 976-XXXX telephone numbers (Option V blocking), the one-time per-line charge specified in RATES Section will be tracked in a memorandum account in lieu of application to the customer's bill. This charge does not apply to Universal Lifeline Telephone Service.

CUSTOM CALLING SERVICES

C. CALL RESTRICTION SERVICES

Rates

	<u>NRC</u>	<u>Monthly Rate</u>	
		<u>Bus</u>	<u>Res</u>
1. Option I - Allows calling within the local exchange and local extended calling area		\$ 5.00	\$ 3.00 ⁽¹⁾
2. Option II - Provides operator interactive OSPS screening and BNS	23.00	3.50	3.50
3. Option III - Split 1+DDD Restriction	26.00	5.00	5.00
4. Option IV - Allows sent paid calling to local calling area and EAS only, allows 0+ and 0- access		3.00	3.00
5. Option V - 1+ and 0+(900)XXX-XXXX and 976-XXXX Call Blocking			
	<u>NRC</u>		<u>NRC</u>
	<u>Bus</u>		<u>Res</u>
a. Blocking of Intrastate 976-XXXX and Interstate/Intrastate 1+ and 0+(900) XXX-XXXX calls when the subscriber elects to have such calls blocked, per line	\$ 15.00 ^{1,2}		0.01 ³
b. Removal of service per line	15.00 ¹		5.00 ¹
c. Reinstallation of service per line	15.00 ¹		5.00 ¹

¹ This charge will not apply if the blocking order is placed at the same time as an initial order or if a blocking or unblocking order is placed at the same time as a subsequent order for other service changes.

² Excluding Centrex-type customers.

³ For residence customers who request blocking of call attempts to 1+ and 0+(900)XXX-XXXX and 976-XXXX telephone numbers (Option V blocking), the one-time per-line charge specified in RATES Section will be tracked in a memorandum account in lieu of application to the customer's bill. This charge does not apply to Universal Lifeline Telephone Service.

Effective: December 1, 2008

CUSTOM CALLING SERVICES

C. CALL RESTRICTION SERVICES

Rates

	<u>NRC</u>	<u>Monthly Rate</u>	
		<u>Bus</u>	<u>Res</u>
1. Option I - Allows calling within the local exchange and local extended calling area		\$ 5.00	\$ 2.50
2. Option II - Provides operator interactive OSPS screening and BNS	23.00	3.50	3.50
3. Option III - Split 1+DDD Restriction	26.00	5.00	5.00
4. Option IV - Allows sent paid calling to local calling area and EAS only, allows 0+ and 0- access		3.00	3.00
5. Option V - 1+ and 0+(900)XXX-XXXX and 976-XXXX Call Blocking			
	<u>NRC</u>		<u>NRC</u>
	<u>Bus</u>		<u>Res</u>
a. Blocking of Intrastate 976-XXXX and Interstate/Intrastate 1+ and 0+(900) XXX-XXXX calls when the subscriber elects to have such calls blocked, per line	\$ 15.00 ^{1,2}		0.01 ³
b. Removal of service per line	15.00 ¹		5.00 ¹
c. Reinstallation of service per line	15.00 ¹		5.00 ¹

¹ This charge will not apply if the blocking order is placed at the same time as an initial order or if a blocking or unblocking order is placed at the same time as a subsequent order for other service changes.

² Excluding Centrex-type customers.

³ For residence customers who request blocking of call attempts to 1+ and 0+(900)XXX-XXXX and 976-XXXX telephone numbers (Option V blocking), the one-time per-line charge specified in RATES Section will be tracked in a memorandum account in lieu of application to the customer's bill. This charge does not apply to Universal Lifeline Telephone Service.

CUSTOM CALLING SERVICES

D. REMOTE CALL FORWARDING SERVICE ¹ (T)

Special Conditions

1. Description of Service

Remote Call Forwarding Service (RCF) is a service which includes the furnishing of a local network address (telephone number) to a customer, which automatically forwards (transfers) all incoming calls to another network address in a different exchange, to a network address in another wire center (central office) in the same exchange or to a network address in the same wire center.

2. Remote Call Forwarding Service will be provided subject to the following limitations:

- a. The network address must be located in a central office where the required special equipment and facilities are available.
- b. The customer is not required to have telephone service in the exchange where the Remote Call Forwarding Service is furnished.
- c. The service does not include an access line or a telephone set.
- d. The service is not offered where the terminating equipment is a coin/coinless service station.
- e. The quality of transmission of calls, which are forwarded, may vary depending on the distance and the routing necessary to complete each call, and normal transmission is not guaranteed on any forwarded call.
- f. The service is not represented as suitable for transmission of data or for connection to other services beyond the premises of the terminating primary station.
- g. The minimum service period is one month.
- h. Customers of the service are subject to Schedule Cal. P.U.C. No. D&R, Rule No. 10, and must pay all applicable charges.
- i. Customers shall not use RCF service to avoid toll charges. This means that a customer shall not, among other things, use RCF service to forward a call to another carrier so that the call, which would otherwise be routed and rated as a toll call, is instead routed and rated as two or more local calls.
- j. Neither Call Forwarding nor Remote Call Forwarding Service will be offered at the answering location.

¹ Effective November 16, 2013, residence Remote Call Forwarding 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: December 1, 2008

CUSTOM CALLING SERVICES

D. REMOTE CALL FORWARDING SERVICE

Special Conditions

1. Description of Service

Remote Call Forwarding Service (RCF) is a service which includes the furnishing of a local network address (telephone number) to a customer, which automatically forwards (transfers) all incoming calls to another network address in a different exchange, to a network address in another wire center (central office) in the same exchange or to a network address in the same wire center.

2. Remote Call Forwarding Service will be provided subject to the following limitations:

- a. The network address must be located in a central office where the required special equipment and facilities are available.
- b. The customer is not required to have telephone service in the exchange where the Remote Call Forwarding Service is furnished.
- c. The service does not include an access line or a telephone set.
- d. The service is not offered where the terminating equipment is a coin/coinless service station.
- e. The quality of transmission of calls, which are forwarded, may vary depending on the distance and the routing necessary to complete each call, and normal transmission is not guaranteed on any forwarded call.
- f. The service is not represented as suitable for transmission of data or for connection to other services beyond the premises of the terminating primary station.
- g. The minimum service period is one month.
- h. Customers of the service are subject to Schedule Cal. P.U.C. No. D&R, Rule No. 10, and must pay all applicable charges.
- i. Customers shall not use RCF service to avoid toll charges. This means that a customer shall not, among other things, use RCF service to forward a call to another carrier so that the call, which would otherwise be routed and rated as a toll call, is instead routed and rated as two or more local calls.
- j. Neither Call Forwarding nor Remote Call Forwarding Service will be offered at the answering location.

CUSTOM CALLING SERVICES

D. REMOTE CALL FORWARDING SERVICE ¹ - Continued (T)

Special Conditions - Continued

2. - Continued

- k. Due to technical limitations related to the Caller ID Privacy Indicator, the Company will not provide identification of the calling party number to the RCF customer.
 - l. Each RCF Service allows for forwarding one call at a given time. An additional service is necessary for each additional call to be forwarded simultaneously.
 - m. The answering location for a forwarded call cannot be an international telephone number.
 - n. Remote Call Forwarding Service may be discontinued if a customer violates special conditions (i), (j) and (l) after 10 days from the issuance of written communication from the Company.
3. RCF Service will only be provided when the customer subscribes to sufficient RCF Service at the answering location to adequately handle calls without interfering with or impairing any services in accordance with Schedule Cal. P.U.C. No. D&R, Rule No.11., K., Impairment of Service.

4. Message Charges

Remote Call Forwarding Service is provided on a measured rate basis only.

- a. The customer will pay the RCF rate and either local usage charges or message toll telephone service charges based on the following:
 - (1) If the forwarding location number is not in the same exchange or same local calling area of the called number, message toll charges are applicable from the called number to the forwarding location number.
 - (2) If the forwarding location number is located in the same exchange or same local calling area of the called number, local usage charges are applicable from the called number to the forwarding location number.

¹ Effective November 16, 2013, residence Remote Call Forwarding 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)

CUSTOM CALLING SERVICES

D. REMOTE CALL FORWARDING SERVICE - Continued

Special Conditions - Continued

2. - Continued

- k. Due to technical limitations related to the Caller ID Privacy Indicator, the Company will not provide identification of the calling party number to the RCF customer.
- l. Each RCF Service allows for forwarding one call at a given time. An additional service is necessary for each additional call to be forwarded simultaneously.
- m. The answering location for a forwarded call cannot be an international telephone number.
- n. Remote Call Forwarding Service may be discontinued if a customer violates special conditions (i), (j) and (l) after 10 days from the issuance of written communication from the Company.

(D)

- 3. RCF Service will only be provided when the customer subscribes to sufficient RCF Service at the answering location to adequately handle calls without interfering with or impairing any services in accordance with Schedule Cal. P.U.C. No. D&R, Rule No.11., K., Impairment of Service.

4. Message Charges

Remote Call Forwarding Service is provided on a measured rate basis only.

- a. The customer will pay the RCF rate and either local usage charges or message toll telephone service charges based on the following:
 - (1) If the forwarding location number is not in the same exchange or same local calling area of the called number, message toll charges are applicable from the called number to the forwarding location number.
 - (2) If the forwarding location number is located in the same exchange or same local calling area of the called number, local usage charges are applicable from the called number to the forwarding location number.

Effective: December 1, 2008

CUSTOM CALLING SERVICES

D. REMOTE CALL FORWARDING SERVICE - Continued

Special Conditions - Continued

2. - Continued

- k. Due to technical limitations related to the Caller ID Privacy Indicator, the Company will not provide identification of the calling party number to the RCF customer.
 - l. Each RCF Service allows for forwarding one call at a given time. An additional service is necessary for each additional call to be forwarded simultaneously.
 - m. The answering location for a forwarded call cannot be an international telephone number.
 - n. Remote Call Forwarding Service may be discontinued if a customer violates special conditions (i), (j) and (l) after 10 days from the issuance of written communication from the Company.
 - o. Customers cannot subscribe to Remote Call Forwarding and Call Intercept on the same line.
3. RCF Service will only be provided when the customer subscribes to sufficient RCF Service at the answering location to adequately handle calls without interfering with or impairing any services in accordance with Schedule Cal. P.U.C. No. D&R, Rule No.11., K., Impairment of Service.
4. Message Charges

Remote Call Forwarding Service is provided on a measured rate basis only.

- a. The customer will pay the RCF rate and either local usage charges or message toll telephone service charges based on the following:
 - (1) If the forwarding location number is not in the same exchange or same local calling area of the called number, message toll charges are applicable from the called number to the forwarding location number.
 - (2) If the forwarding location number is located in the same exchange or same local calling area of the called number, local usage charges are applicable from the called number to the forwarding location number.

CUSTOM CALLING SERVICES

D. REMOTE CALL FORWARDING SERVICE ¹ - Continued (T)

Special Conditions - Continued

4. Message Charges - Continued

- b. The message charges for forwarded calls may be comprised of two separate usage charges:
 - (1) A charge for that portion of the call from the originating station to the RCF location, if applicable, billed to the originating station at rates shown in Section 4, Measured-Rate Service - Local Calling Rates.
 - (2) The dial station or 800 service charge for that portion of the call from the RCF location to the terminating station designated by the customer.
- c. The respective charge for each portion of (1) and (2) shall be the rate specified in the appropriate section of this guide.

On all Operator-assisted calls, other than collect, the originating station is charged for the respective Operator-assisted rate for the portion of the call described in (1) preceding. The call forwarding customer is charged the dial station or 800 service rate for that portion of the call described in (2) preceding, even though such calls might not be accepted at the answering location.

On a collect call, the collect charges apply to the portion of the call between the originating station and the Remote Call Forwarding location. The dial station or 800 service charge applies to the portion of the call described in (2) preceding, even though such calls might not be accepted at the answering location.

- d. Remote Call Forwarding Service will not be provided in conjunction with an unlimited usage toll plan.

5. Directory Listings

A listing in the alphabetical section of the directory covering the exchange in which Remote Call Forwarding Service originates is provided without additional charge. Additional listings will be provided in accordance with Section 19 of this Product Guide.

¹ Effective November 16, 2013, residence Remote Call Forwarding 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: December 1, 2008

CUSTOM CALLING SERVICES

D. REMOTE CALL FORWARDING SERVICE - Continued

Special Conditions - Continued

4. Message Charges - Continued

- b. The message charges for forwarded calls may be comprised of two separate usage charges:
 - (1) A charge for that portion of the call from the originating station to the RCF location, if applicable, billed to the originating station at rates shown in Section 4, Measured-Rate Service - Local Calling Rates.
 - (2) The dial station or 800 service charge for that portion of the call from the RCF location to the terminating station designated by the customer.
- c. The respective charge for each portion of (1) and (2) shall be the rate specified in the appropriate section of this guide.

On all Operator-assisted calls, other than collect, the originating station is charged for the respective Operator-assisted rate for the portion of the call described in (1) preceding. The call forwarding customer is charged the dial station or 800 service rate for that portion of the call described in (2) preceding, even though such calls might not be accepted at the answering location.

On a collect call, the collect charges apply to the portion of the call between the originating station and the Remote Call Forwarding location. The dial station or 800 service charge applies to the portion of the call described in (2) preceding, even though such calls might not be accepted at the answering location.

- d. Remote Call Forwarding Service will not be provided in conjunction with an unlimited usage toll plan.
- #### 5. Directory Listings

A listing in the alphabetical section of the directory covering the exchange in which Remote Call Forwarding Service originates is provided without additional charge. Additional listings will be provided in accordance with Section 19 of this Product Guide.

CUSTOM CALLING SERVICES

D. REMOTE CALL FORWARDING SERVICE ¹ - Continued

Special Conditions - Continued

6. Network Access

- a. The network address (telephone number) of the Remote Call forwarding service is established by the Company at the time of the establishment of service, and at charges equal to those for an individual business line shown in Section 4, Local Exchange Service.
- b. The network address of the Remote Call Forwarding service number and the network address of the service arrangement to which calls are forwarded may be changed at the charges for a telephone number change for an individual business line as shown in Section 3, Service Charges.

7. Limitation of Liability

Provisions covering limitation of liability and allowance for interruptions in service set forth in Section 2 of this Product Guide for exchange telephone service shall apply to this service.

- 8. It is the responsibility of the Remote Call Forwarding applicant to obtain permission of a third party to whom the calls are forwarded. Schedule Cal. P.U.C. No. D&R, Rule No. 11, prohibits interference of telephone service of another customer.

D. REMOTE CALL FORWARDING SERVICE

Rates

	<u>NRC Bus</u>	<u>NRC Res</u>	<u>Monthly Rate</u>
a. Initial Path	--	--	
Business			32.50
Residence			20.50 (I)
b. Each Additional Path	--	--	
Business			32.50
Residence			20.50 (I)

¹ Effective November 16, 2013, residence Remote Call Forwarding 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

CUSTOM CALLING SERVICES

D. REMOTE CALL FORWARDING SERVICE ¹ - Continued

Special Conditions - Continued

6. Network Access

- a. The network address (telephone number) of the Remote Call forwarding service is established by the Company at the time of the establishment of service, and at charges equal to those for an individual business line shown in Section 4, Local Exchange Service.
- b. The network address of the Remote Call Forwarding service number and the network address of the service arrangement to which calls are forwarded may be changed at the charges for a telephone number change for an individual business line as shown in Section 3, Service Charges.

7. Limitation of Liability

Provisions covering limitation of liability and allowance for interruptions in service set forth in Section 2 of this Product Guide for exchange telephone service shall apply to this service.

- 8. It is the responsibility of the Remote Call Forwarding applicant to obtain permission of a third party to whom the calls are forwarded. Schedule Cal. P.U.C. No. D&R, Rule No. 11, prohibits interference of telephone service of another customer.

D. REMOTE CALL FORWARDING SERVICE

Rates

	<u>NRC</u> <u>Bus</u>	<u>NRC</u> <u>Res</u>	<u>Monthly</u> <u>Rate</u>
a. Initial Path	--	--	
Business			32.50 (I)
Residence			17.50
b. Each Additional Path --			
Business			32.50 (I)
Residence			17.50

¹ Effective November 16, 2013, residence Remote Call Forwarding 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

CUSTOM CALLING SERVICES

D. REMOTE CALL FORWARDING SERVICE ¹ - Continued (T)

Special Conditions - Continued

6. Network Access

- a. The network address (telephone number) of the Remote Call forwarding service is established by the Company at the time of the establishment of service, and at charges equal to those for an individual business line shown in Section 4, Local Exchange Service.
- b. The network address of the Remote Call Forwarding service number and the network address of the service arrangement to which calls are forwarded may be changed at the charges for a telephone number change for an individual business line as shown in Section 3, Service Charges.

7. Limitation of Liability

Provisions covering limitation of liability and allowance for interruptions in service set forth in Section 2 of this Product Guide for exchange telephone service shall apply to this service.

- 8. It is the responsibility of the Remote Call Forwarding applicant to obtain permission of a third party to whom the calls are forwarded. Schedule Cal. P.U.C. No. D&R, Rule No. 11, prohibits interference of telephone service of another customer.

D. REMOTE CALL FORWARDING SERVICE

Rates

	<u>NRC Bus</u>	<u>NRC Res</u>	<u>Monthly Rate</u>
a. Initial Path	--	--	
Business			29.50 (I)
Residence			17.50
b. Each Additional Path --			
Business			29.50 (I)
Residence			17.50

¹ Effective November 16, 2013, residence Remote Call Forwarding 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)

CUSTOM CALLING SERVICES

D. REMOTE CALL FORWARDING SERVICE - Continued

Special Conditions - Continued

6. Network Access

- a. The network address (telephone number) of the Remote Call forwarding service is established by the Company at the time of the establishment of service, and at charges equal to those for an individual business line shown in Section 4, Local Exchange Service.
- b. The network address of the Remote Call Forwarding service number and the network address of the service arrangement to which calls are forwarded may be changed at the charges for a telephone number change for an individual business line as shown in Section 3, Service Charges.

7. Limitation of Liability

Provisions covering limitation of liability and allowance for interruptions in service set forth in Section 2 of this Product Guide for exchange telephone service shall apply to this service.

- 8. It is the responsibility of the Remote Call Forwarding applicant to obtain permission of a third party to whom the calls are forwarded. Schedule Cal. P.U.C. No. D&R, Rule No. 11, prohibits interference of telephone service of another customer.

D. REMOTE CALL FORWARDING SERVICE

Rates

	<u>NRC</u> <u>Bus</u>	<u>NRC</u> <u>Res</u>	<u>Monthly</u> <u>Rate</u>
a. Initial Path	--	--	
Business			29.50 (I)
Residence			17.50
b. Each Additional Path --			
Business			29.50 (I)
Residence			17.50

CUSTOM CALLING SERVICES

D. REMOTE CALL FORWARDING SERVICE - Continued

Special Conditions - Continued

6. Network Access

- a. The network address (telephone number) of the Remote Call forwarding service is established by the Company at the time of the establishment of service, and at charges equal to those for an individual business line shown in Section 4, Local Exchange Service.
- b. The network address of the Remote Call Forwarding service number and the network address of the service arrangement to which calls are forwarded may be changed at the charges for a telephone number change for an individual business line as shown in Section 3, Service Charges.

7. Limitation of Liability

Provisions covering limitation of liability and allowance for interruptions in service set forth in Section 2 of this Product Guide for exchange telephone service shall apply to this service.

- 8. It is the responsibility of the Remote Call Forwarding applicant to obtain permission of a third party to whom the calls are forwarded. Schedule Cal. P.U.C. No. D&R, Rule No. 11, prohibits interference of telephone service of another customer.

D. REMOTE CALL FORWARDING SERVICE

Rates

	<u>NRC Bus</u>	<u>NRC Res</u>	<u>Monthly Rate</u>
a. Initial Path	--	--	
Business			26.50 (I)
Residence			17.50
b. Each Additional Path --			
Business			26.50 (I)
Residence			17.50

CUSTOM CALLING SERVICES

D. REMOTE CALL FORWARDING SERVICE - Continued

Special Conditions - Continued

6. Network Access

- a. The network address (telephone number) of the Remote Call forwarding service is established by the Company at the time of the establishment of service, and at charges equal to those for an individual business line shown in Section 4, Local Exchange Service.
- b. The network address of the Remote Call Forwarding service number and the network address of the service arrangement to which calls are forwarded may be changed at the charges for a telephone number change for an individual business line as shown in Section 3, Service Charges.

7. Limitation of Liability

Provisions covering limitation of liability and allowance for interruptions in service set forth in Section 2 of this Product Guide for exchange telephone service shall apply to this service.

8. It is the responsibility of the Remote Call Forwarding applicant to obtain permission of a third party to whom the calls are forwarded. Schedule Cal. P.U.C. No. D&R, Rule No. 11, prohibits interference of telephone service of another customer.

D. REMOTE CALL FORWARDING SERVICE

Rates

	<u>NRC Bus</u>	<u>NRC Res</u>	<u>Monthly Rate</u>	
a. Initial Path	--	--		
Business			24.00	
Residence			17.50	(l)
b. Each Additional Path --				
Business			24.00	
Residence			17.50	(l)

CUSTOM CALLING SERVICES

D. REMOTE CALL FORWARDING SERVICE - Continued

Special Conditions - Continued

6. Network Access

- a. The network address (telephone number) of the Remote Call forwarding service is established by the Company at the time of the establishment of service, and at charges equal to those for an individual business line shown in Section 4, Local Exchange Service.
- b. The network address of the Remote Call Forwarding service number and the network address of the service arrangement to which calls are forwarded may be changed at the charges for a telephone number change for an individual business line as shown in Section 3, Service Charges.

7. Limitation of Liability

Provisions covering limitation of liability and allowance for interruptions in service set forth in Section 2 of this Product Guide for exchange telephone service shall apply to this service.

- 8. It is the responsibility of the Remote Call Forwarding applicant to obtain permission of a third party to whom the calls are forwarded. Schedule Cal. P.U.C. No. D&R, Rule No. 11, prohibits interference of telephone service of another customer.

D. REMOTE CALL FORWARDING SERVICE

Rates

	<u>NRC Bus</u>	<u>NRC Res</u>	<u>Monthly Rate</u>	
a. Initial Path	--	--		
Business			24.00	(l)
Residence			17.00	
b. Each Additional Path --				
Business			24.00	(l)
Residence			17.00	

CUSTOM CALLING SERVICES

D. REMOTE CALL FORWARDING SERVICE - Continued

Special Conditions - Continued

6. Network Access

- a. The network address (telephone number) of the Remote Call forwarding service is established by the Company at the time of the establishment of service, and at charges equal to those for an individual business line shown in Section 4, Local Exchange Service.
- b. The network address of the Remote Call Forwarding service number and the network address of the service arrangement to which calls are forwarded may be changed at the charges for a telephone number change for an individual business line as shown in Section 3, Service Charges.

7. Limitation of Liability

Provisions covering limitation of liability and allowance for interruptions in service set forth in Section 2 of this Product Guide for exchange telephone service shall apply to this service.

- 8. It is the responsibility of the Remote Call Forwarding applicant to obtain permission of a third party to whom the calls are forwarded. Schedule Cal. P.U.C. No. D&R, Rule No. 11, prohibits interference of telephone service of another customer.

D. REMOTE CALL FORWARDING SERVICE

Rates

	<u>NRC Bus</u>	<u>NRC Res</u>	<u>Monthly Rate</u>	
a. Initial Path	--	--		
Business			23.49	
Residence			17.00	(l)
b. Each Additional Path --				
Business			23.49	
Residence			17.00	(l)

CUSTOM CALLING SERVICES

D. REMOTE CALL FORWARDING SERVICE - Continued

Special Conditions - Continued

6. Network Access

- a. The network address (telephone number) of the Remote Call forwarding service is established by the Company at the time of the establishment of service, and at charges equal to those for an individual business line shown in Section 4, Local Exchange Service.
- b. The network address of the Remote Call Forwarding service number and the network address of the service arrangement to which calls are forwarded may be changed at the charges for a telephone number change for an individual business line as shown in Section 3, Service Charges.

7. Limitation of Liability

Provisions covering limitation of liability and allowance for interruptions in service set forth in Section 2 of this Product Guide for exchange telephone service shall apply to this service.

- 8. It is the responsibility of the Remote Call Forwarding applicant to obtain permission of a third party to whom the calls are forwarded. Schedule Cal. P.U.C. No. D&R, Rule No. 11, prohibits interference of telephone service of another customer.

D. REMOTE CALL FORWARDING SERVICE

Rates

	<u>NRC Bus</u>	<u>NRC Res</u>	<u>Monthly Rate</u>	
a. Initial Path	--	--		
Business			23.49	(l)
Residence			16.00	
b. Each Additional Path --				
Business			23.49	(l)
Residence			16.00	

Effective: December 1, 2008

CUSTOM CALLING SERVICES

D. REMOTE CALL FORWARDING SERVICE - Continued

Special Conditions - Continued

6. Network Access

- a. The network address (telephone number) of the Remote Call forwarding service is established by the Company at the time of the establishment of service, and at charges equal to those for an individual business line shown in Section 4, Local Exchange Service.
- b. The network address of the Remote Call Forwarding service number and the network address of the service arrangement to which calls are forwarded may be changed at the charges for a telephone number change for an individual business line as shown in Section 3, Service Charges.

7. Limitation of Liability

Provisions covering limitation of liability and allowance for interruptions in service set forth in Section 2 of this Product Guide for exchange telephone service shall apply to this service.

8. It is the responsibility of the Remote Call Forwarding applicant to obtain permission of a third party to whom the calls are forwarded. Schedule Cal. P.U.C. No. D&R, Rule No. 11, prohibits interference of telephone service of another customer.

D. REMOTE CALL FORWARDING SERVICE

Rates

	<u>NRC</u> <u>Bus</u>	<u>NRC</u> <u>Res</u>	<u>Monthly</u> <u>Rate</u>
a. Initial Path	--	--	
Business			21.49
Residence			16.00
b. Each Additional Path --			
Business			21.49
Residence			16.00

Effective: December 1, 2008

CUSTOM CALLING SERVICES

E. DIRECT CONNECT SERVICE

Special Conditions

1. Direct Connect Service provides a customer with a one-way automatic connection to a designated number by lifting the receiver (i.e., a "hot line" or bring downs circuit). This service is available to Business Measured Service, Residence Flat/Measured/ULTS Service, and Foreign Exchange Service.
2. With Direct Connect Service:
 - a user can be "directly connected" to a predetermined number without dialing.
 - a user can receive incoming calls but cannot make outgoing calls.
 - there is no dial tone.
3. The predetermined number that calls are forwarded to may be local, long distance, lines in Rotary, FX, or an Answering Service. If forwarded to a long distance number, applicable long distance charges apply. If forwarded from a measured line to a local number, applicable local usage charges apply.
4. The Direct Connect Service line may be separately billed or combined with other like services.

E. DIRECT CONNECT SERVICE

Rates

	<u>NRC Bus</u>	<u>NRC Res</u>	<u>Monthly Rate</u>
1. Designated number	30.00 ¹	5.00 ¹	5.00

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

Effective: December 1, 2008

CUSTOM CALLING SERVICES

F. ENHANCED CALL FORWARDING

Special Conditions

1. General

- a. Enhanced Call Forwarding (ECF) is an Advanced Intelligent Network (AIN) based call forwarding service designed to increase personal mobility.
- b. Enhanced Call Forwarding is furnished only from central offices which have been arranged to provide this service. ECF is provided subject to the availability of facilities.
- c. Enhanced Call Forwarding is available to Business Individual Lines and CentraNet® customers.

2. Description Of Service

- a. ECF customers can forward their number from any touch call phone via a toll-free number. Calls can be forwarded to any dialable pager, cellular phone, work phone, or home phone.
- b. ECF can be provided on the customer's existing telephone number as long as the customer's existing line resides behind an AIN capable switch, or via a personal number. This number is referred to as a default number.
- c. A personal number is a telephone number that does not have any actual line equipment tied to the number. This is a new number that is provided to the customer at initial subscription to ECF. At subscription, customers must designate what number their calls will route to, then customers may program ECF to route their number to any location at any given time.
- d. ECF will be offered as follows:

Enhanced Call Forwarding includes:

- The customer's existing number or a personal number can be used
- (3) Speed Forward Numbers
- Timed Forwarding

Effective: December 1, 2008

CUSTOM CALLING SERVICES

F. ENHANCED CALL FORWARDING - Continued

Special Conditions - Continued

2. Description Of Service - Continued

d. ECF will be offered as follows:

Enhanced Call Forwarding with Call Manager includes:

- The customers existing number or a personal number can be used
- (3) Speed Forward Numbers
- Timed Forwarding
- Automatic Forwarding
- Two schedules (normal and alternate)
- Two call acceptance lists with 20 number capacity each
- Two four-digit Caller Codes

3. Definitions And Features

Automatic Forwarding - This feature allows customers to route calls automatically to the number they are dialing from. The system picks up the Calling Party's Number (CPN) from the calling phone. By using a feature code, customers can route their calls to the number where they are located at. When CPN is provided, the number the customer is calling from is not needed; the system will automatically route the call.

This is dependent on the CPN being provided. If no CPN is provided, the caller will need to manually enter the number. Calls placed from PBXs and key systems will not activate Automatic Forwarding correctly if DID or DOD trunks are utilized.

Call Acceptance List - This feature can be used by the customer to allow only calls from designated locations to reach him. Two call acceptance lists, each with 20 number capacity, are included with ECF. The customer receives calls from the people with whom he wishes to speak, and all other calls will be routed to the default number.

Effective: December 1, 2008

CUSTOM CALLING SERVICES

F. ENHANCED CALL FORWARDING - Continued

Special Conditions - Continued

3. Definitions And Features - Continued

Caller Codes - Caller codes are provided as a way to bypass the call acceptance list. If the customer does not want to add every number to the list, he can give out one of two four-digit codes to his callers. The caller enters the code for the call to be routed to the customer. This also allows for an alternative access in case a caller is not calling from his usual number or the CPN is not carried through the call.

Speed Forward Numbers - Speed Forward Numbers are provided as a convenience to the customer. With speed forward numbers, the customer can preprogram up to three numbers to allow for easier redirecting later.

Time-of-Day/Day-of-Week Scheduling - Customers can route all incoming calls to them based on their daily activities. The schedule's primary function is to create the "follow-me wherever I go" functionality. The customer can call the administrative number at any time to route calls elsewhere if he deviates from his schedule. Two Time-of-Day/Day-of-Week schedules are included with ECF to give more flexibility to the customer.

Timed Forwarding - Timed Forwarding allows the customer to route calls for a specified time period to another location.

4. Conditions

- a. Enhanced Call Forwarding is provided subject to the availability of technology and facilities.
- b. ECF will not be available on PBX trunks or DID/DOD trunks; or available to Customer-Owned Pay Telephone (COPT) Coin Line Service.
- c. The ECF customer is responsible for any applicable long distance, Extended Area Service, and/or Verizon Calling Plans charges when calls to the ECF number are redirected to a number outside the local calling area. When a customer's ECF number is forwarded to a cellular phone, normal air time charges will apply on the redirected call.

CUSTOM CALLING SERVICES

F. ENHANCED CALL FORWARDING - Continued

Special Conditions - Continued

4. Conditions - Continued

- d. When a Caller Code is entered and if the call acceptance lists(s) is activated, a call to the ECF subscriber is considered complete if the ECF subscriber utilizes answer supervision, even if the forwarded call is not answered. Applicable long distance and/or outside the local calling area (as identified in c. above) charges will apply to the caller.
- e. ECF will not be offered on lines equipped with Special Call Forwarding or Remote Call Forwarding. Special Call Forwarding and Remote Call Forwarding must be removed from the customer's line before adding ECF. ECF is not available as a substitute for Remote Call Forwarding.
- f. Except where facilities permit, ECF cannot be used to forward to locations requiring an international dialing format.
- g. ECF cannot be used to forward to 900/976/700 numbers. These numbers will be blocked to the ECF subscriber.
- h. Where ECF is provided on a service also subscribing to Call Restriction Service which prevents 1+ dialing, the ECF feature can be programmed to forward to a 1+ location at the customer's request. ECF will take precedence over the Call Restriction feature in such circumstance, and the subscriber will be responsible for the appropriate long distance and/or outside the local calling area charges for such calls.
- i. Customers who select a personal number will be provided one directory listing in their ECF central office exchange without charge. Additional directory listings may be obtained as specified in Section 19 of this Product Guide.

(D)

Effective: December 1, 2008

CUSTOM CALLING SERVICES

F. ENHANCED CALL FORWARDING - Continued

Special Conditions - Continued

4. Conditions - Continued

- d. When a Caller Code is entered and if the call acceptance lists(s) is activated, a call to the ECF subscriber is considered complete if the ECF subscriber utilizes answer supervision, even if the forwarded call is not answered. Applicable long distance and/or outside the local calling area (as identified in c. above) charges will apply to the caller.
- e. ECF will not be offered on lines equipped with Special Call Forwarding or Remote Call Forwarding. Special Call Forwarding and Remote Call Forwarding must be removed from the customer's line before adding ECF. ECF is not available as a substitute for Remote Call Forwarding.
- f. Except where facilities permit, ECF cannot be used to forward to locations requiring an international dialing format.
- g. ECF cannot be used to forward to 900/976/700 numbers. These numbers will be blocked to the ECF subscriber.
- h. Where ECF is provided on a service also subscribing to Call Restriction Service which prevents 1+ dialing, the ECF feature can be programmed to forward to a 1+ location at the customer's request. ECF will take precedence over the Call Restriction feature in such circumstance, and the subscriber will be responsible for the appropriate long distance and/or outside the local calling area charges for such calls.
- i. Customers who select a personal number will be provided one directory listing in their ECF central office exchange without charge. Additional directory listings may be obtained as specified in Section 19 of this Product Guide.
- j. Customers cannot subscribe to Enhanced Call Forwarding and Call Intercept on the same line.

CUSTOM CALLING SERVICES

F. ENHANCED CALL FORWARDING

Rates	Monthly Rates <u>Bus</u>
1. Enhanced Call Forwarding	
a. Existing Number	\$ 11.00 (I)
b. Personal Number	17.25 (I)
2. Enhanced Call Forwarding with Call Manager	
a. Existing Number	13.35 (I)
b. Personal Number	20.50 (I)

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CUSTOM CALLING SERVICES

F. ENHANCED CALL FORWARDING

Rates	Monthly Rates <u>Bus</u>
1. Enhanced Call Forwarding	
a. Existing Number	\$ 10.00
b. Personal Number	16.25
2. Enhanced Call Forwarding with Call Manager	
a. Existing Number	12.35
b. Personal Number	19.50