PACKAGED SERVICES - BUSINESS

UNLIMITED LOCAL USAGE for BUSINESS AND UNLIMITED LOCAL AND TOLL USAGE for BUSINESS

A. GENERAL

Description

Unlimited Local Usage for Business (Local) and Unlimited Local and Toll Usage for Business (Local with Toll) are optional business usage packages that provide customers with a combination of offerings for one flat monthly rate.

1. There are two options available: Unlimited Local Usage and Unlimited Local and Toll Usage.

   a. Unlimited Local Usage includes the following:

      - Unlimited local usage available with Individual Message Business and CustoPAK Service.

   b. Unlimited Local and Toll Usage includes the following:

      - Unlimited local usage available with Individual Message Business and CustoPAK Service,

      - Unlimited direct distance dialed intraLATA toll calls.

B. REGULATIONS

1. Unlimited Local Usage and Unlimited Local and Toll Usage packages are available on Individual Message Business and CustoPAK lines where facilities permit.

2. Unlimited Local Usage and Unlimited Local and Toll Usage packages are available only to customers who presubscribe to Verizon as their carrier for all local and intraLATA toll calls.

3. Unlimited Local Usage and Unlimited Local and Toll Usage packages are available on an individual telephone line basis.

4. Unlimited Local Usage and Unlimited Local and Toll Usage packages are available to business customers who subscribe to 25 or fewer covered Telephone Company lines (voice grade or voice grade equivalent) at the time service is initiated per customer location.

5. Eligible business customers may subscribe to the Unlimited Local Usage and Unlimited Local and Toll Usage packages for a maximum of ten (10) lines per customer location.

PACKAGED SERVICES - BUSINESS

UNLIMITED LOCAL USAGE for BUSINESS AND UNLIMITED LOCAL AND TOLL USAGE for BUSINESS

B. REGULATIONS (Cont'd)

6. Unlimited Local Usage and Unlimited Local and Toll Usage for Business packages are not available with the following business packages/plans:

- Business Optional Calling Plan**
- Business Special Toll Plan
- Corporate Rewards
- Business Calling Plus
- Customer Specific Pricing (CSP)
- Grandfathered Rewarding Connections**
- Maximum Value Plan (MVP)
- VPNS
- Business Local Usage Packages with allowances for Centrex and Business service

7. Unlimited Local Usage and Unlimited Local and Toll Usage for Business packages do not include the following call types and services:

- Calling Card
- Time, Lottery and Weather
- 555,700, 900, 976 Service
- IDS Type Calls (Audiotext)
- Easy Number Service
- Repeat Calls, Return Calls (per activation)
- Interactive Information Network Service
- Intercept Call Completion
- Mass Announcement Services
- Directory Assistance
- Group Bridging Service
- Connect Request Calls/Directory Assistance Call Completion
- Circuit 9 Service
- All other Operator Handled Calls
- Three-Way Calling (per activation)

8. Unlimited Local Usage and Unlimited Local and Toll Usage for Business packages are not available with **FlexGrow** Service*, Enhanced **FlexGrow** Service*, PBX trunks, ground start service, ISDN Basic Service, ISDN Primary Service, Remote Call Forwarding Service, Foreign Exchange Service, Foreign Central Office Service, Public Telephone Service, Digital Hand-off and Digital PBX Service.

9. Service Connection Charges will not apply to existing customers who choose to add Unlimited Local Usage or Unlimited Local and Toll Usage for Business packages to their line(s).

10. Service charges will be waived in the event a class of service change is required in order to have an Unlimited Local Usage or Unlimited Local and Toll Usage for Business package.

11. If for any reason the Telephone Company withdraws the Unlimited Local Usage and/or Unlimited Local and Toll Usage for Business packages, all customer subscriptions to the withdrawn Package(s) will be cancelled.

12. Customers may discontinue their enrollment in the month-to-month Unlimited Local Usage and Unlimited Local and Toll Usage for Business packages at any time upon request to the Telephone Company.

* Effective September 9, 2014, FlexGrow Service and Enhanced FlexGrow Service are hereby cancelled and withdrawn and no longer available.

** Effective November 15, 2014, Business Optional Calling Plan and Rewarding Connections are hereby cancelled and withdrawn and no longer available.

PACKAGED SERVICES - BUSINESS

UNLIMITED LOCAL USAGE for BUSINESS AND UNLIMITED LOCAL AND TOLL USAGE for BUSINESS

B. REGULATIONS (Cont'd)

13. There will be no detailed toll billing on the Unlimited Local and Toll Usage for Business package customer's bills.

14. Individual Message Business customers that meet the requirements of the Unlimited Local and Toll Usage for Business are eligible to order Feature Package 1 or Feature Package 2. Centrex **CustoPAK** customers that meet the requirements of the Unlimited Local and Toll Usage for Business are eligible to order Feature Package 2. The rates for the two feature packages are in addition to the monthly rate for the Unlimited Local and Toll Usage plan.

15. Feature Package 1 includes Call Forwarding, Call Waiting and Three-Way Calling. This feature package is available to Individual Message Business customers who purchase the Unlimited Local and Toll Usage for Business plan. Feature Package 1 must be on the same line as the Unlimited Local and Toll Usage for Business plan. The customer can select any single feature, any combination of two features, or all three features in this package to qualify.

16. Feature Package 2 includes Voice Messaging and Caller ID. This feature package is available to Individual Message Business customers who purchase the Unlimited Local and Toll Usage for Business plan. Feature Package 2 must be on the same line as the Unlimited Local and Toll Usage for Business plan. The customer can select one feature, or both features in this package to qualify. If the customer selects the Voice Messaging component of the package, they can also select (if the Voice Messaging mailbox doesn't already include it) either or both of the following two features: Call Forwarding – Busy[1] and Call Forwarding – Don't Answer[1]. (Currently, Centrex CustoPAK customers can order Call Forwarding – Busy[1] and Call Forwarding – Don't Answer[1] at no additional charge.) If the customer selects the Caller ID component of the package, and already has Call Waiting, they can choose to add Call Waiting ID capability.

[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 services are still available for resale until October 17, 2016, on which date the foregoing terms shall be effective for resale.

PACKAGED SERVICES - BUSINESS

UNLIMITED LOCAL USAGE for BUSINESS AND UNLIMITED LOCAL AND TOLL USAGE for BUSINESS

B. REGULATIONS (Cont'd)

17. This service may only be used for voice applications and may not be used for the transmission of data, for internet connections, or for any other non-voice application. This service may also not be used for autodialing. Verizon Pennsylvania Inc. reserves the right to restrict the number of other services and/or equipment furnished or used in connection with any particular class of service in order to prevent any impairment in the quality of service furnished. If the Customer uses this Service for any non-eligible purpose, including, but not limited to, the examples noted above, the Company may suspend, restrict or cancel the Service. Details on calls made will not be available for this service.

18. Unlimited Local Usage for Business and Unlimited Local and Toll for Business is available with Month-to-Month or a 1 Year Term. Term agreements are applied per line and are not required to be co-terminus. At the end of the term period or any subsequent renewal, the agreement will automatically be renewed for successive 1 Year Terms on the same terms and conditions, unless either party provides advance notice that it does not wish to renew the term. Each subsequent renewal will allow for a 60 day grace period for subscriber to remove the plan without penalty. Pricing will remain the same during any automatic renewal unless Verizon has provided 30 days notice of any change.

19. In the event the customer terminates the 1 Year Term service within the first 60 days, starting on the Order Completion Date, the customer will be liable for the Month-to-Month charges up to the date of termination, and any termination liability will be waived. If the customer terminates service after 60 calendar days, but prior to the completion of the term commitment period, the customer shall be liable for an early termination charge of 25% of the monthly recurring charge per line for each month remaining during the term.

    An early termination charge will not apply under the following circumstances:

    (1) Customer moves existing service either to a new location within the same address and/or same building (inside move) or to a new location (outside move) and maintains that service for the remainder of the term;

    (2) Customer renegotiates a new term commitment plan for the same service before the current term commitment expires and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment; or

    (3) Customer changes to another service or usage plan or upgrades service or usage under a term commitment, and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment.

    (4) After August 21, 2016, if the customer terminates the 1-Year term agreement after 60 days, but prior to the completion of the term commitment period, the customer shall not be liable for an early termination charge of 25% of the monthly recurring charge per line for the remainder of the term.

PACKAGED SERVICES - BUSINESS

C. RATES AND CHARGES

1. Local and Local with Toll

	Monthly Rate	1-Year Term[2]
Local		
Per Exchange Access Line	$37.50	$26.00
Local with Toll		
Per Exchange Access Line	44.00	33.00
Local		
Per **CustoPAK** Access Line	37.50	26.00
Local with Toll		
Per **CustoPAK** Access Line	44.00	33.00

Optional Feature Packages[1]	Monthly Rate
Feature Package 1	$24.00
Feature Package 2	25.00

[1] Feature packages may be purchased with monthly or 1-year term access lines.

[2] Effective August 21, 2016, the Unlimited Local Usage for Business and Unlimited Local and Toll Usage for Business one-year term plan commitment is no longer available to new customers. Existing customers may maintain their service and the one-year term commitment plan will automatically renew. Moves or changes to subscribers' existing services are permissible. The Unlimited Local Usage for Business and Unlimited Local and Toll Usage for Business one-year term plan commitment for business customers continues to be available for resale until October 17, 2016, on which date the foregoing grandfather terms shall be effective for resale.

PACKAGED SERVICES - BUSINESS

UNLIMITED DIAL TONE LINE (DTL) AND UNLIMITED CUSTOPAK PACKAGES [1]

A. GENERAL

Unlimited DTL and Unlimited **CustoPAK** Basic Packages are optional business flat-rated usage packages with a network access line, calling features and specified non-regulated services offered for a one-year or three-year term commitment. Customers must purchase at least one (1) Expansion Line for each Basic Package. Expansion Lines are offered on a monthly basis per each additional line ordered.

The following two (2) options are available:

1. Unlimited DTL Basic Package includes the following:

- One (1) Dial Tone Line with touch-tone
- Unlimited local calling
- Unlimited intraLATA toll calling
- Choice of one to five (1 - 5) of the following calling features:

Call Waiting, Three-Way Calling, Call Forwarding, Caller ID and a standard business voice messaging mailbox.

Note: Additional credit will apply if provisioned with Verizon Broadband service.

a. Unlimited DTL Expansion Lines

At least one (1) Expansion Line is required with each Unlimited DTL Basic Package. The following two (2) options are available:

(1) Expansion Lines with unlimited calling

DTL Expansion Lines are available for a monthly rate, per line, with unlimited local and intraLATA toll usage calling and a choice of one to five (1 to 5) of the following calling features:

Call Waiting, Three-Way Calling, Call Forwarding, Caller ID and a standard business voice messaging mailbox.

(2) Expansion Lines without unlimited calling

DTL Expansion Lines are available for a monthly rate, per line, and choice of one to five(1 to 5) of the following calling features:

Call Waiting, Three-Way Calling, Call Forwarding, Caller ID and a standard business voice messaging mailbox.

[1] As of March 17, 2012, the Unlimited Dial Tone Line (DTL) and Unlimited **CustoPAK** Basic Packages will not be provided to new subscribers. They will be provided only to customers who subscribed to the packages as of March 16, 2012.

PACKAGED SERVICES - BUSINESS

UNLIMITED DIAL TONE LINE (DTL) AND UNLIMITED CUSTOPAK PACKAGES [1]

A. GENERAL ((Cont'd)

The following two (2) options are available: (Cont'd)

2. Unlimited **CustoPAK** Basic Package includes the following:

- One (1) **CustoPAK** Line
- Unlimited local calling
- Unlimited intraLATA toll calling
- Choice of one or both of the following calling features:

  Caller ID and a standard business voice messaging mailbox.

Note: Additional credit will apply if provisioned with Verizon Broadband service.

a. Unlimited **CustoPAK** Expansion Lines

At least one (1) **CustoPAK** Expansion Line is required with each Unlimited **CustoPAK** Basic Package. The following two (2) options are available:

(1) Expansion Lines with unlimited calling

CustoPAK Expansion Lines are available for a monthly rate, per line, with unlimited local and intraLATA toll usage calling and a choice of one or both the following calling features:

Caller ID and a standard business voice messaging mailbox.

(2) Expansion Lines without unlimited calling

CustoPAK Expansion Lines are available for a monthly rate, per line, and choice of one or both of the following calling features:

Caller ID and a standard business voice messaging mailbox.

[1] As of March 17, 2012, the Unlimited Dial Tone Line (DTL) and Unlimited **CustoPAK** Basic Packages will not be provided to new subscribers. They will be provided only to customers who subscribed to the packages as of March 16, 2012.

PACKAGED SERVICES - BUSINESS

UNLIMITED DIAL TONE LINE (DTL) AND UNLIMITED CUSTOPAK PACKAGES [1]

B. REGULATIONS

1. Unlimited DTL and **CustoPAK** Basic Packages are available only where facilities and conditions permit.

2. Unlimited DTL and **CustoPAK** Basic Packages are available only on a one-year or three-year term agreement. Expansion Lines are available on a month-to-month basis only.

3. Unlimited DTL and **CustoPAK** Basic Packages are only available with subscription to a business unlimited nationwide long distance calling plan through Bell Atlantic Communications, Inc. d/b/a/ Verizon Long Distance and Verizon high-speed internet service. Each Expansion Line must also subscribe to a business long distance calling plan through Bell Atlantic Communications, Inc. d/b/a/ Verizon Long Distance.

4. Unlimited DTL and **CustoPAK** Basic Packages are available to business customers who subscribe to 25 or fewer lines (voice grade or voice grade equivalent) at the time service is initiated per customer location.

5. Customers must purchase at least one (1) Expansion Line with each Unlimited DTL Basic Package or Unlimited CustoPAK Basic Package. Customers are allowed up to 24 Expansion Lines per customer location. A maximum of nine (9) such lines can have Unlimited Calling either with this plan or any other unlimited local and/or toll product offered by Verizon per customer location.

6. Customers may have any combination of Expansion Lines but the combined total number of Expansion Lines allowed is 24 and may not exceed nine (9) Expansion Lines with Unlimited Calling per customer location.

7. Unlimited DTL and **CustoPAK** Basic Packages are not available with the following services:

   - **Flexgrow*** or Enhanced **Flexgrow** Service*
   - ISDN Service
   - Remote Call Forwarding Service
   - Auto Universal Call Distribution (ACD/UCD)
   - PBX Trunks
   - Public Telephone Service
   - Digital Hand Off
   - Digital PBX Service
   - Foreign Exchange Service
   - Foreign Central Office Service
   - Customer Owned Pay Telephone (COPT)
   - Ground Start Lines or Trunks
   - Business Optional Calling Plan**
   - Business Special Toll Plan
   - Corporate Rewards
   - Business Calling Plus
   - Business Local Usage Packages with allowances for Centrex and Business service
   - Customer Specific Pricing (CSP)
   - Grandfathered Rewarding Connections**
   - Maximum Value Plan (MVP)
   - VPNS

[1] As of March 17, 2012, the Unlimited Dial Tone Line (DTL) and Unlimited **CustoPAK** Basic Packages will not be provided to new subscribers. They will be provided only to customers who subscribed to the packages as of March 16, 2012.

* Effective September 9, 2014, FlexGrow Service and Enhanced FlexGrow Service are hereby cancelled and withdrawn and no longer available.

** Effective November 15, 2014, Business Optional Calling Plan and Rewarding Connections are hereby cancelled and withdrawn and no longer available.

PACKAGED SERVICES - BUSINESS

UNLIMITED DIAL TONE LINE (DTL) AND UNLIMITED CUSTOPAK PACKAGES [1]

B. REGULATIONS (Cont'd)

8. Unlimited DTL and **CustoPAK** Basic Packages are not available in combination with other optional calling plans or virtual private network services.

9. Unlimited DTL and **CustoPAK** Basic Packages do not apply to the following calls or services:

- Calling Card
- Time, Lottery and Weather
- 555,700, 900, 976 Service
- IDS Type Calls (Audiotext)

- Intercept Call Completion
- Mass Announcement Services
- Directory Assistance
- Group Bridging Service
- Connect Request Calls/Directory Assistance Call Completion
- Easy Number Service
- Repeat Calls, Return Calls (per activation)

- Interactive Information Network Service
- Circuit 9 Service
- All other operator Handled Calls
- Three-Way calling (per activation)

10. Unlimited DTL and **CustoPAK** Basic Packages may only be used for voice applications and may not be used for the transmission of data, for internet connections, or for any other non-voice application. These services may not be used for autodialing. The Company reserves the right to restrict the number of other services and/or equipment furnished or used in connection with any particular class of service in order to prevent any impairment in the quality of service furnished. If the customer uses this service for any non-eligible purpose, including, but not limited to, the examples noted above, the Company may suspend, restrict or cancel the service.

11. Details on calls made will not be available for this service.

12. Service Connection Charges will be waived in the event a class of service change is required in order to have an Unlimited DTL or **CustoPAK** Basic Packages.

13. Applicable Service Charges as set forth in the P.U.C.-No. 1 Tariff, Section 22C will be waived for customers subscribing to a three-year agreement.

[1] As of March 17, 2012, the Unlimited Dial Tone Line (DTL) and Unlimited **CustoPAK** Basic Packages will not be provided to new subscribers. They will be provided only to customers who subscribed to the packages as of March 16, 2012.

[2] Effective August 8, 2016, Collect Calls and Person-to-Person will be discontinued and will not be accepted as a billing arrangement for calls.

PACKAGED SERVICES - BUSINESS

UNLIMITED DIAL TONE LINE (DTL) AND UNLIMITED CUSTOPAK PACKAGES [1]

C. TERMINATION LIABILITY

Unlimited DTL and Unlimited **CustoPAK** Basic Packages are offered on a one-year or a three-year term agreement.

Early termination of a Unlimited DTL Basic Package or Unlimited **CustoPAK** Package term agreement by the customer will result in a one-time flat Termination Charge of:

1-year term agreement

$75

3-year term agreement

$225 for default within the 1st year of the term
$150 for default within the 2nd year of the term
$75 for default within the 3rd year of the term

If the customer cancels any of the unregulated components or all of the Expansion Line(s) of the bundle, the remaining components will revert to the individual rate and/or the tariff rate associated with that component.

The customer can add, delete or change the Expansion Lines without termination charges as long as two (2) lines (the core, Basic Package, and one Expansion Line) remain on the account. If the one Expansion Line is removed, the remaining elements will revert to tariff rates. If the Basic Package core line is removed, the applicable termination charge shown above will apply.

Customer termination of service within the first 60 days, starting on the Order Completion Date, will result in customer liability for the monthly charges. Termination liability will be waived.

At the end of the term period or any subsequent renewal, the agreement will automatically be renewed for a successive one-year or three-year term at the same terms and conditions, unless either party provides advance notice that it does not wish to renew the term. Each subsequent renewal will allow for a 60-day grace period for the subscriber to unsubscribe from the plan without penalty. Pricing will remain the same during any automatic renewal unless the Company has provided 30 days notice of any change. Customers can move from a one-year to a three-year term without incurring a penalty.

An early termination charge will not apply under the following circumstances:

(1) Customer moves existing service either to a new location within the same address and/or same building (inside move) or to a new location (outside move) and maintains that service for the remainder of the term;

(2) Customer renegotiates a new term commitment plan for the same service before the current term commitment expires and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment; or

(3) Customer changes to another service or usage plan or upgrades service or usage under a term commitment, and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment.

[1] As of March 17, 2012, the Unlimited Dial Tone Line (DTL) and Unlimited **CustoPAK** Basic Packages will not be provided to new subscribers. They will be provided only to customers who subscribed to the packages as of March 16, 2012.

PACKAGED SERVICES - BUSINESS

UNLIMITED DIAL TONE LINE (DTL) AND UNLIMITED CUSTOPAK PACKAGES [4]

C. RATES AND CHARGES

	Monthly Rate 1-Year Term	Monthly Rate 3-Year Term
1. Unlimited DTL Basic Packages [1]	$60.00	$49.00
Credit for Verizon Broadband, (applied when provisioned)	1.00	5.00

	Monthly Rate
Expansion Line with Unlimited Calling, per line [2]	$42.50
Expansion Line without Unlimited Calling, per line [2, 3]	$25.50

	Monthly Rate 1-Year Term	Monthly Rate 3-Year Term
2. Unlimited **CustoPAK** Basic Packages [1]	$66.00	$55.00
Credit for Verizon Broadband, (applied when provisioned)	1.00	5.00

	Monthly Rate
Expansion Line with Unlimited Calling, per line [2]	$48.50
Expansion Line without Unlimited Calling, per line [2, 3]	$31.50

[1] At least one (1) Expansion Line is required with each Unlimited DTL Basic Package or Unlimited **CustoPAK** Basic Package ordered.

[2] Customers may have any combination of Expansion Lines but the combined total number allowed is 24 per customer location and may not exceed nine (9) Expansion Lines with Unlimited Calling per customer location.

[3] Usage rates apply in addition to the monthly rate

[4] As of March 17, 2012, the Unlimited Dial Tone Line (DTL) and Unlimited **CustoPAK** Basic Packages will not be provided to new subscribers. They will be provided only to customers who subscribed to the packages as of March 16, 2012.

PACKAGED SERVICES - BUSINESS

PREFERRED VOICE – BUNDLED SERVICE

A. APPLICATION

Preferred Voice (for Business)

Preferred Voice is an optional business service package which provides customers a flat monthly rate. The service includes unlimited domestic, local and toll voice usage, select voice features with Business exchange service and CustoPak Service, as further set forth below.

Preferred Voice customers may also subscribe to Preferred Voice Additional Line which includes unlimited local and toll voice usage.

B. GENERAL TERMS AND CONDITIONS

1. Preferred Voice and Preferred Voice Additional Line are available on Business exchange service and CustoPak lines where facilities permit.

2. Preferred Voice is available only to customers who subscribe to the Company as their carrier for all local and intraLATA toll calls, plus unlimited long distance calling. Preferred Voice Additional Line is available only to customers who subscribe to Verizon as their carrier for all local and intraLATA toll calls.

3. Preferred Voice and Preferred Voice Additional Line rates apply per telephone line.

4. Preferred Voice and Preferred Voice Additional Line(s) are available on a two-year term only and includes a first 30-day grace period for subscriber to remove the service for any reason without penalty. Term agreements are applied per line. At the end of the 2-yr term period or any subsequent renewal (including transitioning service from an existing promotional offer), the agreement will automatically be renewed for successive 2-Year Terms on the same terms and conditions, unless either party provides advance notice that it does not wish to renew the term. Each subsequent renewal (including transitioning service from an existing promotional offer) will allow for a 60-day grace period for subscriber to remove the plan without penalty. Pricing will remain the same during any automatic renewal unless Verizon has provided 30-days' notice of any change.

5. In the event the customer terminates either the Preferred Voice or the Preferred Voice Additional line 2-Year Term service within the first 60 days, starting on the Order Completion Date, the customer will be liable for the Month-to-Month charges up to the date of termination, and any termination liability will be waived. If the customer terminates service after 60-calendar days, but prior to the completion of the term commitment period, the customer shall be liable for an early termination charge of 35% of the monthly recurring charge per line for each month remaining during the term. Preferred Voice Additional Line(s) will run concurrent to existing Preferred Voice. When disconnecting Preferred Voice Main lines, all related Preferred Voice Additional lines must maintain the relationships stated in 11.a. through 11.b. below.

   An early termination charge will not apply under the following circumstances:

   (i) Customer moves existing service either to a new location within the same address and/or same building (inside move) or to a new location (outside move) and maintains that service for the remainder of the term;
   (ii) Customer renegotiates a new term commitment plan for the same service before the current term commitment expires and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment; or
   (iii) Customer changes to another service or usage plan or upgrades service or usage under a term commitment, and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment.

Material formerly on this page now appears on Sheet 13.

PACKAGED SERVICES - BUSINESS

PREFERRED VOICE – BUNDLED SERVICE

B. GENERAL TERMS AND CONDITIONS (Cont'd)

6. Detailed IntraLATA toll billing is not provided with Preferred Voice and Preferred Voice Additional Line.

7. Preferred Voice and Preferred Voice Additional Line are not available with PBX trunks, ground start lines or trunks, Foreign Exchange Service, Foreign Central Office Service, and Coin or Pay Telephone Service.

8. Preferred Voice and Preferred Voice Additional Line are not available with the following business packages or optional plans: Corporate Rewards, Customer Specific Pricing Plans (CSP), Virtual Private Network Service (VPNS) and discontinued Optional Calling Plans.

9. Preferred Voice consists of the following offerings:
   - Local exchange or CustoPak line with unlimited usage
   - Unlimited direct dialed intraLATA toll
   - Extended Area Calling
   - Extended Local Service
   - Call Waiting
   - Three-Way Calling
   - Call Forwarding
   - Caller ID
   - Voice Mailbox
   - Ultra Forwarding
   - Waiver of the non-recurring service charges

10. Preferred Voice Additional Line consists of the following offerings:
    - Local exchange or CustoPAK line with unlimited local usage
    - Unlimited direct dialed intraLATA toll
    - Waiver of the non-recurring service charges.
    - All standard features currently available with CustoPAK lines.

11. The Preferred Voice Additional Line requirements are as follows:

    a Maximum of 5 Additional Lines with Dialtone.
    b. Maximum of 5 Additional Lines with CustoPAK (25 Main CustoPAK lines plus 5 Additional lines max).

12. Customers subscribing to Preferred Voice or Preferred Voice Additional Line cannot have Unlimited Local and Toll Usage for Business on their account.

13. Customers who purchase Preferred Voice will not have to pay separate charges for their Extended Area Calling and Extended Local Service charges. These are rolled into the monthly price of the Service.

Material formerly on this page now appears on Sheet 14.
Material on this page formerly appeared on Sheet 12.

PACKAGED SERVICES - BUSINESS

PREFERRED VOICE – BUNDLED SERVICE

B. GENERAL TERMS AND CONDITIONS (Cont'd)

14. Preferred Voice is a flat rate unlimited service option only. There is no message/measured service option available. Preferred Voice Additional Line includes unlimited local and local toll usage. Long Distance usage must be purchased separately.

15. Preferred Voice and Preferred Voice Additional Line service apply to voice grade traffic only. Verizon reserves the right to terminate a customer's service for use with inappropriate non voice traffic or violations of this Product Guide.

C. RATES

1. Service and Equipment connection charges do not apply to an existing customer who chooses to add Preferred Voice or Preferred Voice Additional Line to their line or changes from Basic Exchange Business Unlimited usage service to enroll in Preferred Voice or Preferred Voice Additional line.

2. No separate nonrecurring charges apply for Preferred Voice or Preferred Voice Additional line. Charges are waived.

3. Two Year Term

   $56.00 (I) Preferred Voice per line, per month

   $30.00 (I) Preferred Voice Additional Line, per month