
SECTION 4 - MISCELLANEOUS SERVICES

4.1 [Reserved for Future Use]

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

4.1 [Reserved for Future Use], (Cont'd.)

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

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| 4.1 | [Reserved for Future Use], (Cont'd.) | (T) |
| 4.1.3 | [Reserved for Future Use] | (D) |

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

4.1 [Reserved for Future Use], (Cont'd.)

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

4.1 [Reserved for Future Use], (Cont'd.)

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

4.1 [Reserved for Future Use], (Cont'd.)

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4.2 [Reserved for Future Use]

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

4.3 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.

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

4.3.1 Directory Assistance Rates

Directory Assistance, Per Call	\$1.25
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4.3.2 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 rate shown below, unless the Customer is presubscribed to an optional calling plan, in which case the optional calling plan rates apply.

Per Completed Call	\$1.00
Rate Per Minute	\$0.18

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

4.4 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)
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Usage charges and a service charge will be assessed on a per call basis, as stated in this price list. (C)

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

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

4.4.3 The usage-sensitive portion of the charge for an Operator Assisted Call is set forth in Section 4.4.6 below. (C)

4.4.4 The fixed per-call service charge portions of the charge for an Operator Assisted Call is set forth in Section 4.4.5. (C)

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

4.4 Operator Services, (Cont'd.)

4.4.5 Per-Call Service Charges (C)

The Per-Call Service Charge applies in addition to the charges specified in Sections: 4.4.6 Operator Services, and in addition to all other surcharges and fees, when applicable. The following charge applies in all rate periods. (C)

Per Call Service Charges (C)

Operator Assisted Station to Station

\$2.45

4.4.6 Usage Charges (D)

A. IntraLATA Usage Rates (D)

Initial Minute	Each Add'l Minute
\$0.2500	\$0.2500

B. InterLATA Usage Rates (D)

Initial Minute	Each Add'l Minute
\$0.2500	\$0.2500

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

4.5 Business Toll Free Service

4.5.1 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.

4.5.2 Toll Free Directory Assistance Listing

Per Toll Free Number, per month	\$10.00
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4.5.3 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.

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

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

4.5.3 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	\$10.00
capped at \$100 per account	

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
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* No longer offered to new Customers.

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

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

4.5.4 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

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

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

4.3.5 Toll Free/Inbound Termination Features

A. Description of Features

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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

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Real-Time ANI*, capped at \$100 per account	\$10.00
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2. Monthly Charges, per Toll Free Number

Overflow Service*	\$10.00
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* No longer offered to new Customers.

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

4.5 Toll Free Services, (Cont'd.)

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

E. Rates and Charges, (cont'd.)

3. Optional Toll Free Features, (cont'd)

	<u>Monthly Recurring Charge</u>	<u>Nonrecurring Charge</u>
Enhanced Routing Plans:		Per Toll Free Number per Routing Plan/Feature Node:
	Per Routing Plan:	
	\$10.00	\$10.00
	<u>Monthly Recurring Charge</u>	<u>Nonrecurring Charge</u>
Uniform Call Allocation:	\$0.00	\$10.00
Command Routing Feature:	\$0.00	\$50.00
Toll Free Directory Assistance Listing Per Toll Free Number	\$10.00	\$0.00

F. Usage Rates

	Rate Per Minute	(N)
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	

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

4.5 Toll Free Services, (Cont'd.)

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

G. Toll Free Discounts

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1. Toll Free RespOrg Campaign

This offer applies to new business Customers who currently have portable toll free service with another carrier and switch their responsible organization for the Toll Free Service to the Company and also sign up for a new Business Calling Plan. 200 toll free minutes will be awarded each month for the first four consecutive months in the form of a credit beginning with the Customer's first partial or next full month of service following enrollment. Minutes will not exceed 800 total minutes and must be used in the month granted and will not carry over from month to month. This offer is only available per account, not per Toll Free number. This offer may not be combined with any other offer.

2. Toll Free Monthly Recurring Charge Waiver

New Business Toll Free Customers will receive a two month waiver of the Monthly Recurring Service Charge beginning with the first full or partial month of service. This may be in the form of a credit or a waiver.

3. Toll Free Non-Recurring Charge Waiver

New Business Toll Free Customers will receive a \$15.00 credit to apply to the Non-recurring Service Charge associated with the initiation of Business Toll Free Service. This may be in the form of a credit or a waiver.

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

4.5 Toll Free Services, (Cont'd.)

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

4.5 Toll Free Services, (Cont'd.)

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4.5 Toll Free Services, (Cont'd.)

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