

Verizon Pennsylvania LLC

WIDE AREA TELECOMMUNICATIONS SERVICE*
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EXPLANATION OF SYMBOLS

- (C) - to signify change
- (D) - " " decrease
- (I) - " " increase

EXPLANATION OF ABBREVIATIONS

WATS - Wide Area Telecommunications Service

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WIDE AREA TELECOMMUNICATIONS SERVICE*

A. APPLICATION OF PRODUCT GUIDE

This Guide applies to Outward Wide Area Telecommunications Service and Toll Free Dedicated Service within a Local Access and Transport Area (LATA) within the state of Pennsylvania furnished by Verizon Pennsylvania Inc., or furnished jointly with other participating carriers. Outward WATS Service and Toll Free Service between LATAs within the State of Pennsylvania or Dual Jurisdiction Outward WATS and Toll Free Service may be provided in conjunction with this Telephone Company's Outward WATS Service and Toll Free Service, by Interexchange Carriers.

The furnishing of Outward WATS Service and Toll Free Service between LATAs within the State of Pennsylvania or interstate Dual Jurisdiction Outward WATS and Toll Free Service is subject to the terms and conditions of the appropriate Interexchange Carrier's tariff and not this Guide.

B. OUTWARD WATS ¹

1. GENERAL REGULATIONS

a. Definitions

(1) Outward WATS

Outward WATS provides dial-type telecommunications from an Outward WATS access line to telephones located within a LATA within the State of Pennsylvania in accordance with the regulations and schedules of charges specified in this Guide.

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¹ Effective November 25, 2004, Outward Wats is grandfathered and is not available for new installations. Moves, additions or changes to subscribers' existing service are not permitted.

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WIDE AREA TELECOMMUNICATIONS SERVICE*

B. OUTWARD WATS ¹(Cont'd)

1. GENERAL REGULATIONS (Cont'd)

a. Definitions (Cont'd)

(2) Outward WATS Access Line

An intrastate Outward WATS access line is a facility arrangement provided for the purpose of originating intrastate Outward WATS calls. Each such line will be arranged at the customer's option for outward service within the State of Pennsylvania.

A Dual Jurisdiction Outward WATS access line is a facility arrangement provided for the purpose of originating both intrastate and interstate Outward WATS calls. Each such line will be arranged at the customer's option for outward service, subject to the terms and conditions of the Verizon Companies' Tariff F.C.C.-No. 1.

(3) Outward WATS Usage

Calls originated from an intrastate Outward WATS access line arranged by the customer are subject to the terms and conditions of this Guide or of the appropriate Interexchange Carrier Tariff.

Calls originated from a Dual Jurisdiction Outward WATS access line, which terminate within a LATA within the State of Pennsylvania are subject to the terms and conditions of this Guide or of the appropriate Interexchange Carrier tariff when so arranged by the customer. Calls originated from a Dual Jurisdiction Outward WATS access line, which terminate between LATAs within the State of Pennsylvania and interstate calls are subject to the terms and conditions of the appropriate Interexchange Carrier tariff.

(4) Dial-Type Communications

Dial-type telecommunication as specified in (1) above is a call dialed by the customer from his Outward WATS access line except that if facilities are not available for dial completion, the call may be placed with an operator. The call may also be placed with an operator in the same manner if the calling party for any reason cannot reach a dial station.

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¹ Effective November 25, 2004, Outward Wats is grandfathered and is not available for new installations. Moves, additions or changes to subscribers' existing service are not permitted.

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WIDE AREA TELECOMMUNICATIONS SERVICE*

B. OUTWARD WATS ¹(Cont'd)

1. GENERAL REGULATIONS (Cont'd)

a. Definitions (Cont'd)

(5) Service Group

The term "Service Group" as used in connection with Outward WATS denotes one or more WATS access lines terminated in the same multiline terminating system at the same premises. Where Outward WATS lines terminate in single line equipment they will be considered as a separate service group for each line.

(6) Billed Telephone Number (BTN)

A BTN is a subscriber's main telephone number. The BTN serves as the subscriber's main account number to which one or more working telephone numbers will be billed.

b. Availability of Service

The furnishing of service under this Guide will require certain physical arrangements of the facilities of the Telephone Company and is therefore subject to the availability of such facilities.

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B. OUTWARD WATS¹(Cont'd)

1. GENERAL REGULATIONS (Cont'd)

b. Availability of Service (Cont'd)

When connections are made to customer or Interexchange Carrier-provided communications systems, multiline terminating systems, or terminal equipment at a premises where the customer does not originate or terminate communications, the Telephone Company may require that Outward WATS be furnished from a Telephone Company WATS Central Office(s) different than the Central Office(s) designated by the Telephone Company to serve that premises.

Under such circumstances, monthly and nonrecurring charges for access line extension charges apply between the WATS Central Office that would serve the customer's premises and the WATS Central Office from which service is actually offered.

c. Limitation of Service

- (1) Outward WATS does not include person-to-person², collect², conference or other calls requiring operator handling except as provided in B.1.a.(2) preceding.
- (2) Outward WATS is not represented as adapted for connection to other services of the Telephone Company or to customer-provided facilities. WATS contemplates the provision of satisfactory transmission only between the calling access line and the called access line within a LATA within the State of Pennsylvania. The access line will be terminated only at the customer's premises located in the State of Pennsylvania.

d. Use of the Service by the Customer

- (1) Outward WATS is provided for the use by the customer and may be used by others, when so authorized by the customer, providing that all such usage shall be subject to the provisions of this Guide.
- (2) Orders, including those which involve the start, rearrangement, release or discontinuance of service, will be accepted by the Telephone Company only from the customer or by others, when so authorized by the customer.
- (3) The design, maintenance and operation of WATS envisions that communications will originate at an Outward WATS network interface for the purpose of communicating with stations within the customer's LATA within the State of Pennsylvania. Connections of communications systems provided by the customer or Interexchange Carrier to Outward WATS may be made. However, the Telephone Company will not be responsible for the through transmission of signals or for the quality of transmission on such connections.

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² Effective August 8, 2016, Person-to-Person and Collect Calls will be discontinued and will not be accepted as a billing arrangement for calls.

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WIDE AREA TELECOMMUNICATIONS SERVICE*

B. OUTWARD WATS ¹(Cont'd)

1. GENERAL REGULATIONS (Cont'd)

d. Use of the Service by the Customer (Cont'd)

(3) (Cont'd)

An Outward WATS line may be connected to a customer-provided or Interexchange Carrier-provided communications system only if the customer has a requirement to communicate over the Outward WATS access line to or from premises of that customer located in the State of Pennsylvania.

f. Connection With Customer-Provided Data Transmitting Equipment

Customer-provided data transmitting equipment may be connected to Outward WATS access lines subject to the regulations and rates applicable to the connection of such facilities to the local and long distance Telecommunications Systems of the Telephone Company.

g. Connection With Customer-Provided Terminal Equipment and Communications Systems

Customer-provided terminal equipment and communications systems may be connected to Outward WATS access lines subject to the regulations and rates applicable to the connection of such facilities to the local and long distance Telecommunications Systems of the Telephone Company.

g. Connection With Customer-Provided Terminal Equipment and Communications Systems

Customer-provided terminal equipment and communications systems may be connected to Outward WATS access lines subject to the regulations and rates applicable to the connection of such facilities to the local and long distance Telecommunications Systems of the Telephone Company as provided by Tariff Pa. P.U.C.-No.1.

h. Cancellation and Special Handling of Application for Service

Where installation of central office facilities for non-designed service has been completed by this Telephone Company, the product/service charge under C.2.h.(1) will apply.

Applicable charges for customer cancellation or customer requested expedited application for service which requires design, will be billed according to provisions listed in Section 1, of Tariff Pa. P.U.C.-No. 1.

i. Minimum Contract Period

The minimum contract period for service is one month.

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WIDE AREA TELECOMMUNICATIONS SERVICE*

B. OUTWARD WATS ¹(Cont'd)

1. GENERAL REGULATIONS (Cont'd)

j. Allowance for Interruptions

Allowance for interruptions apply to each Outward WATS access line arranged by the customer so that calls originated and terminated within the same LATA within the State of Pennsylvania are subject to the regulations and rates for such service as provided by this Guide as follows:

- (1) When the Outward WATS access line is interrupted for a period of less than 2 hours no credit applies.
- (2) When the Outward WATS access line is interrupted for a period of 2 hours to 24 hours a credit of \$14.00 applies.
- (3) When the Outward WATS access line is interrupted for a period of more than 24 hours a credit of \$14.00 applies for each 24 hour period or any fraction thereof.
- (4) The credit in (2) and (3) above includes all credit to be applied for an interruption.
- (5) None of the above credit allowances will be made for:
 - Non-completion of calls due to busy network conditions.
 - Interruption of service due to customer-provided equipment or systems.
 - Interruption of service due to the negligence of the customer.
 - Interruption of service during any period in which the Telephone Company is not afforded access to the premises at which the Outward WATS access line is terminated.
 - Interruption of service during any period when the customer has released the Outward WATS access line to the Telephone Company for maintenance purposes, or implementation of a customer order for a change in service arrangement.
- (6) No other adjustment or credit allowance will be applied to a customer's account for interruption of his Outward WATS access line other than the above.

k. Directory Assistance Service

Outward WATS calls for Directory Assistance Service placed by customers of this Company are subject to the regulations and rates for such service as provided in Section 9 of this Guide.

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B. OUTWARD WATS ¹(Cont'd)

1. GENERAL REGULATIONS (Cont'd)

I. Optional Central Office Features

Outward WATS access lines will be arranged at the customer's option for Speed Dialing 8, Speed Dialing 30 and Three-way Calling, subject to the regulations and rates for such services as provided in Section 29C of this Guide. Call Forwarding and Call Waiting are not available on Outward WATS access lines.

m. Network Interface

The Outward WATS access line charge includes a termination in a Network Interface.

n. Primary Interexchange Carrier Selection

Primary Interexchange Carrier Selection is an arrangement whereby a WATS user may select and designate to the Telephone Company an Interexchange Carrier to access, without an Access Code, for interLATA only or intraLATA and interLATA combined calls. This Interexchange Carrier is referred to as the WATS user's predesignated Interexchange Carrier.

o. Sales Provision

This service is covered by the Sales Provision as described in Pa. P.U.C.-No. 1, Section 1, Paragraph 27.

p. WATS Optional Calling Plan

The WATS Optional Calling Plan enables outward WATS subscribers, who use 50 or more hours per month per Billed Telephone Number (BTN), the choice of subscribing to one of three optional calling plans.

q. WATS Optional Calling Plan Terms & Conditions

Subscribers will receive the rates specified in B.2.f (3) or B.2.f(4) for all hours when the total hours are equal to or greater than 50.

Should any one month's usage fall below 50 hours, subscribers will automatically receive the rate specified in B.2.f (2).

Subscriptions to options stated in B.2.f(3) and B.2.f (4) cannot be combined with other optional calling plans or pricing arrangements.

r. WATS Optional Calling Plan Termination Liabilities

Customers who elect to terminate their WATS Optional Calling Plan or who are company terminated prior to completion of their agreement period will be subject to a termination liability charge of \$1,000. However, the termination liability charge shall not apply to customers who request an in-service change to an agreement period of equal or longer duration, or move to another business location within Verizon Pennsylvania Inc. territory.

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B. OUTWARD WATS ¹ (Cont'd)

2. RATES

a. Service Area

The customer's LATA within Pennsylvania is the service area.

b. Minimum Average Time Requirement

Usage is subject to an average of one minute per completed call for each billing period. This means that if the average duration per call during each billing cycle is less than one minute, billing will be based on an average duration of one minute per call.

c. Method of Determining Usage Charges For Outward WATS Calls Within a LATA

- (1) Determine the total number of calls for each service group separately.
- (2) Determine the equivalent hours used by applying the minimum average time requirement of 60 seconds (1 call = 1 minute).
- (3) Determine the total actual hours used for the service group.
- (4) Determine the total chargeable hours which is the greater of (2) or (3) above, rounded to the nearest hundredth (two decimal places).
- (5) Determine usage charges by multiplying the hourly rate in the appropriate taper(s) by the number of hours used in each taper and totaling these charges.

d. Method of Determining Usage Charges for WATS Optional Calling Plan Calls Within a LATA

Monthly usage charges are calculated using the formula stated below. Customers are billed either at the WATS Optional Calling Plan rate or the rates specified under B.2.f.(2), whichever is lower.

- (1) Determine the total number of calls for each Billing Telephone Number.
- (2) Determine the total actual minutes/seconds used for the Billing Telephone Number.
- (3) Determine the total chargeable minutes rounded down to the nearest minute.
- (4) Determine WATS Optional Calling Plan usage charges by multiplying the rate per minute in the appropriate taper by the total chargeable minutes.

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WIDE AREA TELECOMMUNICATIONS SERVICE*

B. OUTWARD WATS ¹ (Cont'd)

2. RATES (Cont'd)

d. Method of Determining Fractional Recurring Charges Other Than Usage (e.g. Access Lines, etc.)

Charges for a fraction of a month are determined by dividing the monthly rate by 30 to obtain a daily rate. That rate is multiplied by the number of days service is provided.

e. Timing of Calls

Chargeable time begins when connection is established between a station associated with the Outward WATS access line and the called station, and ends when the calling station "hangs up" thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released by automatic timing equipment in the telephone network.

f. Monthly Charges

(1) WATS Access Line Charge

The WATS access line charge includes a termination in a network interface or connection to an Interexchange Carrier channel utilizing a WATS central office connecting facility. The customer has the option of obtaining a WATS access line either directly from this Telephone Company subject to the terms and conditions of this Guide Telephone Company, or from another participating Interexchange Carrier.

A monthly charge of \$27.00 applies to each WATS access line.

(2) Monthly Usage Charges

The hourly rates apply to the usage within a service group rounded to the nearest hundredth of an hour.

<u>Rate Per Hour</u>				
<u>0-25</u>	<u>25.01-50</u>	<u>50.01-80</u>	<u>80.01-140</u>	<u>Over 140</u>
\$7.50	\$6.66	\$5.86	\$4.95	\$3.98

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WIDE AREA TELECOMMUNICATIONS SERVICE*

B. Outward WATS ¹

2. Rates (Cont'd)

f. Monthly Charges (Cont'd)

(3) WATS Optional Calling Plan Monthly Rates

The per minute rates apply to the total number of chargeable minutes for each Billed Telephone Number (BTN).

<u>Rate Per Minute</u>			
<u>50-199 Hours</u>	<u>200-499 Hours</u>	<u>500-999 Hours</u>	<u>1,000+ Hours</u>
\$.090	\$.085	\$.080	\$.070

(4) WATS Optional Calling Plan Term Agreement Options

<u>Rate Per Minute</u>		
	<u>Two Year</u>	<u>Three Year</u>
50-199 Hours	\$.085	\$.080
200-499 Hours	\$.080	\$.075
500-999 Hours	\$.075	\$.070
1,000+ Hours	\$.065	\$.060

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B. OUTWARD WATS ¹ (Cont'd)

2. RATES (Cont'd)

g. Outward WATS Extension Line Charges

The Outward WATS extension line terminates in a network interface.

Type 2011 channel charges apply as covered in Section 14 of this Guide, for an extension of an access line to another premises of the customer within the same LATA.

h. Schedule of Product/Service Charges

Product/Service Charges

(1)	Each WATS access line provided or moved to another premises, includes initial Primary Interexchange Carrier Selection	\$75.00
(2)	Service rearrangement charge per line to: Separate an existing hunting arrangement into two or more hunting arrangements. Combine two or more hunting arrangements into a single hunting arrangement. Reterminate or rearrange an existing access in the Central Office due to a customer requested terminal change.....	35.00
(3)	The nonrecurring charge per line for subsequent Interexchange Carrier Selections is the nonrecurring Service Rearrangement Charge specified in B.2.h.(2) preceding.	

Rates and Regulations for all other premises related work can be found in Sections 25 and 26 of this Guide.

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C. TOLL FREE DEDICATED SERVICE ¹

1. GENERAL REGULATIONS

a. Definitions

(1) Toll Free Service

Toll Free Service provides for dial type telecommunication originated to an Toll Free Service access line from regular exchange service telephone lines located within a LATA within the State of Pennsylvania in accordance with the regulations and schedules of charges specified in this Guide.

(2) Toll Free Service Access Line

An intrastate Toll Free Service access line is a facility arrangement provided for the purpose of receiving Toll Free Service calls. Each such line will be arranged at the customer's option for Toll Free Service within the State of Pennsylvania.

A Dual Jurisdiction Toll Free Service access line is a facility arrangement provided for the purpose of receiving both intrastate and interstate Toll Free Service calls. Each such line will be arranged at the customer's option for Toll Free Service, subject to the terms and conditions of The Verizon Telephone Companies' F.C.C.-No. 1 Tariff.

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C. TOLL FREE DEDICATED SERVICE ¹ (Cont'd)

1. GENERAL REGULATIONS (Cont'd)

a. Definitions (Cont'd)

(3) Toll Free Service Usage

Calls terminating into an intrastate Toll Free Service access line arranged by the customer are subject to the terms and conditions of this Guide or of the appropriate Interexchange Carrier Tariff.

Calls terminating into a Dual Jurisdiction Toll Free Service access line, which originate within a LATA within the State of Pennsylvania are subject to the terms and conditions of this Guide or of the appropriate Interexchange Carrier tariff when so arranged by the customer. Calls terminating into a Dual Jurisdiction Toll Free Service access line between LATAs within the State of Pennsylvania and interstate calls are subject to the terms and conditions of the appropriate Interexchange Carrier tariff.

(4) Dial-Type Communications

Dial-type telecommunication as specified in (1) above is an incoming call dialed to a customer's Toll Free Service access line except that if facilities are not available for dial completion, the call may be placed with an operator. The call may also be placed with an operator in the same manner if the calling party for any reason cannot reach a dial station.

(5) Service Group

The term "Service Group" as used in connection with Toll Free Service denotes all access lines arranged in central office equipment furnished by the Telephone Company as part of a given hunting arrangement.

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Verizon Pennsylvania LLC

WIDE AREA TELECOMMUNICATIONS SERVICE*

C. TOLL FREE DEDICATED SERVICE ¹(Cont'd)

1. GENERAL REGULATIONS (Cont'd)

b. Availability of Service

The furnishing of service under this Guide will require certain physical arrangements of facilities of the Telephone Company and is therefore subject to the availability of such facilities.

c. Limitation of Service

- (1) Toll Free Service does not include person-to-person², collect², conference or other calls requiring operator handling except as provided in C.1.a.(2) preceding.
- (2) Toll Free Service is not represented as adapted for connection to other services of the Telephone Company or to customer-provided facilities. Toll Free Service contemplates the provision of satisfactory transmission only between the called access line and the calling access line within a LATA within the State of Pennsylvania. The access line will be terminated only at a customer's premises located in the State of Pennsylvania.
- (3) Toll Free Service is furnished upon condition that the customer obtain adequate service to permit the use of this service without impairing, interfering with, or causing injurious effects upon Toll Free Service or any other service rendered by the Telephone Company.

d. Use of the Service by the Customer

- (1) Toll Free Service is provided for the use by the customer and may be used by others, when so authorized by the customer, providing that all such usage shall be subject to the provisions of this Guide.
- (2) Orders, including those which involve the start, rearrangement, release or discontinuance of service, will be accepted by the Telephone Company only from the customer or by others, when so authorized by the customer.
- (3) The design, maintenance and operation of Toll Free Service envisions that communications will terminate at an Toll Free Service networkinterface for the purpose of communicating with stations, within a LATA within the State of Pennsylvania. Connections of communications systems provided by the customer or Interexchange Carrier to Toll Free Service may be made. However, the Telephone Company will not be responsible for the through transmission of signals or for the quality of transmission on such connections.

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² Effective August 8, 2016, Person-to-Person and Collect Calls will be discontinued and will not be accepted as a billing arrangement for calls.

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WIDE AREA TELECOMMUNICATIONS SERVICE*

C. TOLL FREE DEDICATED SERVICE ¹(Cont'd)

1. GENERAL REGULATIONS (Cont'd)

e. Extensions of Access Lines

This Telephone Company will provide extensions of access lines only within a LATA within the State of Pennsylvania. The number and location of such extensions may be limited by transmission factors.

f. Connection With Customer-Provided Data Receiving Equipment

Customer-provided data receiving equipment may be connected to Toll Free Service access lines subject to the regulations and rates applicable to the connection of such facilities to the local and long distance Telecommunications Systems of the Telephone Company.

g. Connection With Customer-Provided Terminal Equipment and Communications Systems

Customer-provided terminal equipment and communications systems may be connected to Toll Free Service access lines subject to the regulations and rates applicable to the connection of such facilities to the local and long distance Telecommunications System of the Telephone Company.

h. Cancellation and Special Handling of Application for Service

Where installation of central office facilities for non-designed service has been completed by this Telephone Company, the product/service charge under C.2.h.(1) will apply.

Applicable charges for customer cancellation or customer requested expedited application for service which requires design, will be billed according to provisions listed in Section 1, of Tariff Pa. P.U.C.-No. 1.

i. Minimum Contract Period

The minimum contract period for service is one month.

j. Allowance for Interruptions

Allowance for interruptions apply to each Toll Free Service access line arranged by the customer so that calls originated and terminated within the same LATA within the State of Pennsylvania are subject to the regulations and rates for such service as provided by this Telephone Company Tariff or Guide as follows:

(1) When the Toll Free Service access line is interrupted for a period of less than 2 hours no credit applies.

(2) When the Toll Free Service access line is interrupted for a period of 2 hours to 24 hours a credit of \$14.00 applies.

* Effective February 13, 2026, this service is no longer available to new customers. Moves, changes, or modifications to this service will no longer be supported. Service modifications for customers with existing contracts are subject to the terms of their contracts.

¹ Effective November 25, 2004, Toll Free Dedicated Service is grandfathered and is not available for new installations. Moves, additions or changes to subscribers' existing service are not permitted.

Verizon Pennsylvania LLC

WIDE AREA TELECOMMUNICATIONS SERVICE*

C. TOLL FREE DEDICATED SERVICE ¹(Cont'd)

1. GENERAL REGULATIONS (Cont'd)

j. Allowance for Interruptions (Cont'd)

- (3) When the Toll Free Service access line is interrupted for a period of more than 24 hours a credit of \$14.00 applies for each 24 hour period or any fraction thereof.
- (4) The credit in (2) and (3) preceding includes all credit to be applied for an interruption.
- (5) None of the above credit allowances will be made for:
 - Non-completion of calls due to busy network conditions.
 - Interruption of service due to customer-provided equipment or systems.
 - Interruption of service due to the negligence of the customer.
 - Interruption of service during any period in which the Telephone Company is not afforded access to the premises at which the Toll Free Service access line is terminated.
 - Interruption of service during any period when the customer has released the Toll Free Service access line to the Telephone Company for maintenance purpose, or implementation of a customer order for a change in service arrangement.

k. Directory Listings

Directory Listings are furnished in accordance with the regulations specified in Section 9 of this Guide.

* Effective February 13, 2026, this service is no longer available to new customers. Moves, changes, or modifications to this service will no longer be supported. Service modifications for customers with existing contracts are subject to the terms of their contracts.

¹ Effective November 25, 2004, Toll Free Dedicated Service is grandfathered and is not available for new installations. Moves, additions or changes to subscribers' existing service are not permitted.

Verizon Pennsylvania LLC

WIDE AREA TELECOMMUNICATIONS SERVICE*

C. TOLL FREE DEDICATED SERVICE ¹(Cont'd)

1. GENERAL REGULATIONS (Cont'd)

I. Network Interface

The Toll Free Service access line charge includes a termination in a Network Interface.

m. Primary Interexchange Carrier Selection

Primary Interexchange Carrier Selection is an arrangement whereby a Toll Free Service user may select and designate to the Telephone Company an Interexchange Carrier to carry interLATA only, or intraLATA and interLATA combined Toll Free Service calls. This Interexchange Carrier is referred to as the Toll Free Service user's predesignated Interexchange Carrier.

n. Sales Provision

This service is covered by the Sales Provision as described in Pa. P.U.C.-No. 1, Section 1, Paragraph 27.

* Effective February 13, 2026, this service is no longer available to new customers. Moves, changes, or modifications to this service will no longer be supported. Service modifications for customers with existing contracts are subject to the terms of their contracts.

¹ Effective November 25, 2004, Toll Free Dedicated Service is grandfathered and is not available for new installations. Moves, additions or changes to subscribers' existing service are not permitted.

Verizon Pennsylvania LLC

WIDE AREA TELECOMMUNICATIONS SERVICE*

C. TOLL FREE DEDICATED SERVICE ¹(Cont'd)

2. RATES

a. Service Area

The customer's LATA within Pennsylvania is the service area.

b. Minimum Average Time Requirement

Usage is subject to an average of 30 seconds per completed call for each billing period. This means that if the average duration per call during each billing cycle is less than 30 seconds, billing will be based on an average duration of 30 seconds per call.

c. Method of Determining Usage Charges for Toll Free Service Calls Within a LATA

- (1) Determine the total number of calls for each service group separately.
- (2) Determine the equivalent hours used by applying the minimum average time requirement of 30 seconds (1 call = 30 seconds).
- (3) Determine the total actual hours used for the service group.
- (4) Determine the chargeable hours which is the greater of (2) or (3) above, rounded to the nearest hundredth (two decimal places).
- (5) Determine usage charges by multiplying the hourly rate in the appropriate taper(s) by the number of hours used in each taper and totaling these charges.

d. Method of Determining Fractional Recurring Charges Other Than Usage (e.g. Access Lines, Etc.).

Charges for a fraction of a month are determined by dividing the monthly rate by 30 to obtain a daily rate. That rate is multiplied by the number of days service is provided.

* Effective February 13, 2026, this service is no longer available to new customers. Moves, changes, or modifications to this service will no longer be supported. Service modifications for customers with existing contracts are subject to the terms of their contracts.

¹ Effective November 25, 2004, Toll Free Dedicated Service is grandfathered and is not available for new installations. Moves, additions or changes to subscribers' existing service are not permitted.

Verizon Pennsylvania LLC

WIDE AREA TELECOMMUNICATIONS SERVICE*

C. TOLL FREE DEDICATED SERVICE ¹(Cont'd)

2. RATES (Cont'd)

e. Timing of Calls

Chargeable time begins when connection is established between a station associated with the Toll Free Service access line and the calling station, and ends when the calling station "hangs up" thereby, releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released by automatic timing equipment in the telephone network.

f. Monthly Charges

(1) Toll Free Service Access Line Charge

The Toll Free Service access line charge includes a termination in a network interface or connection to an Interexchange Carrier channel utilizing an Toll Free Service central office connecting facility. The customer has the option of obtaining an Toll Free Service access line either directly from this Telephone Company subject to the terms and conditions of this Guide, or from another participating Interexchange Carrier.

A monthly charge of \$33.50 applies to each 800 Service access line.

(2) Monthly Usage Charges

The hourly rates apply to the usage within a service group rounded to the nearest hundredth of an hour.

<u>Rate Per Hour</u>			
<u>0-25</u>	<u>25.01-50</u>	<u>50.01-80</u>	<u>Over 80</u>
\$9.94	\$8.16	\$6.07	\$4.82

* Effective February 13, 2026, this service is no longer available to new customers. Moves, changes, or modifications to this service will no longer be supported. Service modifications for customers with existing contracts are subject to the terms of their contracts.

¹ Effective November 25, 2004, Toll Free Dedicated Service is grandfathered and is not available for new installations. Moves, additions or changes to subscribers' existing service are not permitted.

Verizon Pennsylvania LLC

WIDE AREA TELECOMMUNICATIONS SERVICE*

C. TOLL FREE DEDICATED SERVICE ¹ (Cont'd)

2. RATES (Cont'd)

g. Toll Free Service Extension Line Charges

The Toll Free Service extension line terminates in a network interface.

Type 2011 channel charges apply as covered in Section 14 of this Guide, for an extension of an access line to another premises of the same customer within the same LATA.

h. Schedule of Product/Service Charges

	Product/Service Charge
(1) Each Toll Free Service access line provided or moved to another premises	\$75.00
(2) Changing an Toll Free Service access line telephone number to a different number, per line	45.00
(3) Service Rearrangement Charge per line to:	
Separate an existing Toll Free Service into two or more hunting arrangements which contain the same Toll Free Service access line as the original hunting arrangement.	
Combine two or more Toll Free Service hunting arrangements into a single hunting arrangement containing the same Toll Free Service access line.	
Reterminate or rearrange an existing access line in the Central Office, due to a customer requested terminal equipment change	35.00
(4) The nonrecurring charge per line for subsequent Interexchange Carrier Selections is the nonrecurring Change of Toll Free Service telephone number charge specified in C.2.h.(2) preceding	

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¹ Effective November 25, 2004, Toll Free Dedicated Service is grandfathered and is not available for new installations. Moves, additions or changes to subscribers' existing service are not permitted.

Verizon Pennsylvania LLC

WIDE AREA TELECOMMUNICATIONS SERVICE*

D. TOLL FREE STANDARD/BASIC SERVICE^{1,2}

1. GENERAL REGULATIONS

a. Definitions

(1) Toll Free Service

Toll Free Service provides the customer with a Toll Free telephone number and the ability to receive incoming calls over a facility associated with a seven-digit telephone number, which is located within a LATA within Pennsylvania.

Each Toll Free Service telephone number will be arranged to receive intrastate/intraLATA calls, which will be provided by the Telephone Company.

The two types of Toll Free Service Offerings are:

- (a) Toll Free Standard Service - provides for a usage bulk billing arrangement.
- (b) Toll Free Basic Service - provides for usage per message billing arrangement.

The facilities associated with the seven-digit telephone number, are not obtained under this Guide. Each Toll Free Service telephone number must be associated with a unique terminating telephone number.

(2) Toll Free Service Usage

Intrastate/intraLATA calls terminating to a Toll Free Service telephone number are subject to the terms and conditions of this Guide.

b. Availability of Service

The furnishing of service under this Guide is subject to the availability of suitable service components.

c. Limitation of Service

- (1) Calls to Toll Free Service telephone numbers are dialed and completed without the assistance of an operator, and do not include:

- Person-to-Person³ calls
- Collect calls³
- Conference calls
- Any other classification of operator handled calls

* Effective February 13, 2026, this service is no longer available to new customers. Moves, changes, or modifications to this service will no longer be supported. Service modifications for customers with existing contracts are subject to the terms of their contracts.

¹ Effective November 3, 2012, Toll Free Standard/Basic Service is no longer available to new business customers. Moves, additions or changes to business subscribers' existing service are not permitted. Toll Free Standard/Basic Service is still available for resale until February 16, 2013, on which date the foregoing terms shall be effective for resale.

² Effective May 18, 2013, Toll Free Standard/Basic Service is grandfathered for residence and no longer available to new customers. Toll Free Standard/Basic Service for residence is still available for resale until February 15, 2014, on which date the foregoing terms shall be effective for resale.

³ Effective August 8, 2016, Person-to-Person and Collect Calls will be discontinued and will not be accepted as a billing arrangement for calls.

Verizon Pennsylvania LLC

WIDE AREA TELECOMMUNICATIONS SERVICE*

D. TOLL FREE STANDARD/BASIC SERVICE ^{1,2} (Cont'd)

1. GENERAL REGULATIONS (Cont'd)

c. Limitation of Service (Cont'd)

- (2) With Toll Free Service, the Telephone Company is responsible for the provision of satisfactory transmission between the calling access line and the terminating telephone number associated with the Toll Free Service telephone number only when both are in the same LATA within Pennsylvania.
- (3) Toll Free Service is furnished upon the condition that the customer obtain adequate telephone service to permit the use of this service without impairing, interfering with, or causing injurious effects upon this service or any other service rendered by the Telephone Company.
- (4) Toll Free Service usage cannot terminate into a telephone number associated with Feature Group A or Feature Group B.

d. Use of the Service by the Customer

- (1) Toll Free Service is provided for use by the customer and may be used by others, when so authorized by the customer, providing that all such usage shall be subject to the provisions of this Guide.
- (2) Orders, including those which involve the start, rearrangement, release or discontinuance of service, will be accepted by the Telephone Company only from the customer or by others authorized by the customer.

e. Minimum Contract Period and Termination Liability

- (1) Toll Free Standard Service
The minimum contract period for service is one month. Termination Liability does not apply.
- (2) Toll Free Basic Service

A termination liability fee is assessed if service is disconnected within six months from the date of installation. If the Toll Free Basic number is changed to the Toll Free Standard Service or to the Toll Free Service option of the Key Connections Optional Calling Plan, the termination liability charge does not apply.

f. Directory Listings

Directory listings for Toll Free Service telephone numbers are furnished in accordance with the regulations specified in Section 9 of this Guide.

* Effective February 13, 2026, this service is no longer available to new customers. Moves, changes, or modifications to this service will no longer be supported. Service modifications for customers with existing contracts are subject to the terms of their contracts.

¹ Effective November 3, 2012, Toll Free Standard/Basic Service is no longer available to new business customers. Moves, additions or changes to business subscribers' existing service are not permitted. Toll Free Standard/Basic Service is still available for resale until February 16, 2013, on which date the foregoing terms shall be effective for resale.

² Effective May 18, 2013, Toll Free Standard/Basic Service is grandfathered for residence and no longer available to new customers. Toll Free Standard/Basic Service for residence is still available for resale until February 15, 2014, on which date the foregoing terms shall be effective for resale.

Verizon Pennsylvania LLC

WIDE AREA TELECOMMUNICATIONS SERVICE*

D. TOLL FREE STANDARD/BASIC SERVICE ^{1,2} (Cont'd)

2. RATES

a. Service Area

The customer's LATA within Pennsylvania is the service area.

b. Minimum Average Time Requirement

(1) Toll Free Standard Service

Minimum usage charges are based on an average of 30-seconds per completed call for each billing period. This means that if the average duration per call during any billing cycle is less than 30-seconds, billing will be based on an average duration of 30-seconds per call.

(2) Toll Free Basic Service

Minimum usage charges apply to individual messages. Each message during the billing period is billed for at least 30 seconds. If the charge per message does not result in whole cents, charges will be rounded to the nearest penny when the bill is rendered.

c. Method of Determining Usage Charges for Toll Free Service Calls Within a LATA

(1) Toll Free Standard Service

- (a) Determine the total number of calls for each Toll Free telephone number separately.
- (b) Determine minimum chargeable hours by multiplying the number of calls by the minimum average time requirement of 30-seconds (1 call = 30-seconds).
- (c) Determine the total actual hours used.
- (d) Determine the number of chargeable hours, which is the greater of (b) or (c) above, rounded to the nearest hundredth (two decimal places).
- (e) Determine usage charges by multiplying the hourly rate in the appropriate taper(s) by the number of chargeable hours used in each taper and totaling these charges.

(2) Toll Free Basic Service

Usage charges are based on applying a rate to individual messages during the billing period.

- (a) The initial period for telephone connections is 30 seconds or fraction thereof.
- (b) The additional period for telephone connections is 6 seconds or fraction thereof.

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¹ Effective November 3, 2012, Toll Free Standard/Basic Service is no longer available to new business customers. Moves, additions or changes to business subscribers' existing service are not permitted. Toll Free Standard/Basic Service is still available for resale until February 16, 2013, on which date the foregoing terms shall be effective for resale.

² Effective May 18, 2013, Toll Free Standard/Basic Service is grandfathered for residence and no longer available to new customers. Toll Free Standard/Basic Service for residence is still available for resale until February 15, 2014, on which date the foregoing terms shall be effective for resale.

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WIDE AREA TELECOMMUNICATIONS SERVICE*

D. TOLL FREE STANDARD/BASIC SERVICE ^{1,2} (Cont'd)

2. RATES (Cont'd)

d. Method of Determining Fractional Recurring Charges Other Than Usage

Charges for a fraction of a month are determined by dividing the monthly rate by 30 to obtain a daily rate. That rate is multiplied by the number of days service is provided.

e. Timing of Calls

Chargeable time begins when the connection is established between a station associated with the Toll Free telephone number and the calling station, and ends when the calling station "hangs up", thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released by automatic timing equipment in the telephone network.

f. Monthly Rates

(1) Toll Free Standard Service

A monthly rate of \$15.00 applies to each Toll Free Standard Service telephone number.

(2) Toll Free Basic Service

A monthly rate of \$4.95 applies to each Toll Free Basic Service telephone number.

g. Service Establishment Charges

(1) Toll Free Standard Service

A service establishment charge of \$35.00 applies to establish Toll Free Standard Service, per Toll Free telephone number. The service establishment charge of \$35 does not apply when Toll Free Standard Service is provided as a result of a change from Toll Free Basic Service or a change from the Toll Free Service option of the Key Connections Optional Calling Plan.

(2) Toll Free Basic Service

There is no charge to establish Toll Free Basic Service.

h. Usage Charges

(1) Toll Free Standard Service

The hourly rates apply to the usage per Toll Free telephone number, calculated as described in D.2.c preceding.

<u>Hours of Use</u>	<u>Rate Per Hour</u>
0-20 Hours	\$11.50
Over 20 Hours	9.80

* Effective February 13, 2026, this service is no longer available to new customers. Moves, changes, or modifications to this service will no longer be supported. Service modifications for customers with existing contracts are subject to the terms of their contracts.

¹ Effective November 3, 2012, Toll Free Standard/Basic Service is no longer available to new business customers. Moves, additions or changes to business subscribers' existing service are not permitted. Toll Free Standard/Basic Service is still available for resale until February 16, 2013, on which date the foregoing terms shall be effective for resale.

² Effective May 18, 2013, Toll Free Standard/Basic Service is grandfathered for residence and no longer available to new customers. Toll Free Standard/Basic Service for residence is still available for resale until February 15, 2014, on which date the foregoing terms shall be effective for resale.

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WIDE AREA TELECOMMUNICATIONS SERVICE*

D. TOLL FREE STANDARD/BASIC SERVICE ^{1,2} (Cont'd)

2. RATES (Cont'd)

h. Usage Charges (Cont'd)

(2) Toll Free Basic Service

The per message rates apply to usage per Toll Free telephone number, calculated as described in D.2.c. preceding.

Initial 30-seconds or fraction thereof

Day	\$.10
Evening	\$.10
Night/Weekend.....	\$.10

Additional 6-seconds or fraction thereof

Day	\$.02
Evening	\$.02
Night/Weekend.....	\$.02

i. Termination Liability

If Toll Free Basic Service is disconnected within six months from the date of installation, a one time flat charge of \$40.00 will be assessed per each Toll Free Basic Telephone number. If the Toll Free Basic number is changed to the Toll Free Standard Service or to the Toll Free Service option of the Key Connections Optional Calling Plan, the one-time standard flat charge of \$40.00 does not apply.

* Effective February 13, 2026, this service is no longer available to new customers. Moves, changes, or modifications to this service will no longer be supported. Service modifications for customers with existing contracts are subject to the terms of their contracts.

¹ Effective November 3, 2012, Toll Free Standard/Basic Service is no longer available to new business customers. Moves, additions or changes to business subscribers' existing service are not permitted. Toll Free Standard/Basic Service is still available for resale until February 16, 2013, on which date the foregoing terms shall be effective for resale.

² Effective May 18, 2013, Toll Free Standard/Basic Service is grandfathered for residence and no longer available to new customers. Toll Free Standard/Basic Service for residence is still available for resale until February 15, 2014, on which date the foregoing terms shall be effective for resale.

Verizon Pennsylvania LLC

WIDE AREA TELECOMMUNICATIONS SERVICE*

E. MULTI-NUMBER TOLL FREE SERVICE ¹

1. GENERAL REGULATIONS

a. Definitions

(1) Multi-Number Toll Free Service

Multi-Number Toll Free Service provides the customer with a block of Toll Free Service telephone numbers and the ability to receive incoming calls over facilities associated with seven-digit telephone numbers, located within a LATA within Pennsylvania.

Each Toll Free Service telephone number of a Multi-Number Toll Free Service block will be arranged to receive intrastate/intraLATA calls.

The facilities associated with the seven-digit telephone number are not obtained under this Guide. Each Toll Free telephone number of a Multi-Number Toll Free Service block must be associated with a unique terminating telephone number.

(2) Multi-Number Toll Free Service Usage

Intrastate/IntraLATA calls terminating to Multi-Number Toll Free service telephone numbers are subject to the terms and conditions of this Guide.

(3) Service Group

The term "Service Group" as used in connection with Multi-Number Toll Free Service denotes all of the Toll Free type telephone numbers arranged as part of a single billing arrangement.

b. Availability of Service

The furnishing of service under this Guide is subject to the availability of suitable service components.

c. Limitation of Service

(1) Calls to Multi-Number Toll Free Service telephone numbers are dialed and completed without the assistance of an operator, and do not include:

- Person-to-Person² calls
- Collect calls²
- Conference calls
- Any other classification of operator-handled calls.

* Effective February 13, 2026, this service is no longer available to new customers. Moves, changes, or modifications to this service will no longer be supported. Service modifications for customers with existing contracts are subject to the terms of their contracts.

¹ Effective November 3, 2012, Multi-Number Toll Free Service is no longer available to new business customers. Moves, additions or changes to business subscribers' existing service are not permitted. Multi-Number Toll Free Service is still available for resale until February 16, 2013, on which date the foregoing terms shall be effective for resale.

² Effective August 8, 2016, Person-to-Person and Collect Calls will be discontinued and will not be accepted as a billing arrangement for calls.

Verizon Pennsylvania LLC

WIDE AREA TELECOMMUNICATIONS SERVICE*

E. MULTI-NUMBER TOLL FREE SERVICE ¹ (Cont'd)

1. GENERAL REGULATIONS (Cont'd)

c. Limitation of Service (Cont'd)

(1) (Cont'd)

The customer is responsible for calls made directly to the terminating telephone numbers as defined in Section 1, Paragraph A of the Local General Tariff, Pa. P.U.C.-No. 1.

- (2) With Multi-Number Toll Free Service, the Telephone Company is responsible for the provision of satisfactory transmission between the calling access line and the terminating telephone number associated with the Multi-Number Toll Free Service telephone number only when both are in the same LATA within Pennsylvania.
- (3) Multi-Number Toll Free Service is furnished upon the condition that the customer obtain adequate telephone service to permit the use of this service without impairing, interfering with or causing injurious effects upon this service or any other service rendered by the Telephone Company.
- (4) Multi-Number Toll Free Service usage cannot terminate into a telephone number associated with Feature Group A or Feature Group B.
- (5) All telephone numbers included in Multi-Number Toll Free Service must terminate at the same customer premises.
- (6) The initial block of Multi-Number Toll Free Service telephone numbers must consist of 100 telephone numbers. Subsequent Multi-Number Toll Free Service telephone numbers are only furnished in blocks of 20 numbers.
- (7) The entire initial block of 100 Multi-Number Toll Free Service telephone numbers and subsequent blocks of 20 Multi-Number Toll Free Service telephone numbers must be activated at all times in order for Multi-Number Toll Free Service to remain in service.

* Effective February 13, 2026, this service is no longer available to new customers. Moves, changes, or modifications to this service will no longer be supported. Service modifications for customers with existing contracts are subject to the terms of their contracts.

¹ Effective November 3, 2012, Multi-Number Toll Free Service is no longer available to new business customers. Moves, additions or changes to business subscribers' existing service are not permitted. Multi-Number Toll Free Service is still available for resale until February 16, 2013, on which date the foregoing terms shall be effective for resale.

Verizon Pennsylvania LLC

WIDE AREA TELECOMMUNICATIONS SERVICE*

E. MULTI-NUMBER TOLL FREE SERVICE ¹ (Cont'd)

1. GENERAL REGULATIONS (Cont'd)

d. Use of the Service by the Customer

- (1) Multi-Number Toll Free Service is provided for use by the customer and may be used by others, when so authorized by the customer, providing that all such usage shall be subject to the provisions of this Guide.
- (2) Orders, including those which involve the establishment, rearrangement, release or discontinuance of service, will be accepted by the Telephone Company only from the customer or by others authorized by the customer.

e. Minimum Contract Period

The minimum contract period for service is one month.

f. Directory Listings

Directory Listings are furnished in accordance with the regulations specified in Section 9 of this Guide.

2. RATES

a. Service Area

The customer's LATA within Pennsylvania is the service area.

b. Minimum Average Time Requirement

Usage is subject to an average of 30-seconds per completed call for each billing period per service group. This means that if the average duration per call during any billing cycle is less than 30-seconds, billing will be based on an average duration of 30-seconds per call.

c. Method of Determining Usage Charges for Multi-Number Toll Free Service Calls Within a LATA

- (1) Determine the total number of calls for each service group.
- (2) Determine minimum chargeable hours by multiplying the number of calls by the minimum average time requirement of 30-seconds (1 call = 30-seconds).

* Effective February 13, 2026, this service is no longer available to new customers. Moves, changes, or modifications to this service will no longer be supported. Service modifications for customers with existing contracts are subject to the terms of their contracts.

¹ Effective November 3, 2012, Multi-Number Toll Free Service is no longer available to new business customers. Moves, additions or changes to business subscribers' existing service are not permitted. Multi-Number Toll Free Service is still available for resale until February 16, 2013, on which date the foregoing terms shall be effective for resale.

Verizon Pennsylvania LLC

WIDE AREA TELECOMMUNICATIONS SERVICE*

E. MULTI-NUMBER TOLL FREE SERVICE ¹ (Cont'd)

2. RATES (Cont'd)

c. Method of Determining Usage Charges for Multi-Number Toll Free Service Calls Within a LATA (Cont'd)

- (3) Determine the total actual hours used for the service group.
- (4) Determine the chargeable hours, which is the greater of (2) or (3) above, rounded to the nearest hundredth (two decimal places).
- (5) Determine usage charges by multiplying the hourly rate in the appropriate taper(s) by the number of hours used in each taper and totaling these charges.

d. Method of Determining Fractional Recurring Charges Other Than Usage

Charges for a fraction of a month are determined by dividing the monthly rate by 30 to obtain a daily rate. That rate is multiplied by the number of days service is provided.

e. Timing of Calls

Chargeable time begins when the connection is established between a station associated with the Multi-Number Toll Free Service telephone number and the calling station, and ends when the calling station "hangs up", thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released by automatic timing equipment in the telephone network.

f. Monthly Rates

A monthly rate of \$500 applies to the initial block of 100 Multi-Number Toll Free Service telephone numbers.

A monthly rate of \$100 applies to each subsequent block of 20 Multi-Number Toll Free Service telephone numbers.

g. Service Establishment Charges

A one-time Product/Service charge of \$1,500 applies to establish the initial block of 100 Multi-Number Toll Free Service telephone numbers.

A one-time Product/Service charge of \$300 applies to establish each subsequent block of 20 Multi-Number Toll Free Service telephone numbers.

* Effective February 13, 2026, this service is no longer available to new customers. Moves, changes, or modifications to this service will no longer be supported. Service modifications for customers with existing contracts are subject to the terms of their contracts.

¹ Effective November 3, 2012, Multi-Number Toll Free Service is no longer available to new business customers. Moves, additions or changes to business subscribers' existing service are not permitted. Multi-Number Toll Free Service is still available for resale until February 16, 2013, on which date the foregoing terms shall be effective for resale.

Verizon Pennsylvania LLC

WIDE AREA TELECOMMUNICATIONS SERVICE*

E. MULTI-NUMBER TOLL FREE SERVICE ¹ (Cont'd)

2. RATES (Cont'd)

h. Service Rearrangement Charge

The Service Rearrangement charge of \$35.00 per Multi-Number Toll Free Service telephone number applies to the following:

- (1) To change the terminating telephone number associated with a MultiNumber Toll Free Service telephone number.....
- (2) Separate an existing service group into two or more service groups.....
- (3) Combine two or more service groups into a single service group.....

i. Monthly Usage Charges

The hourly rates apply to the usage within a service group rounded to the nearest hundredth of an hour.

<u>Hours of Use</u>	<u>Rate Per Hour</u>
0 - 20 Hours	\$11.50
Over 20 Hours	9.80

* Effective February 13, 2026, this service is no longer available to new customers. Moves, changes, or modifications to this service will no longer be supported. Service modifications for customers with existing contracts are subject to the terms of their contracts.

¹ Effective November 3, 2012, Multi-Number Toll Free Service is no longer available to new business customers. Moves, additions or changes to business subscribers' existing service are not permitted. Multi-Number Toll Free Service is still available for resale until February 16, 2013, on which date the foregoing terms shall be effective for resale.