SECTION 4 - MISCELLANEOUS SERVICES

4.1 Directory Assistance

Directory Assistance provides to the Customer available published telephone numbers of switched voice telephone service subscribers based on name or name and address information provided by the Customer to the Directory Assistance operator. The Directory Assistance charge applies to each call by the Customer requesting Directory Assistance regardless of whether the Directory Assistance bureau is able to furnish the requested telephone number. Directory Assistance will provide the Customer with up to two telephone numbers per call. The Customer may request a second listing by remaining on the line after receiving their first listing. If the Customer should disconnect the call prior to being provided the two telephone numbers, the Directory Assistance charge is applicable. All applicable service charges and surcharges apply in addition to the Directory Assistance charge specified below. If the Customer receives an incorrect telephone number and notifies the Company, a billing credit for Directory Assistance charges shall be provided. (T) (T)

The Directory Assistance charge will be waived for calls to Directory Assistance by a properly certified hearing impaired Customer who utilizes a TDD to access the service.

Per Call	$1.99

4.2 Directory Assistance Call Completion Rates

When the Customer elects to have the Company automatically place the call to the requested number, a Directory Assistance with Call Completion Charge applies in addition to the Directory Assistance Charge, and in addition to all other applicable charges. The applicable usage charge is the Customer's presubscribed calling plan rate.

Directory Assistance Charge - Per Completed Call	$1.00

SECTION 4 - MISCELLANEOUS SERVICES, (Cont'd.)

4.3 Operator Services

Operator Services allow Customers to place calls using operator assistance for call completion. Service is available only for direct use by residential and business subscribers and may not be used or resold to provide payphone, hotel, transient, guest or other aggregator services. (C)

Usage charges and a service charge will be assessed on a per call basis, as stated in this price list. (C)(D)

(D)

4.3.1 Operator services may be used by a Customer to complete Operator Station calls. (C)(D)(D)

4.3.2 Charges for Operator Assisted Calls include two components: a usage-sensitive component and a fixed per-call service charge. (C)

4.3.3 The usage-sensitive portion of the charge for an Operator Assisted Call is set forth in Section 4.3.6 below. (C)

4.3.4 The fixed per-call service charge portions of the charge for an Operator Assisted Call is set forth in Section 4.3.5. (C)(D)

(D)

SECTION 4 - MISCELLANEOUS SERVICES, (Cont'd.)

4.3 Operator Services, (Cont'd.)

4.3.5 Per Call Service Charges (C)

The Per-Call Service Charge applies in addition to the charges specified in Section 4.3.6 Operator Services, and in addition to all other surcharges and fees, when applicable. The following charge applies in all rate periods. (C) | (C)

Station to Station	$5.99

(D) | | | | | (D)

SECTION 4 - MISCELLANEOUS SERVICES, (Cont'd.)

4.3 Operator Services, (Cont'd.)

4.3.6 Per Minute Usage Charges (C)

Calls are billed in one (1) minute increments after an initial minimum call duration of one (1) minute. Partial minutes are rounded up to the next minute.

A. IntraLATA Usage Rates

Initial Minute	Each Add'l Minute
$0.9900	$0.9900

B. InterLATA Usage Rates

Initial Minute	Each Add'l Minute
$0.9900	$0.9900

SECTION 4 - MISCELLANEOUS SERVICES, (Cont'd.)

4.4 Business Toll Free Service (C)

4.4.1 General Description

Business Toll Free Service provides for the termination of inbound toll free calls to one party exchange access lines or to dedicated access facilities. When service is used for both interstate and intrastate calling, fixed charges apply only once.

The minimum service period is one month. Unless otherwise specified below, the following optional features are available for all Toll Free service plans offered by Company in this tariff. The Company's Business Toll Free Services for intrastate use are sold as an add-on to interstate Business Toll Free Services. Charges for specialized features, monthly recurring charges, and nonrecurring charges are set forth in the Company's federal rate schedules posted on the Company's website at www.verizon.com/tariffs/productguide.

4.4.2 Toll Free Directory Assistance Listing

Per Toll Free Number, per month	$10.00

4.4.3 Toll Free/Inbound Routing Plan Features

Area Code Routing - Calls to the same toll free number are directed to the terminating location based on the originating area code.

Area Code/Exchange Routing - Calls are routed by originating area code and exchange to terminate to multiple service groups or locations.

Call Allocation - Allows Customers to define the routing of calls to multiple service groups or locations on a percentage basis. The percentage is based on call attempts, not call completions.

Command Routing* - Allows activation of alternate routing plans.

Day of Week - Allows inbound calls to be routed to multiple service groups or locations on different days of the week.

Day of Year - Allows calls to be routed to multiple service groups or locations based on the date (month/day).

Time of Day - Allows calls to be routed to multiple service groups or locations based on a pre-defined time-of-day schedule

* No Longer offered to new Customers.

(C)

SECTION 4 - MISCELLANEOUS SERVICES, (Cont'd.)

4.4 Business Toll Free Service, (Cont'd.) (C)

4.4.3 Toll Free/Inbound Routing Plan Features, (Cont'd.)

A. Rates and Charges

Charges are based on the number of features added or changed for each Toll Free number.

Charge per Toll Free number per routing plan, per feature node:

Nonrecurring Charge capped at $100 per account	$10.00

Routing Plan Charges:

Monthly Charge, per Toll Free number

1-3 Routing Plans	$ 0.00
4-99 Routing Plans, per routing plan	$10.00

Toll Free/Enhanced Routing Plan Feature

Command Routing Feature*

Per Alternative Route Plan Activation:

Nonrecurring Charge	$50.00

* No longer offered to new Customers. (C)

SECTION 4 - MISCELLANEOUS SERVICES, (Cont'd.)

4.4 Business Toll Free Service, (Cont'd.) (C)

4.4.4 Toll Free/Inbound Origination Features

A. Description of Features

ANI Blocking - Allows a Customer to block incoming calls from specific telephone numbers.

Area Code/Exchange Selection - Allows a Customer to block incoming calls from specific areas codes (NPAs) and exchanges (NXXs).

Area Code Selection - Allows a Customer to block incoming calls from specific NPAs.

Extended Coverage - Allows a Customer to originate Toll Free calls from Canada.

B. Rates and Charges

Nonrecurring Charges:

ANI Blocking, per 1,000 ANI's capped at $100 per account	$10.00
Area Code Selection	$10.00
Area Code/Exchange Selection per NPA blocked at exchange level	$10.00
Extended coverage	$ 0.00

(C)

SECTION 4 - MISCELLANEOUS SERVICES, (Cont'd.)

4.4 Business Toll Free Service, (Cont'd.)

4.4.5 Toll Free/Inbound Termination Features

A. Description of Features

(D)
|
(D)

Overflow Service* - Routes calls to a busy or out of service Dedicated Access Line (DAL) to an alternate switched or dedicated number.

Real-Time Automatic Number Identification (ANI)* - Provides a dedicated access Customer with the toll free caller's telephone number in real-time as the call is delivered.

B. Rates and Charges

1. Nonrecurring Charges , per Toll Free Number

(D)
(D)

Real-Time ANI*, capped At $100 per account	$10.00

2. Monthly Charges, per Toll Free Number

Overflow Service*	$10.00

* No longer offered to new Customers.

4.4.6 Usage Rates

	Rate Per Minute
Non-Plan Customer Rate	See Firm Rate Plus Plan Month to Month Rates
Plan Customer Rate	Same as the Customer's presubscribed outbound calling plan