OPERATOR SERVICES

A. GENERAL

The following regulations and rates apply to local message calls placed through an Operator Station-to-Station and Mechanized Station-to-Station calls between points in Metro Call Bands 1 through 6.

B. REGULATIONS

1. The following rates schedules apply to calls placed through a Residence Dial Tone Line, Business Dial Tone Line, and Pay Telephone Line.

2. All other applicable rates, charges and regulations can be found in other tariffs or Guides of the Company.

3. The local calling areas of each Exchange Area are those which appear in this Guide under "Exchange Areas ".

4. Local Calling Areas and Exchange Area Maps are contained in the Company's Local Tariffs and Product Guide.

* Effective July 1, 2010 Verizon Pennsylvania Inc. Calling Cards will be discontinued and will not be accepted as a billing arrangement for calls.

Operator Services

C. RATES

The rates for originating messages are listed below.

1. To points to which the Local General Tariffs for each Exchange Area indicate service is furnished on a Local Area Unlimited Usage Package basis, rates per message are:

Operator Station-to-Station†, Initial 3 Minutes	$3.75
Mechanized Station-to-Station, Initial 3 Minutes	3.75
Mechanized Station-to-Station Corrections Collect Call[1], Initial 3 Minutes	1.75
Operator All Types Operator Person-To-Person[1], Initial 3 Minutes	4.50
All Classes of Service Overtime, Each 3 Minutes	.05

2. To points to which the Local General Tariffs for each Exchange Area indicate that local service is offered on a measured local use basis, the following rates apply for Coin Calls in addition to the Dialed Station-to-Station Measured Local Use rates in C.4 following:

Coin Paid Customer Dialed	$ .25
Operator Station-to-Station†	3.75
Mechanized Station-to-Station	3.75
Mechanized Station-to-Station Corrections Collect Call[1]	1.75

NOTE:

† Includes Collect[1], Special Billing Number, Bill To A Third Number[1] calls and Hotel/Motel Guest originated operator completed calls. The live operator surcharge will be waived for victims of domestic violence, the staffs of domestic violence program agencies (when involved in domestic violence counseling) and emergency services personnel (while in the performance of their jobs).

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[1] Effective August 8, 2016, Operator Person-to-Person, Collect Call and Bill To A Third Number will be discontinued and will not be accepted as a billing arrangement for calls.

OPERATOR SERVICES

C. RATES (Cont'd)

3. OPERATOR LOCAL CALLS - ALL SCHEDULES

Calls placed through the operator between points in the local calling area are charged the following Operator Service Charges:

Operator Station-to-Station #	3.75
Mechanized Station-to-Station	3.75
Mechanized Station-to-Station Inmate Collect[1]	1.75

4. DIAL STATION-TO-STATION MEASURED LOCAL USE RATES

a. Dial Station-To-Station Calls - Metro Call Band 1

Rate Application Periods

WEEKDAY RATE - applies to directly dialed station-to-station calls placed Monday through Friday, 8:00 a.m.* to 10:00 p.m.*.

The rate is $.07 per message.

NIGHT AND WEEKEND RATE - applies to directly dialed station-to-station calls placed Monday through Friday, 10:00 p.m.* to 8:00 a.m.*, and all day Saturday and Sunday.

The rate is $.028 per message.

b. Metro Call Bands 2-6 Rates

Metro Call Bands 2-6 Rates

Metro Call Band	DAY Initial Minute	DAY Additional Minute	EVENING (OFF-PEAK) Initial Minute	EVENING (OFF-PEAK) Additional Minute	NIGHT and WEEKEND Initial Minute	NIGHT and WEEKEND Additional Minute
2	$.09	$.03	$.05	$.02	$.03	$.01
3	.12	.04	.07	.03	.04	.01
4	.15	.06	.09	.04	.05	.02
5	.18	.07	.11	.04	.05	.02
6	.21	.08	.12	.05	.06	.02

Includes special billing number, operator dialed and completed calls and all Time and Charge request calls (except hotel/motel guest originated). The live operator surcharge will be waived for victims of domestic violence, the staffs of domestic violence program agencies (when involved in domestic violence counseling) and emergency services personnel (while in the performance of their jobs).

* The time shown indicates the termination of one rate application period and the beginning of the "next". Calls connected at exactly the time shown are considered in the "next" period.

** Effective July 1, 2010 Verizon Pennsylvania Inc. Calling Cards will be discontinued and will not be accepted as a billing arrangement for calls.

1 Effective August 8, 2016, Collect Call will be discontinued and will not be accepted as a billing arrangement for calls.

OPERATOR SERVICES

C. RATES (Cont'd)

4. DIAL STATION-TO-STATION MEASURED LOCAL USE RATES (Cont'd)

	Rate Application Periods
DAY RATE -	applies to directly dialed station calls placed Monday through Friday, 8:00 a.m.* to 5:00 p.m.*.
EVENING RATE -	applies to directly dialed station-to-station calls placed Monday through Friday, 5:00 p.m.* to 10:00 p.m.*.
NIGHT AND WEEKEND RATE -	applies to directly dialed station-to-station calls placed Monday through Friday, 10:00 p.m.* to 8:00 a.m.*, and all day Saturday and Sunday.

* The time shown indicates the termination of one rate application period and the beginning of the "next". Calls connected at exactly the time shown are considered in the next period.