

Verizon Pennsylvania Inc.

SUPPLEMENTAL SERVICES

A. BRANCH EXCHANGE SERVICES

1. AUTOMATIC IDENTIFIED OUTWARD DIALING (AIOD) ¹

(a) GENERAL

This service provides automatic identification of station line numbers for each outgoing dialed message toll call and the total charges for measured local use calls. Subsequent billing of these messages is provided through central office facilities at the serving central office. Each station line associated with this service requires a seven digit telephone number.

AIOD service requires special central office equipment and is furnished only where facilities permit, in accordance with currently available list of central office codes.

This service is normally provided from the central office which serves the customer's location and only if that central office is considered as equipped in that both the necessary facilities and telephone numbers can be made available. If AIOD cannot be provided from the customer's local serving central office, AIOD can be furnished from another AIOD equipped central office on an FX or FCO basis. In such cases, the Type 2006 Channel or Type 2005 Channel rates and regulations specified in Section 14 of this Guide are applicable, in addition to the rates for AIOD. AIOD service is furnished only with compatible systems.

The monthly and nonrecurring charges specified are in addition to the rates shown elsewhere in this Guide for the services with which this offering is associated.

The Suspension of Service provisions shown in the Telephone Company's Pa. P.U.C.-No. 1 Tariff do not apply.

The regulations governing the provision of telephone numbers furnished in connection with Automatic Identified Outward Dialing are:

Whenever possible the Telephone Company will attempt to provide telephone numbers arranged consecutively in a group, but will not guarantee nor accept responsibility for provision of such an arrangement within or between a block of telephone numbers.

The Telephone Company accepts no responsibility for reserving telephone numbers to be used at some future time. Should the provision of additional service necessitate Telephone Number changes, standard charges specified elsewhere in this Guide apply.

Where Automatic Identified Outward Dialing is furnished on more than one group of dial tone lines, each such group shall be considered as a separate service and charged accordingly, and the service must be provided on all dial tone lines in a dial tone line group. A dial tone line group is any quantity of central office lines bearing the same Central Office Code.

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SUPPLEMENTAL SERVICES

A. BRANCH EXCHANGE SERVICES (Cont'd)

1. AUTOMATIC IDENTIFIED OUTWARD DIALING (AIOD) (1) (Cont'd)

(a) GENERAL (Cont'd)

Outgoing dialed calls which originate from stations equipped with the Automatic Identified Outward Dialing feature but cannot be identified are charged to the main listed number.

(b) RATES

	<u>Product/ Service Charge</u>	<u>Monthly Rate</u>
Automatic Identified Outward Dialing Service		
Common Equipment	\$50.00	\$25.00
AIOD Termination per each Dial Tone Line	5.00	5.00

In addition to the rates shown above, appropriate charges apply for a Voice Grade channel, as specified in the Special Services Tariff (Pa. P.U.C.-No. 304).

When AIOD is furnished on a system equipped for DID, the DID numbers may be used for this purpose. If AIOD is provided without DID, or if AIOD is provided different dial numbers than DID, rates for number assignments as specified in the DID section of this Guide are applicable.

Dial Tone Lines equipped for AIOD service are charged for at the regular Dial Tone Line rate.

Charges shown are for central office facilities associated with AIOD.

2. CALL DIVERTING

(a) GENERAL

Dial branch exchange service can be arranged to provide for the placing of toll calls, or both toll and measured local use calls to Metro Call Bands 2-6 only through the system attendant. All other calls may be dialed directly by the station users.

Call diverting is provided only upon contract for a minimum period of 3 years in accordance with Section 30 of the Telephone Company's Pa. P.U.C.-No. 1 Tariff.

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SUPPLEMENTAL SERVICES

A. BRANCH EXCHANGE SERVICES (Cont'd)

2. CALL DIVERTING (Cont'd)

(a) GENERAL (Cont'd)

Call diverting is furnished subject to the availability of facilities in the local central office.

Call diverted dial tone trunk lines which are provided from a central office district or exchange other than the central office district or exchange in which the customer is located, and installed subsequent to December 31, 1976 are subject to Type 2006 or Type 2005 Channel charges.

(B) RATES

	<u>Product/ Service Charge</u>	<u>Monthly Rate</u>
Call Diverting		
Each dial tone trunk line equipped	\$50.00 ¹	\$8.50
Minimum Charge for each central office from which Call Diverting is provided	250.00	42.50
Obsolete Call Diverting Arrangements ²		
Plan A - each dial tone line	-	1.80
Plan B - each dial tone line	-	3.25
Plan C - each dial tone line	-	4.70

3. DIAL TONE LINE ARRANGEMENT FOR GUEST DIALING

(a) GENERAL

Dial tone line arrangement for guest dialing is provided with hotel/motel guest dialing service requiring toll and measured local use to Metro Call Bands 2-6 call diversion. When the customer's service includes message register equipment the dial tone line arrangement for guest dialing includes equipment for message registration.

¹ A maximum installation charge of \$400.00 applies for all dial tone lines equipped at the same time.

² Effective February 17, 1985, Obsolete Call Diverting Arrangements are not available for new installations or maintenance

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SUPPLEMENTAL SERVICES

A. BRANCH EXCHANGE SERVICES (Cont'd)

3. DIAL TONE LINE ARRANGEMENT FOR GUEST DIALING (1) (Cont'd)

(b) RATES

	<u>Product/ Service Charge</u>	<u>Monthly Rate</u>
Dial tone line arrangement for guest dialing, each dial tone line	\$50.00	\$ 8.50
Dial tone line arrangement for central office message registra- tion, each dial tone line	20.00	5.20
Dial tone line arrangement for guest dialing and message register equipment, each dial tone line	50.00	13.70

4. DIRECT INWARD DIALING SERVICE (DID)*

(a) GENERAL

This service permits incoming dialed calls from the exchange network to reach a specific station line without the assistance of an attendant through the use of a seven digit number.

DID service requires special central office equipment and is furnished only where facilities permit, in accordance with currently available list of central office codes.

This service is normally provided from the central office which serves the customer's location, if that central office is considered as equipped in that both the necessary facilities and telephone numbers can be made available. If DID cannot be provided from the customer's local serving office DID can be furnished from another DID equipped central office on an FX or FCO basis. In such cases, the FX or FCO rates and regulations specified elsewhere in this Guide are applicable, in addition to the rates for DID. DID service is furnished with compatible systems.

The monthly and non-recurring charges specified are in addition to the rates shown elsewhere in this Guide for the services with which this offering is associated.

The Suspension of Service provisions shown elsewhere in this Guide do 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.

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SUPPLEMENTAL SERVICES

A. BRANCH EXCHANGE SERVICES (Cont'd)

4. DIRECT INWARD DIALING SERVICE (DID)* (Cont'd)

(b) RATES

	<u>Product/ Service Charge</u>	<u>Monthly Rate</u>
Direct Inward Dialing Service for:		
Each group of 20 DID Station Numbers ¹	\$15.00	\$7.00
DID Termination per each Dial Tone Line ²	25.00	30.50

B. BRIDGED LINE SERVICE³

Two individual lines, served from the same central office unit, having the same scope of local service, and which are lines of the same customer or of different customers located in that central office district, may be bridged in the central office to receive simultaneous ringing provided that satisfactory transmission can be furnished. When one line is in use, the second line cannot be used for originating or receiving another call.

Calls for one line are distinguished from calls for the other line either by code ringing or by using a customer-provided bell having a different tone from the customer-provided main station bell at the same location, the method used depending on the type of central office equipment serving the district.

The individual line rate applies for each line.

When additional equipment is required to provide satisfactory transmission, extra charges based on the cost of such equipment 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 A service establishment charge of \$125.00 is applicable to the initial installation of the first group of 20 DID Station Numbers.

² In addition, Dial Tone Lines equipped for DID service are charged for at the regular Tariff or Guide Dial Tone Line rate and charges.

³ Provided only to existing customers while they continue such service at their present location.

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SUPPLEMENTAL SERVICES

C. CONTROL EQUIPMENT FOR EXCHANGE ACCESS LINES

1. GENERAL

a. Make Busy Arrangement

An exchange access line make busy arrangement may be furnished when a customer wishes to control the volume of incoming calls to an exchange access line or lines operated as a group. Control equipment located in the serving central office, a customer-provided control key on the customer's premises and a Metallic channel for miscellaneous purposes as shown in the Special Services Tariff (Pa. P.U.C.-No. 304) are required to provide this service. The make busy arrangement will not be provided on Toll Free Service, coin telephone service or exchange access lines not operated as a hunting group.

b. Hunting Arrangement

Exchange access lines arranged as a hunting group may be furnished by control equipment located in the serving central office to provide the capability of completing multiple calls to a customer by dialing one main telephone number.

c. Stop Hunt Feature

The stop hunt feature provides a customer with a means of discontinuing trunk hunting at a predetermined point within a number of exchange access lines operated as a group. Control equipment located in the serving central office, a customer-provided control key on the customer's premises and a Metallic channel for miscellaneous purposes as shown in the Special Services Tariff (Pa. P.U.C.-No. 304) are required to provide this service. The stop hunt feature will not be provided on coin telephone service.

2. RATES

	Product/ Service Charge	Monthly Rate
a. Make Busy Arrangement		
Central office control equipment (for each eleven or less exchange access lines made busy).....	\$188.00	\$4.22

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SUPPLEMENTAL SERVICES

C. CONTROL EQUIPMENT FOR EXCHANGE ACCESS LINES (Cont'd)

2. RATES (Cont'd)

a. Make Busy Arrangement (Cont'd)

The rates for a Type 1005 channel for miscellaneous purposes as shown in Section 14 of this Guide apply for the control channel.

This service is furnished subject to the availability of exchange access facilities.

b. Hunting Arrangement

A charge of \$32.00 applies to rearrange the configuration of exchange access lines arranged for hunting (includes the addition or deletion of hunting on any or all lines).

No charge applies to arrange exchange access lines for hunting when the arrangement is made coincident with the establishment of the lines. A charge applies to arrange established lines.

	<u>Product/ Service Charge</u>	<u>Monthly Rate</u>
c. Stop Hunt Feature		
Central office control equipment (to remove hunting)	\$38.00	\$4.22

The rates for a Metallic channel for miscellaneous purposes as shown in the Special Services Tariff (Pa. P.U.C.-No. 304) apply for the control channel.

This service is furnished subject to the availability of central office facilities.

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SUPPLEMENTAL SERVICES

D. FOUR WIRE SERVICE TERMINATING ARRANGEMENT

1. GENERAL

The Four Wire Service Terminating Arrangement permits switching equipment that is designed to use four wire terminations to be connected to the Telephone Company's standard two wire Foreign Exchange (FX) and Foreign Central Office (FCO) exchange facilities toll network. While this offering contemplates the use of four wire facilities, between the local serving wire centers and the premises switching equipment, two wire facilities may be used.

Transmission performance that meets the established standards of the Telephone Company will be obtained over facilities connected to a Four Wire Service Terminating Arrangement. If a customer requests improvement beyond this, additional equipment will be provided, where facility conditions permit, subject to additional rates and charges based on the costs incurred.

2. RATES

The following rates apply for each four wire service terminating arrangement, and are in addition to the applicable rates for the associated FX or FCO dial tone line.

	<u>Product/ Service Charge</u>	<u>Monthly Rate</u>
Four Wire Service Terminating Arrangement, each		
When installed coincident with the dial tone line with which associated	\$60.00	\$23.40
When installed subsequent to the dial tone line with which associated	90.00	23.40

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SUPPLEMENTAL SERVICES

E. PREFERRED TELEPHONE NUMBER SERVICE¹

1. DESCRIPTION

Preferred Telephone Number Service allows a customer to request a specific telephone number which may have special meaning or value to the customer. The requested telephone number must be an available number in the customer's normal serving Wire Center or Foreign Exchange or Foreign Central Office. Seven or four digits may be provided according to the customer's requirements and at the discretion of the Telephone Company.

2. REGULATIONS

- a. Preferred Telephone Number Service is offered in connection with exchange services excluding Toll Free Service, Time and Weather, and Remote Call Forwarding Optional Service Features-One Number Service and Custom Routing.
- b. Preferred Telephone Number Service may be established in association with the initial establishment of a service, the relocation of an existing service, or a customer-requested change of an existing telephone number. Standard charges for dial tone line connections or telephone number changes as shown in other Sections of this Guide also apply. If the customer elects to take Foreign Exchange or Foreign Central Office Services, the charges listed in this Guide also apply.
- c. The provision of a preferred telephone number is based upon the current availability of that telephone number. The Telephone Company reserves the right to exclude certain numbers or blocks of numbers from assignment, and will determine the availability criteria. No customer waiting lists will be maintained.
- d. Preferred telephone numbers shall be listed numerically in Telephone Company directories and Directory Assistance records.
- e. In connection with a hunting service arrangement, Preferred Telephone Number Service charges apply only to telephone numbers selected by the customer in a hunting group, provided the Telephone Company selects the additional lines in the hunting group.
- f. No charge for Preferred Telephone Number Service applies if the Telephone Company is not able to provide the requested telephone number for the customer

¹ Withdrawn from residential service effective July 20, 2013; still available for resale until October 19, 2013, on which date the foregoing terms shall be effective for resale.

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SUPPLEMENTAL SERVICES

E. PREFERRED TELEPHONE NUMBER SERVICE² (Cont'd)

3. CHARGES

a. Preferred Telephone Number Service Charge:

	Preferred Telephone Number Service Charge ¹
1. Residence Service, per preferred telephone number assigned	\$25.00
2. Business Service, per preferred telephone number assigned	100.00

¹ These charges are in addition to other applicable charges such as the Dial Tone Line Connection Charge or the Telephone Number Change Charge.

² Withdrawn from residential service effective July 20, 2013; still available for resale until October 19, 2013, on which date the foregoing terms shall be effective for resale.

SUPPLEMENTAL SERVICES

F. MESSAGING SERVICES INTERFACE (MSI)/PREMIER MESSAGING SERVICES INTERFACE (PMSI)

1. GENERAL DESCRIPTION

Messaging Services Interface (MSI) is an optional service which permits subscribers (i.e. Enhanced Service Providers) to offer a variety of services such as messaging functions and information gateways through the exchange network to their customers (end users) on an intraoffice basis.

Premier Messaging Services Interface (PMSI) is an optional service which permits subscribers (i.e. Enhanced Service Providers) to offer a variety of services such as messaging functions and information gateways through the exchange network to their customers (end users) on an interoffice as well as intraoffice basis.

The following functions will be performed under MSI and PMSI:

- An indication will be sent to the Enhanced Service Provider's equipment to determine whether the call to the Enhanced Service Provider was directly dialed or call forwarded.
- The end user's telephone number will be sent to the Enhanced Service Provider's equipment when calls to the end user's telephone number are forwarded to the Enhanced Service Provider.
- The calling telephone number where the end user is located will be sent to the Enhanced Service Provider's equipment when the Enhanced Service Provider's telephone number is directly dialed by the end user.
- An identification of the exchange line hunt group(s) and line number where the call to the Enhanced Service Provider terminated will be sent to the Enhanced Service Provider's equipment.

In addition, in order to inform the end user of a stored message, MSI/PMSI provides a Message Waiting Indication (MWI) on the end user's exchange access lines. The MWI can be activated or deactivated by the Enhanced Service Provider.

2. REGULATIONS

- a. MSI/PMSI is provided where facilities permit from a central office switching system as determined by the Telephone Company.
- b. Any Enhanced Service Provider's equipment required as part of this service must be provided by the Enhanced Service Provider at their expense and be compatible with and meet the interface specifications of Telephone Company facilities.
- c. The Enhanced Service Provider is responsible for subscribing to an adequate number of exchange access lines and related equipment that will permit the use of this service without interfering with general telephone service.

SUPPLEMENTAL SERVICES

F. MESSAGING SERVICES INTERFACE (MSI)/PREMIER MESSAGING SERVICES INTERFACE (PMSI)
(Cont'd)

2. REGULATIONS (Cont'd)

- d. The Messaging Services Interface end user must be located in the same central office switching system as the Enhanced Service Provider. The Premier Messaging Services Interface end user may be located in the same central office switching system as the Enhanced Service Provider or in a remote central office switching system.
- e. Temporary suspension of MSI service at the request of the Enhanced Service Provider is not permitted.
- f. It will be the responsibility of the Enhanced Service Provider to inform the end user of the use and operation of their services.
- g. Premier Messaging Services Interface is available to Centrex customers who subscribe to the Automatic Message Link AML specified in Section 2 of this Guide.
- h. Enhanced Service Providers subscribing to PMSI must subscribe to MSI for the Central office switching system that serves the ESP's voice messaging equipment (the near switch).
- i. The integrity of the customer's database information is solely the responsibility of the customer. Verizon is not responsible for any errors, misdirected calls or misdirected message waiting indications that are a direct result of customer database inaccuracies. Should Verizon be required to correct a condition on a subscriber's line that was caused by the customer's incorrect database information, time and material charges will be incurred by the customer.

3. RATES

	Product/ Service Charge	Monthly Rate
MSI Common Equipment, per central office switching system, required to be equipped. (1), (2), (3).....	\$3,000.00	\$250.00
Premier MSI, per arrangement (1), (2), (3)	1,000.00	450.00

NOTES:

- (1) If it is necessary to equip more than one central office to provide MSI service to a particular central office area, charges for each central office so equipped shall apply. Premier Messaging Services Interface requires MSI service between the Enhanced Service Provider's equipment and one central office at a minimum.

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SUPPLEMENTAL SERVICES

F. MESSAGING SERVICES INTERFACE (MSI)/PREMIER MESSAGING SERVICES INTERFACE (PMSI)
(Cont'd)

3. RATES (Cont'd)

- (2) In addition, Tariff or Guide rates may apply for exchange access lines, Centrex lines, private lines, data channels (special service circuits), feature group switched access rates or other Tariff or Guide services as required for this service arrangement. Rates for MSI/PMSI do not include local usage and toll rates for calls made into or out of the Enhanced Service Provider's facilities.
- (3) An end user Product/Service Charge of \$20.00 applies to each end user's exchange access line when Message Waiting Indication is added, unless the addition is performed coincident with the addition or change of an Optional Central Office Service.

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SUPPLEMENTAL SERVICES

G. RING COUNT CHANGE INTERFACE

1. GENERAL DESCRIPTION

Ring Count Change Interface is an optional service which facilitates the use of Call Forwarding-Don't Answer¹ by allowing a subscriber to electronically request a change in the number of rings which occur before calls are forwarded by Call Forwarding-Don't Answer¹. Subscribers for Ring Count Change Interface may include, but are not limited to, voice messaging service providers and other enhanced service providers who provide facilities which permit their customers who subscribe to Call Forwarding-Don't Answer¹ to request, through Ring Count Change Interface, changes in the number of rings which occur before calls are forwarded by the customers' Call Forwarding-Don't Answer¹ service.

2. LIMITATIONS

- a. Ring Count Change Interface is available where facilities permit.
- b. The subscriber must connect to the Telephone Company's services platform via an appropriately equipped private data line.
- c. The subscriber's service interface must conform to the Telephone Company's Ring Count Change Interface Protocol Specification.
- d. The subscriber is responsible for the security and integrity of the requests sent to the Telephone Company's services platform.
- e. Due to technical limitations, Ring Count Change Interface cannot be used to implement ring count changes for Call Forwarding-Don't Answer¹ customers with Centrex Services or MVP services, or for some Call Forwarding-Don't Answer¹ customers with multi-line hunt groups.

3. REGULATIONS

Ring Count Change Interface charges are billed to the subscriber.

4. RATES

	<u>Nonrecurring Service Charge</u>	<u>Monthly Rate</u>
Per Data Link	\$1000.00	\$650.00

¹ Effective August 21, 2016, Call Forwarding Don't Answer is no longer available to new business customers. Existing business customers as of August 21, 2016, may retain this service at existing locations. Additions, rearrangements and moves are not permitted. This service is still available for resale until October 17, 2016, on which date the foregoing terms shall be effective for resale.

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SUPPLEMENTAL SERVICES

H. UNIFORM CALL DISTRIBUTION

1. GENERAL

Uniform Call Distribution (UCD) service provides for the uniform distribution of incoming calls, in order of their arrival, to telephone lines arranged in a multiline hunt group.

UCD service requires no unique station equipment.

The lines to which UCD service is applied retain the characteristics of the service under which they were established.

2. REGULATIONS

- a. Uniform Call Distribution can only be provided on telephone lines, excluding Centrex lines, which are equipped with multiline hunting.
- b. UCD is available where facilities permit.

3. RATES

	<u>Product/ Service Charge</u>	<u>Monthly Rate</u>
a. Hunting group, each	\$325.00	-
b. Per line in the Hunting Group	14.50	\$2.50

SUPPLEMENTAL SERVICES

I. ADDITIONAL SUPPLEMENTAL SERVICES

1. GENERAL

The following Open Network Architecture Basic Service Elements and Complementary Network Services will be provided, upon request, on an Individual Case Basis where facilities permit.

a. DIRECT INWARD DIALING QUEUING

Direct Inward Dialing Queuing is a feature for a Uniform Call Distribution (UCD) arrangement. This feature permits calls to the UCD arrangement to be completed immediately if the UCD arrangement has an idle terminal and, when all terminals in the UCD arrangement are busy, to place the call in a queue to wait its turn to be served. While the call is in the queue, an audible ringing tone is provided. This option is only available with Lineside BSA. Direct Inward Dialing Queuing is a Basic Service Element.

b. HOT LINE

Hot Line is a Central Office-based automatic dialing feature which provides the customer with the ability to automatically be connected with another line on the switched network. When the customer's station goes off-hook, a switched connection is set up without any further user action. This service is associated with the customer's basic exchange service.

c. WARM LINE

Warm Line is a Central Office-based automatic dialing feature. When a station user lifts the handset and does not begin dialing within a preset time limit, a stored number is automatically dialed. If dialing commences within the preset time limit, the call will proceed as a normally dialed call. This service is associated with the customer's basic exchange service.

2. RATES

The nonrecurring charges and recurring rates for this service will be provided on an Individual Case Basis.

	<u>Product/ Service Charge</u>	<u>Monthly Rate</u>
Direct Inward Dialing Trunk Queuing (available with Lineside BSA) Per DID Number Equipped, Per Month	ICB	ICB
Hot Line, per arrangement	ICB	ICB
Warm Line, per arrangement	ICB	ICB

J. Prepaid Verizon Phone Card

This service is now located in Pa. P.U.C. Toll No. 1A.

Verizon Pennsylvania LLC

SUPPLEMENTAL SERVICES

K. **Call Gate**SM Service ¹

A. GENERAL

Call Gate Service gives customers the ability to allow or not allow outgoing calls from their line.

In order to establish or change the numbers to allow or not allow, the customer dials a specific telephone number and, through an interactive dialing sequence, creates screening lists. The customer may be prompted to enter a Personal Identification Number (PIN). The customer must create the screening lists based on various options and limitations. The customer may make changes to the screening lists at any time.

When an outgoing call is made, the Telephone network determines whether the number being called is allowed based on the screening lists. If the number is not allowed, an announcement will prompt the calling party to enter a Personal Identification Number and place the call; otherwise, the call will not be placed.

Call Gate Service does not affect calls to local exchange telephone repair and 911. Calls to local exchange telephone repair and 911 will always be completed.

Call Gate Service is only offered on a monthly subscription basis.

B. REGULATIONS

1. This service requires special central office equipment and is furnished only from central offices where facilities permit, as determined by the Telephone Company.
2. Customers can only access this service by using a touch-tone or tone-signaling-capable telephone.
3. This service is provided to individual line customers only. It is not provided in connection with Pay Telephone Lines.
4. A Personal Identification Number (PIN) will be used as a security measure. A temporary PIN is assigned when the customer places an order. The customer may change their PIN by dialing a specific telephone number or by calling the Telephone Company at no charge.
5. The customer of record will be responsible for all rates and charges associated with the service. **Call Gate** Service does not relieve the customer of responsibility for calls charged to their telephone number(s).

¹ Effective May 18, 2013, Call Gate Service is grandfathered for residence and no longer available to new customers. Call Gate 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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K. **Call Gate**SM Service ¹

B. REGULATIONS (Cont'd)

6. The Company shall not be liable to the customer or any other person or entity for damages of any nature or kind arising out of, resulting from, or in connection with the provision of the service, including without limitation, the inability to access the operator or any telephone number.
7. **Call Gate** Service may interact with other optional services.
8. The specific telephone number that customers use to access this service may experience occasional interruptions in service. The Telephone Company shall not be liable for damages if, for any reason, the service is interrupted or inoperable.
9. The Company's Customer Satisfaction Guarantee as described in Pa. P.U.C.-No. 1, Section 1, applies to **Call Gate** Service.

C. RATES

Business

Product/Service Charge *	\$10.00
Monthly Rate, per line	4.00

- * The Product/Service Charge does not apply to:
- orders with **Call Gate** Service if **Call Gate** Service is ordered on an additional line
 - Personal Identification Number (PIN) changes
 - business customers who subscribe to **Call Gate** Service within the 90-day period following the initial provision of the service or enhancement of the service

¹ Effective May 18, 2013, Call Gate Service is grandfathered for residence and no longer available to new customers. Call Gate 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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SUPPLEMENTAL SERVICES

L. WORK AT HOME BILLING SERVICE¹

A. GENERAL

The Work at Home Billing Service (WAHBS) is a service purchased by a business customer for its employees to allow the use of their residential phones for business and automatically bill the calls to the business account.

This service uses an existing residence line and no additional facilities are required. The user at his or her residential phone dials a code and receives second dial tone. The call is then dialed as a direct dialed call. The business must provide to the Telephone Company the residence numbers that it wishes equipped for this service. The Telephone Company will then establish a Work at Home Charge Number at the residence. This number is a software number assigned to the residence line to distinguish business calls.

Incoming calls to this number are distinguished by a distinctive ring. All outgoing calls made with this service, i.e., after dialing the code, will appear on the bill for this business account established for this service.

B. REGULATIONS

1. WAHBS is provided to business customers only.
2. By subscribing to this service the business customer accepts the responsibility for charges originating from the Work at Home Charge Number at the residence.
3. WAHBS is offered only where facilities permit.
4. Local usage will be billed at the applicable business measured rate charge.
5. Selections of alternate carriers through "101XXXX" dialing is not allowed.

C. RATES

	Product/Service Charge*	Monthly Rate
WAHBS, per residential line equipped	\$17.00	\$ 4.50

* Installation charges are applicable for any addition, deletion, or changes to lines equipped for this service. Installation charges do not apply to business customers who subscribe to WAHBS within the 120-day period following the initial provision or enhancement of this service in the central office providing WAHBS.

¹ Withdrawn from residential service effective July 20, 2013; still available for resale until October 19, 2013, on which date the foregoing terms shall be effective for resale.

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SUPPLEMENTAL SERVICES

M. Three-Way Call Transfer on Trunks

A. GENERAL

Three-Way Call Transfer on Trunks is an optional service which permits subscribers (e.g., Enhanced Service Providers or ESPs) utilizing interoffice trunk facilities to offer a variety of additional voice mail services to their customers (end users). For example, callers to an end user who reach a voice mailbox can press or dial a digit for assistance and their call will be transferred to an end user designated number. The ESP equipment completes the call transfer and disconnects the voice mailbox without disconnecting the caller. Other applications include a reminder-type service, where the end user of the ESP can send him/herself a message and the call is transferred back to the requesting end user at the designated time.

B. REGULATIONS

1. Three-Way Call Transfer on Trunks is available to Enhanced Service Providers utilizing trunk facilities served from digital central offices only. This service is provided as facilities permit as determined by Verizon Pennsylvania.
2. Any Enhanced Service Provider equipment required as part of this service must be provided by the Enhanced Service Provider at its expense and must be compatible with and meet the interface specifications of Verizon.
3. The Enhanced Service Provider is responsible for subscribing to an adequate number of trunks and related equipment that will permit the use of this service without interfering with general telephone service.
4. It will be the responsibility of the Enhanced Service Provider to inform its end users of the use and operation of its services.

C. RATES

	<u>Product/Service Charge</u>	<u>Monthly Rate</u>
1. Three-Way Call Transfer, per trunk	\$30.00	\$5.00
2. The Enhanced Service Provider will be billed the appropriate local and toll usage charges associated with the use of this service.		