SECTION 4 - MISCELLANEOUS SERVICES

4.1 [Reserved for Future Use] (T,D)

(D)

(D)

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

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

(D)

(D)

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

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

(D)

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

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

(D)

(D)

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

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

(D)

(D)

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

4.2 Business Toll Free Service (T)

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. (T) | (T)

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. (T) (T)

4.2.1 Toll Free/Inbound Routing Plan Features (T)

A. Description of 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.)

4.2 Business Toll Free Service, (Cont'd.) (T)

4.2.1 Toll Free/Inbound Routing Plan Features, (Cont'd.) (T)

B. Rates and Charges

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

1. Charge per Toll-Free number per routing plan, per feature node

Nonrecurring Charge	$10.00
capped at $100 per account	(R) (T)

2. Routing Plan Charges:

Monthly Charge, per Toll Free number

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

3. Command Routing Feature*

Per Alternative Route Plan Activation:

Nonrecurring Charge	$50.00

* No longer offered to new Customers.

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

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

4.2.2 Toll Free/Inbound Origination Features (T)

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	(R)
Area Code Selection	$10.00	(R)
Area Code/Exchange Selection per NPA blocked at exchange level	$10.00	(R)
Extended Coverage	$ 0.00	(R)

(T)

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

4.2 Business Toll Free Service (Cont'd.)

4.2.3 Toll Free/Inbound Termination Features

A. Description of Features

(D)
(D)
(D)

Overflow to 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

4.2.4 Toll Free Directory Assistance Listing

Unless otherwise specified below, the following optional features are available for all Toll Free service plans offered by Company in this tariff.

Per Toll Free Number, per month	$10.00

* No longer offered to new Customers.

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

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

4.2.5 Usage Rates (N)

	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	(N)

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

4.3 [Reserved for Future Use], (Cont'd.) (T,D)

(D)

(D)

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

4.3 [Reserved for Future Use], (Cont'd.) (T,D)

(D)

(D)

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

4.4 Directory Assistance

Directory Assistance is available to the Customer using the Company's communications services. A Directory Assistance charge applies per intrastate directory assistance calls made from points within the State of Connecticut. The Customer may make two (2) requests for a telephone number per call. The Customer may request a second listing by remaining on the line after receiving their first listing. The Directory Assistance Charge applies regardless of whether the operator is able to supply the requested number. If the Customer should disconnect the call prior to being provided the two telephone numbers, the Directory Assistance charge is applicable. Discounts are not applicable to Directory Assistance Charges. Directory Assistance Charges are not included in usage commitments or computed in any discount calculations. All applicable service charges and surcharges apply in addition to the Directory Assistance charge specified below. (T) (T)

No charge applies for directory assistance calls (other than Directory Assistance Call Completion) from certified handicapped or elderly residential presubscribed accounts or from pay telephones. 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.

4.4.1 Directory Assistance Rates

Per Call	$1.99

4.4.2 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 calling plan usage rates apply.

Per Completed Call	$1.00
Rate Per Minute	$0.18

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

4.5 [Reserved for Future Use] (T,D)

(D)

(D)

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

4.6 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) (C)

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

4.6.1 Operator Services may be used by a Customer to complete Operator Station calls. (C) (C)

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

4.6.3 The usage-sensitive portion of the charge for an Operator Assisted Call is set forth in Section 4.6.5 below. (C)

4.6.4 The fixed per-call service charge portions of the charge for an Operator Assisted Call is set forth in Sections 4.6.5 below. (C) (D) (D)

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

4.6 Operator Services, (Cont'd.)

4.6.5 Per-Call Service Charges (C)

The Per-Call Service Charge applies in addition to the charges specified in Section 4.6.5.B, Operator Services, and in addition to all other surcharges and fees, when applicable. The following charge applies in all rate periods. (C) | (C)

A. Rates

(D)

(D)

Operator Assisted Station to Station	$2.62

(D) | | | | (D)

B. Usage Rates

Peak 7:00 AM - 7:00* PM weekdays.		Off-Peak All other times	
1st Minute	Each Add'l Minute	1st Minute	Each Add'l Minute
$0.30	$0.30	$0.12	$0.12

* to, but not including