

SUPPLEMENTAL SERVICES AND EQUIPMENT

CONTENTS

	<u>Sheet</u>	
A. CUSTOM CALLING SERVICE (Discontinued Offering) ¹	1-3	
B. JOINT USER SERVICE	4-5	
C. SEASONAL AND VACATION RATE SERVICE	5-6	
D. TOUCH PHONE CALLING SERVICE	6-7	
E. DIRECT INWARD DIALING SERVICE (SEE PRODUCT GUIDE FOR COMPETITIVE SERVICES)		
F. OPERATOR SERVICES (SEE PRODUCT GUIDE FOR COMPETITIVE SERVICES)		
G. TOLL RESTRICTION SERVICE	12	
H. MECHANIZED INTERCEPT SERVICE (SEE PRODUCT GUIDE FOR COMPETITIVE SERVICES)		
I. CUSTOMIZED NUMBER SERVICE	14	
J. REMOTE CALL FORWARDING SERVICE (SEE PRODUCT GUIDE FOR COMPETITIVE SERVICES)		(C)
K. CUSTOM ROUTING SERVICE (SEE PRODUCT GUIDE FOR COMPETITIVE SERVICES)		

¹ See Verizon Calling Services, Sections 6 and 20 of the Product Guide for Competitive Services (FGTE No. 11) available at www.verizon.com/tariffs under Pennsylvania Non-Tariff Documents, for current offering.

(C) Indicates Change

SUPPLEMENTAL SERVICES AND EQUIPMENT

CUSTOM CALLING SERVICE as set forth in this Section of the Tariff is a discontinued service offering. Rates and regulations in Paragraph A. below apply only to those Custom Calling Service features and packages in service on June 30, 1994. Existing customers may continue the service at the same location unless otherwise Ordered by the Pennsylvania Public Utility Commission. On and after July 1, 1994, individual features and feature packages will be offered as set forth in Section 17, Custom Calling Services.

A. CUSTOM CALLING SERVICE

1. General

Custom Calling Service includes the following features:

a. Call Waiting

Call Waiting permits the customer engaged in a call, to receive a tone signal indicating a second call is waiting, and by operation of the switchhook 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.

A Cancel Call Waiting enhancement is included where available. This enhancement allows the customer the ability to temporarily suspend the Call Waiting feature and can be activated by dialing a code prior to establishing a call. If the customer subscribes to Three-Way Calling, the Cancel Call Waiting enhancement can be activated while a call is in progress. The Cancel Call Waiting feature is deactivated when a call is terminated.

b. Call Forwarding

Call Forwarding permits the customer to automatically transfer all incoming calls to a telephone at another location. The customer activates Call Forwarding by dialing a special code followed by the telephone number of the location to which calls are to be transferred. The feature may be deactivated by dialing another code. The customer may still make outgoing calls even though a transferred call is in progress.

c. Three-Way Calling

Three-Way Calling permits the customer, by operation of the switchhook, to place an existing call on hold, dial the telephone number of a third party and establish a three-way conference call. The customer may talk privately with the third party before establishing the three-way connection and may disconnect the third party to reestablish the original connection. The customer establishing the conference must remain on the line for the duration of the call.

SUPPLEMENTAL SERVICES AND EQUIPMENT

A. CUSTOM CALLING SERVICE (Cont'd)

1. General (Cont'd)

e. Second Access Line Feature Package

Second Access Line Feature Package consists of Touch Calling, 3-Way Calling, Call Waiting and Toll Restriction Features. Substitution of any feature is not permitted. The package is offered on the second access line for a new or current residential customer only where facilities exist.

f. Call Forwarding Busy¹ - Fixed* (C)

This service, permanently activated, permits the customer to have incoming calls redirected to a preselected telephone number at another location on a different premises when such incoming calls encounter a normal busy line condition. Where a toll message charge is applicable to the call to be forwarded, such charges will be billed to the Call Forwarding customer. This service is not available in connection with Call Waiting or rotary (trunk hunting) service.

g. Call Forwarding No Answer¹ - Fixed* (C)

This service, permanently activated, permits the customer to have incoming calls redirected to a preselected telephone number at another location on a different premises when such incoming calls encounter a no answer condition after a specific number of rings, such number of rings to be specified when this service is ordered. Where a toll message charge is applicable to the call to be forwarded, such charges will be billed to the Call Forwarding customer. This service is not available in connection with rotary (trunk hunting) service.

* The grade of transmission on Call Forwarding may vary depending on the distance and routing necessary to complete the call. Therefore, the normal grade end-to-end transmission is not guaranteed.

¹ Effective August 21, 2016, Call Forwarding Busy Line and Call Forwarding Don't Answer are no longer available to new business customers. Existing business customers as of August 21, 2016, may retain these services at existing locations. Additions, rearrangements and moves are not permitted. These features are still available for resale until October 17, 2016, on which date the foregoing terms shall be effective for resale. (C)

SUPPLEMENTAL SERVICES AND EQUIPMENT

A. CUSTOM CALLING SERVICE (Cont'd)

1. General (Cont'd)

h. Call Forwarding Busy/No Answer - Fixed*

This service, permanently activated, permits the customer to have incoming calls redirected to a preselected telephone number at another location on a different premises when such incoming calls encounter either a normal busy line condition or a no answer condition. Where a toll message charge is applicable to the call to be forwarded, such charges will be billed to the Call Forwarding customer. This service is not available in connection with Call Waiting or rotary (trunk hunting) service.

i. Call Forwarding Busy/No Answer - Variable*

Call Forwarding Busy/No Answer - Variable permits the customer to have incoming calls transferred to another telephone number when his number is busy and/or not answered after a specified number of rings. The customer is responsible for the establishment and change of the forwarded telephone number destination. The customer is also responsible for feature (Busy, No Answer or Busy/No Answer) activation and deactivation as well as reestablishing the forwarded telephone number upon interruption of the Call Forwarding service. Where a toll message charge is applicable to the call to be forwarded, such charges will be billed to the Call Forwarding customer. This service is not available in connection with Call Waiting or rotary (trunk hunting) service.

2. Availability of Service

Custom Calling Service will be provided only in connection with individual line business and individual line residence services. Custom Calling Service is not provided in connection with Pay Telephone Line Service or PBX service. (C)

The Company may, on an annual basis, offer a 30 day free trial to all existing customers from offices where facilities are available. If a subscriber moves into an exchange or upgrades to one party service in that exchange subsequent to the original free trial, that subscriber would be eligible for a 30 day free trial at that time.

* The grade of transmission on Call Forwarding may vary depending on the distance and routing necessary to complete the call. Therefore, the normal grade end-to-end transmission is not guaranteed.

(C) Indicates Change

Issued: June 9, 1997

Effective: July 17, 1997

SUPPLEMENTAL SERVICES AND EQUIPMENT

A. CUSTOM CALLING SERVICE (Cont'd)

2. Availability of Service (Cont'd)

All charges will be waived for customers subscribing to custom calling service for a period of 30 days after the service becomes available in a given central office.

Custom Calling Service requires central office equipment and will be provided only from offices where facilities are available.

3. Rates	Monthly Rate		Installation Charge	
	<u>Residence</u>	<u>Business</u>		
a. Call Waiting	\$1.50	\$2.00	\$5.00	
b. Call Forwarding	1.25	2.00	5.00	
c. 3-Way Calling	1.75	2.25	5.00	
d. Package Plan (all 3 of the above features)	3.15	4.40	5.00	
e. Speed Calling				
8 - Code	1.50	2.00	5.00	
30 - Code	2.00	2.50	5.00	
f. Second Access Line Package	4.40	N/A	*	
g. Call Forwarding Busy** - Fixed	1.25	1.25 ¹	5.00	(C)
h. Call Forwarding No Answer** - Fixed	1.25	1.25 ¹	5.00	(C)
i. Call Forwarding Busy/No Answer - Fixed	1.50	1.50 ¹	5.00	
j. Call Forwarding Busy/No Answer - Variable	3.00	3.00 ¹	5.00	

Toll charges apply to each call forwarded or conferenced to a location beyond the flat rate local calling area of the line with which the Custom Calling Service is associated.

Subscribers requesting custom calling features subsequent to original installation of telephone service or not in conjunction with waivers, will be required to pay an installation charge of \$5.00. A secondary service order charge will not apply. **

* Installation charges for the second access line will be 50% of the applicable charges for the service requested as indicated in Section 3 of this tariff.

** A secondary service order charge applies in lieu of the \$5.00 installation charge when Call Forwarding - Fixed services are ordered as set forth in Section 16 of this tariff.

¹ Effective August 21, 2016, Call Forwarding Busy Line and Call Forwarding Don't Answer are no longer available to new business customers. Existing business customers as of August 21, 2016, may retain these services at existing locations. Additions, rearrangements and moves are not permitted. These features are still available for resale until October 17, 2016, on which date the foregoing terms shall be effective for resale. (C)

SUPPLEMENTAL SERVICES AND EQUIPMENT

A. CUSTOM CALLING SERVICE (Cont'd)

3. Rates (Cont'd)

Subscribers requesting custom calling features subsequent to original installation of telephone service or not in conjunction with waivers, will be required to pay an installation charge of \$5.00. A secondary service order charge will not apply.

		<u>Per C.O. Line Equipped</u>		<u>Installation</u>
		<u>Residence</u>	<u>Business</u>	<u>Charge</u>
Packages:				
a.	Call Forwarding - Call Waiting	\$2.05	\$3.00	\$5.00
b.	Speed Calling (8 Code) - Call Waiting	2.25	3.00	5.00
c.	Call Forwarding - Call Waiting - Speed Calling (8 code)	3.00	4.20	5.00
d.	Call Forwarding - Call Waiting Speed Calling (30 code)	3.35	4.55	5.00
e.	Call Waiting - Three Way Calling	2.45	3.20	5.00
f.	All Features (not including 30 code or Call Forwarding - Fixed or Variable features)	3.90	5.35	5.00

*

*

*

(C)
|

- any other feature package will be offered at the following discounts:

- 2 feature package: 25% less than the full rate of any 2 features
- 3 feature package: 30% less than the full rate of any 3 features
- 4 feature package: 35% less than the full rate of any 4 features

*

*

*

(C)

(C) Indicates Change

Issued: May 18, 1992

Effective: October 2, 1992

SUPPLEMENTAL SERVICES AND EQUIPMENT

D. RESERVED FOR FUTURE USE

Service and equipment formerly included in this section has been detariffed in accordance with Commission Order No. M-850009.

(C)

(C)

SUPPLEMENTAL SERVICES AND EQUIPMENT

B. JOINT USER SERVICE

1. General

- a. A joint user may be defined as a person, firm or corporation whose use of the subscriber's service is not contemplated under the terms of the subscriber's contract, but who, subject to the consent of the subscriber, and to the rules and regulations of this Tariff section, is privileged to use the subscriber's service.
- b. Joint user service is provided only when the prospective joint user is located in the same room as that in which the subscriber's telephone is to be used is located, or in a room directly connected with or immediately adjacent thereto except in the case of a hotel or apartment house private branch exchange.
- c. Joint user service, including a listing in the directory, is provided only on connection with business individual line or key business line service.
- d. Two joint users are permitted for each line subscribed to by any one customer.
- e. Application for joint user service and for additional service, equipment or facilities in connection therewith, must be executed by the subscriber who is responsible for payment of all charges incurred thereunder.
- f. Charges for joint user service date from the day the information records are posted, and are payable monthly in advance.
- g. Charges for joint user service are automatically discontinued upon termination of the main contract for service, or in case the joint user becomes a subscriber to some class of exchange service similar in classification to that under which the joint user service is furnished, or in case of death of the joint user.
- h. Upon application of the subscriber, additional stations, additional private branch exchange stations, additional listings, and miscellaneous equipment will be furnished for the use of the joint user at regular rates.
- i. No separate telephone numbers or other distinctive designations will be provided for the purposes of signaling the joint user.

SUPPLEMENTAL SERVICES AND EQUIPMENT

B. JOINT USER SERVICE (Cont'd)

2. Rates (All monthly rates rounded to nearest \$.05)

- a. Joint user service, including one listing in the directory, will be furnished at the rate of 1/2 the flat rate business individual access line rate.
- b. Joint user service, including one listing in the directory, will be furnished at the rate of 1/2 the flat rate key business access line rate.

C. SEASONAL AND VACATION RATE SERVICE

1. General

Seasonal and Vacation Rate Service is provided in all the Company's exchanges to residence and business customers whose requirements for full telephone service extends for only a part of the year.

2. Rates

The monthly rate will be based upon 50% of the regular rate for the basic services suspended for a minimum of 30 days and a maximum of nine (9) months.

This service is not available for use with Pay Telephone Line Service.

Periods of suspension do not apply toward the minimum contract period for any service with a minimum contract period of more than one month.

The Secondary Service Order Charge and Central Office Work Charge, specified in Section 3, for a customer requesting temporary suspension of their service will incur these charges at the time of the suspension. There will be no charge upon the subsequent restoral of service.

3. Conditions

Seasonal and Vacation Rate Service will be furnished under the following conditions:

- a. Service is available to all grades of residential and business exchange service where the usage is of a seasonal nature.
- b. At least one month's full rental shall be paid for service prior to establishment of seasonal or vacation service.
- c. Reserved for Future Use
- d. The reduced rate for seasonal or vacation service may become effective only on a regular billing date and will apply to full monthly billing periods only and not to any portion thereof (except in case of a final bill).

(C) Indicates change.

SUPPLEMENTAL SERVICES AND EQUIPMENT

C. SEASONAL AND VACATION RATE SERVICE (Cont'd)

3. Conditions (Cont'd)

- e. During the period when the customer is billed at the reduced rate, no installations, moves, changes or maintenance will be provided by the Utility.
- f. The Company assumes no responsibility to intercept calls and provide information on inward calls.
- g. Temporary suspension is available to a customer for a maximum period of nine (9) months. The customer's number must be working for at least 90 days in a calendar year.¹

D. TOUCH PHONE CALLING SERVICE

1. General

a. Definition

TOUCH PHONE calling service provides for the origination of telephone calls by means of TOUCH PHONE telephone stations equipped with push-buttons in lieu of rotary dials.

b. Regulations

- (1) The service is available on individual business and residence lines. It is also available to PBX, PABX (C) or CENTREX lines where compatibility permits.
- (2) All telephones on a TOUCH PHONE line may be equipped for TOUCH PHONE Dialing, however, rotary dial telephones may be provided where requested by the subscriber, provided at least one TOUCH PHONE telephone is in service on such line and the total telephones on the line does not exceed five telephones.
- (3) All central office lines terminating in TOUCH PHONE key telephones must be equipped for TOUCH PHONE service. Private lines and intercommunication lines may also terminate in TOUCH PHONE key telephones.

c. Availability of Service

TOUCH PHONE calling service is limited to lines served from the following central offices in the rate centers designated and will be offered in additional central offices as facilities are made available.

Notes:

- 1 In compliance with FCC 01-362 Third Report and Order adopted December 12, 2001.

(C) Indicates change

SUPPLEMENTAL SERVICES AND EQUIPMENT

D. TOUCH PHONE CALLING SERVICE (Cont'd)

1. General (Cont'd)

c. Availability of Service (Cont'd)

Central Offices

Alphabetical ListNumerical List

Auburn	754-XXXX
Beach Lake	729-XXXX
Brookside	634-XXXX
Buffalo	345-XXXX
Chapman Lake	254-XXXX
Dingman's Ferry	828-XXXX
Freidensburg	739-XXXX
Galilee	224-XXXX
Kempton	756-XXXX
Loyalsock Main ¹	435-XXXX
Loyalsock South ¹	433-XXXX
Matamoras	491-XXXX
Milford	296-XXXX
Milford	686-XXXX
New Smithville	285-XXXX
New Tripoli	298-XXXX
Pine Grove	345-XXXX
Shohola	559-XXXX
Taylorstown	948-XXXX
Trout Run	995-XXXX
Trout Run	998-XXXX

(C)
|

¹ Effective September 4, 2015, Verizon has amended the boundary for service within the Loyalsock service exchange. The Loyalsock service exchange area, including Loyalsock South, is amended to exclude the provision of service at latitude -76.8463 and longitude 41.2491 and latitude -76.8458 and longitude 41.2527.

(C)
|

2. Rates

The following rates are in addition to the applicable rates and charges for the line, stations and associated supplemental equipment.

	<u>Monthly Rate</u>	<u>Installation Charge</u>
Business, per line per customer	No charge	#
Residence, per line per customer	No charge	#

(C) Indicates Change

Issued: July 17, 2015

Effective: September 4, 2015

SUPPLEMENTAL SERVICES AND EQUIPMENT

Direct Inward Dialing Service formerly in this Tariff has been declared competitive by Verizon North LLC. This service is now located in Section 18 of the Product Guide for Competitive Services (FGTE No. 11) available at www.verizon.com/tariffs under Pennsylvania Non-Tariff Documents. (C)
(C)

and Canceling 6th Revised Sheet 9
2nd Revised Sheet 10 and 10A
1st Revised Sheet 10B

(C) Indicates Change

SUPPLEMENTAL SERVICES AND EQUIPMENT

- F. Operator Services formerly in this Tariff has been declared competitive by Verizon North LLC. This service is now located in (C)
Section 28 of the Product Guide for Competitive Services (FGTE No. 11) available at www.verizon.com/tariffs under Pennsylvania |
Non-Tariff Documents. (C)

(C) Indicates Change

SUPPLEMENTAL SERVICES AND EQUIPMENT

- F. Operator Services formerly in this Tariff has been declared competitive by Verizon North LLC. This service is now located in Section 28 of the Product Guide for Competitive Services (FGTE No. 11) available at www.verizon.com/tariffs under Pennsylvania Non-Tariff Documents. (C)

G. TOLL RESTRICTION SERVICE

Regulations previously contained in this tariff can now be found in Pa. P.U.C. No. 4

(C) Indicates Change

SUPPLEMENTAL SERVICES AND EQUIPMENT

- H. Mechanized Intercept Service formerly in this Tariff has been declared competitive by Verizon North LLC. This service is now located in Section 27 of the Product Guide for Competitive Services (FGTE No. 11) available at www.verizon.com/tariffs under Pennsylvania Non-Tariff Documents. (C)
|
(C)

(C) Indicates Change

SUPPLEMENTAL SERVICES AND EQUIPMENT

I. CUSTOMIZED NUMBER SERVICE

(C)

1. General

- a. Customers of the Company may request assignment of specific telephone numbers. If the telephone number requested by the customer is available, the Company may assign the number to the customer.
- b. Customized Number Service is provided to business and residence customers and is furnished subject to the availability of facilities and the number requested.
- c. The telephone number specified is limited to the last four digits only.

2. Conditions

- a. Customized Number Service charges apply whenever a customer:
 - (1) Requests a number change from his present number to a Customized Number, or
 - (2) Requests a Customized Number on the initial order.
- b. The Company reserves and retains the right:
 - (1) To discontinue, change or reassign telephone numbers in any exchange area whenever it deems it necessary or appropriate in the conduct of its business, or in accordance with the rules and procedures of the Company.
 - (2) To reject any request for specific telephone numbers for any reason, including, but not limited to, relocation of a central office, limited central office capacity, or numbers that may, in the Company's sole opinion, be offensive to the public.
 - (3) Of ownership of all telephone numbers and prohibits the assignment of a telephone number by or from any customer to another, except as otherwise provided in this Tariff.
- c. The Company shall not be liable to any customer for direct, indirect or consequential damages caused by a failure of service, change of number or assignment of a requested number to another customer whether prior to or after establishment of service. In any case, the Company shall not be liable to any person, firm or corporation for an amount greater than such person, firm or corporation has actually paid to the Company for the Customized Number Service.

3. Rates

- a. Servicing Charges shown in Section 3 of this Tariff apply in addition to the following rates and charges for Customized Number Service.

	<u>GSEC</u>	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
(1) Each Customized Number			
Business	CNSBNRC	\$10.00	\$2.00
	CNSB		
Residence	CNSRNRC	8.00	1.75
	CNSR		

SUPPLEMENTAL SERVICES AND EQUIPMENT

(C)

SUPPLEMENTAL SERVICES AND EQUIPMENT

(C)

SUPPLEMENTAL SERVICES AND EQUIPMENT

Custom Redirect Service formerly in this Tariff has been declared competitive by Verizon North LLC. This service is now located in Section 19 of the Product Guide for Competitive Services (FGTE No. 11) available at www.verizon.com/tariffs under Pennsylvania Non-Tariff Documents. (C)
(C)

and Canceling First Revised Sheet 18, and 19
Original Sheet 19A
First Revised Sheet 20
Original Sheet 20A
First Revised Sheet 21 and 22
Original Sheet 22A and 23
First Revised Sheet 24

(C) Indicates Change