DEFINITIONS OF TERMS

A. GENERAL

B. REGULATIONS

# ELECTRONIC SERVICE PACKAGES (ESP)

Electronic Service Packages (ESP) are arrangements of Central Office features furnished to Individual Line customers having two or more Touch-Tone exchange access lines located on the same premises. ESP require special central office equipment and are not provided in all central offices. The Telephone Company may furnish ESP where there is available central office equipment with the proper program updates as determined by the Telephone Company.

## A. GLOSSARY OF TERMS

### 1. AUTOMATIC TRANSFER

A fixed arrangement which routes incoming calls to another exchange access line of the same ESP system if the called line is in use or unanswered.

### 2. CALL FORWARDING - VARIABLE

An arrangement which permits incoming calls to be automatically transferred to another line in the ESP system or outside the system for temporary periods. The feature is activated by dialing a code, followed by the line number to which calls are to be forwarded. The feature is deactivated by dialing a second code.

### 3. CALL PICKUP

An arrangement whereby a call to an exchange access line may be answered by a telephone on a different ESP line of the same ESP service. The (*) button of a Touch-Tone telephone and the (1) digit are used to activate Call Pickup.

### 4. CALL PICKUP GROUP

An arrangement whereby a customer may segment groups of lines in an ESP system so that any ESP line in that segment can only Call Pickup other ESP lines in the same Call Pickup Group. All lines of a particular ESP system constitute a single Call Pickup Group unless additional Call Pickup Groups are furnished as an optional feature.

### 5. CALL WAITING

An arrangement which permits a customer engaged in a call, to receive a tone signal indicating a second call is waiting, and by operation of the switchhook and depressing #9 to place the first call on hold and answer the waiting call. The customer may alternate between the two calls by operation of the switchhook and depressing #9.

ELECTRONIC SERVICE PACKAGES (ESP)

A. GLOSSARY OF TERMS (Cont'd)

6. CONFERENCE SERVICE

An arrangement to add one other exchange access line to an in-progress call. Another exchange access line of an ESP system may be added by flashing the switchhook and depressing the appropriate intercom code and flashing the switchhook. Any other exchange access line may be added by flashing the switchhook, dialing the appropriate telephone number and flashing the switchhook.

7. INCOMING TOLL FREE SERVICE ACCESS ARRANGEMENT
An arrangement in which incoming calls on Toll Free Service access lines can be terminated on an ESP-SB system. Incoming calls terminated in this manner may be transferred to other lines of the same ESP system.

8. INTERCOM

An arrangement by which, through the use of Personal or System Convenience Dialing, telephones on the same ESP service may communicate with each other without application of message charges.

9. LINE RESTRICTION

An arrangement in which toll or measured local use calls to metro call bands 2-6 dialed from pre-selected lines are routed to a tone signal.

10. OFF-PREMISES LINES

An arrangement by which features of an ESP-SB system can be provided on lines at a separate customer premises. These lines are in addition to the minimum of two lines at the main location.

11. PERSONAL CONVENIENCE DIALING

An arrangement in which an ESP line may be arranged to automatically complete six local or long distance numbers by using abbreviated codes instead of complete telephone numbers. This feature is activated by depressing the (#) sign of a Touch-Tone telephone and the one digit abbreviated code associated with the number. Customers may make changes or entries in their repertory by dialing special codes. With RSVP, intercom is programmed on one of the codes and only five codes may be programmed for other calls.

ELECTRONIC SERVICE PACKAGES (ESP)

A. GLOSSARY OF TERMS (Cont'd)

12. SYSTEM CONVENIENCE DIALING

An arrangement to automatically dial up to thirty common intercom, local, or long distance numbers by dialing abbreviated codes instead of complete telephone numbers. When this feature is provided on an ESP system, all lines of the system have access to the special codes. This feature is activated by depressing the (#) sign of a Touch-Tone telephone and the digits associated with the number. Customers may make changes or entries in their repertory by dialing special codes from a designated line.

13. USER TRANSFER

An arrangement in which a call may be transferred from one line of an ESP system to another line of the same system. Any call may be transferred by the customer to another exchange access line of the same ESP service by flashing the switchhook and depressing the appropriate intercom code and hanging up.

B. REGULATIONS

1. ESP MILEAGE

No mileage charges apply to different ESP lines of the same ESP system that are located at different premises but situated within the same central office district.

Type 2005 or 2007 channel charges as shown in Section 14 of this Tariff apply to all ESP lines in central offices and exchanges other than that which houses the customer's main basic service.

2. RATING OF CALLS

Local or long distance calls, established by using the conference or call forwarding variable features of ESP service, will be charged for at the appropriate Tariff rate.

3. OTHER EQUIPMENT

Other equipment and services requested by ESP subscribers and compatible with this service will be furnished in accordance with regulations and rates specified in the applicable Sections of this Tariff and other Tariffs of the Telephone Company.

ELECTRONIC SERVICE PACKAGES (ESP)

B. REGULATIONS (Cont'd)

4. LINE FEATURE OPTIONS

When a customer subscribes to ESP on two or more exchange access lines, all lines are equipped with all standard features, except as follows:

(a) Automatic Transfer Feature, called line in use, and Call Waiting are not provided on the same line. The customer may select one or the other feature on a per line basis.

(b) The customer may elect not to be equipped for either Automatic Transfer or Call Waiting. If this option is selected, incoming calls will receive a busy signal when the called line is in use.

5. SUSPENSION OF SERVICE

Suspension as defined in Section 27 of the Telephone Company's Pa. P.U.C. –No. 1 Tariff is not applicable to ESP service.

6. TOLL FREE SERVICE ACCESS

All rates and regulations included in the Verizon Select Services Inc. No. 5 Tariff apply to Toll Free Service terminations on ESP-SB service.

C. OFFERINGS

The following monthly rates and product/service charges apply to the services as specified and are in addition to applicable rates and charges specified in other Sections of the Telephone Company's Pa. -P.U.C. -No.1 Tariff.

1. RESIDENTIAL SERVICES VARIETY PACKAGE (RSVP)

The Residential Services Variety Package (RSVP) is an ESP arrangement furnished to a customer having two or more Individual Residence Touch-Tone Exchange Access Lines in the same household.

This service is covered by the Sales Provision as described in Section 1, Paragraph 27 of the Telephone Company's Pa. P.U.C. –No. 1 Tariff.

Lines arranged for RSVP service may be furnished with the following standard features:

- Automatic Transfer or Call Waiting
- Call Pickup
- Conference Service
- Personal Convenience Dialing
- Intercom
- User Transfer

ELECTRONIC SERVICE PACKAGES (ESP)

C. OFFERINGS (Cont'd)

1. RESIDENTIAL SERVICES VARIETY PACKAGE (RSVP) (Cont'd)

| Rates | Product/Service Charge[1] | Monthly Rate | USOC |
|---|---|---|---|
| Per Residence Line Equipped | $10.50 | $13.50 [2] | RVP |

OPTIONAL FEATURES

System Convenience Dialing

Rates and regulations for Speed Dialing, 30 number capacity, as provided in Section 29C of this Tariff apply.

Call Forwarding - Variable

Rates and regulations for Call Forwarding as provided in Section 29C of this Tariff apply.

2. ESP FOR SMALL BUSINESS CUSTOMERS (ESP-SB)[3]

Electronic Service Package for Small Business Customers (ESP-SB) is an arrangement of Electronic Central Office features furnished to an Individual Line business customer having two but not more than thirty Touch-Tone exchange access lines located on the same premises. ESP-SB may be furnished to subscribers of Centrex Extend Service having only one Touch-Tone exchange access line located on the same premises.

Lines arranged for ESP-SB may be furnished with the following standard features:

- Automatic Transfer or Call Waiting
- Call Pickup
- Conference Service
- Off-Premises Lines
- Personal Convenience Dialing (Per System)
- Intercom
- User Transfer
- Line Restriction

1 Product/Service charge applies per line equipped or rearranged.
2 Flexibly Priced.
3 Beginning October 5, 1997 this service is grandfathered and is not available for new installations. Customers may continue the service at their present locations and may add lines to their system. Customers will not be permitted to move their service to a new location.

ELECTRONIC SERVICE PACKAGES (ESP)

C. OFFERINGS (Cont'd)

2. ESP FOR SMALL BUSINESS CUSTOMERS (ESP-SB)[4] (Cont'd)

| Rates | Product/Service Charge[1] | Monthly Rate | USOC |
|---|---|---|---|
| Per Business Line or Toll Free Service Access Line Equipped | $15.00 | $10.00 [2] | EVM |
| OPTIONAL FEATURES | | | |
| a. Additional Call Pickup Group | 5.00 | 3.00 | EVR |
| b. Personal Convenience Dialing[3] | Rates as Shown in Pa P.U.C.-No. 500 EVS | | |
| c. Call Forwarding - Variable | Rates as Shown in Section 30E for Call Forwarding | | ESM |

3. The Company's Customer Satisfaction Guarantee as described in Pa. P.U.C.-No.1, Section 1, applies to Residential Services Variety Package. If the customer is not satisfied with Residential Services Variety Package and notifies the Telephone Company within 60 days of installation that he wishes to disconnect the service, the customer will be entitled to a full refund of the Product/Service Charge(s) and the Monthly Rate(s) accrued through the disconnect date. The customer will receive the refund via a credit on the bill. Each customer will be entitled to the credit one time for Residential Services Variety Package.

1 Product/Service charge applies per line equipped or rearranged.
2 Flexibly Priced.
3 Rates as shown in Pa. P.U.C.-No. 500, Section 2 for Centrex Speed Dialing - Customer Changeable - 6 Code Capacity apply. One Per List Charge and one Control Station Line Charge applies for each ESP line equipped for Personal Convenience Dialing.
4 Beginning October 5, 1997 this service is grandfathered and is not available for new installations. Customers may continue the service at their present locations and may add lines to their system. Customers will not be permitted to move their service to a new location.