13. Service Packages
13.1 Corporate Rewards

13.1.1	Description
A.	Corporate rewards is a billing arrangement that provides business customers with an optional calling plan and various discounts consisting of the following components:
1.	**Qualifying Usage—** consists of usage assessed either on a per-line or on a per-minute basis.
a.	Per-line Basis Centrex Lines at $25 per line
b.	Per-minute Basis **—** Uniform rates that do not vary by time-of-day or day-of-week, billed on a per-minute basis and timed at one-second increments, apply to the following types of customer-dialed station-to-station sent paid and applicable customer-dialed station-to-station calling card calls. Measured Local Toll Toll-Free and Dedicated Toll-Free Circuit switched data
2.	**Volume Discount—** applies a discounted rate to qualifying, monthly usage charges aggregated from all of a customer's billing telephone numbers (BTNs) within the state that subscribe to Corporate Rewards. The volume discount rate is automatically adjusted if a customer's qualifying usage varies between usage tiers. The qualifying usage tier is determined by rating usage at the Corporate Rewards base rate. There is a maximum and a minimum qualifying usage threshold that a customer's usage must be within in order to qualify for a volume discount.
3.	**Loyalty Discount—** applies in the 13th month, when a customer automatically renews their Corporate Rewards service agreement. For each consecutive year, up to and including the fifth year, a customer will receive an increased loyalty discount. After the fifth year, customers will continue to receive a loyalty discount capped at the fifth year discount level. Loyalty discount will apply to the customer's discounted monthly usage charges and will be applied on a BTN level. Customers that exceed the Tier 4 maximum monthly aggregated usage volume will not receive a loyalty discount.
4.	**Access Line Discount—** applies to One–Party Measured Business lines (1MBs), Trunks, Centrex Plus, ISDN Basic, ISDN PRI, and Flexpath lines. Customers will receive a fixed dollar discount on eligible access lines. Access lines included in customer specific pricing agreements are ineligible for the access line discount. However, customers with customer specific pricing agreements are eligible to subscribe to and receive the benefits of all the other Corporate Rewards components. Customers that exceed the Tier 4 maximum monthly aggregated usage volume will not receive access line discounts. Customers that do not exceed the Tier 1 maximum monthly usage volume will not receive access line discounts. For customers subscribing to a two- or three-year Corporate Rewards Service Agreement, access line discounts will apply only to those access lines rated on a month-to-month basis. Customers must convert their existing access lines to a month-to-month basis in order to be eligible for the two- or three-year access line discounts.
5.	**Service and Equipment Waiver—** applies to S&E charges associated with individual business lines and PBX trunks when customers subscribe to a two- or three-year Corporate Rewards Service Agreement. Applicable premises work charges apply. The full S&E charges will be charged back if, within 12 months, the customer:

13. Service Packages
13.1 Corporate Rewards

13.1.1	Description
A.5.	(Continued)
a.	leaves Verizon, or
b.	disconnects any line(s) or trunk(s), or
c.	terminates the service agreement.
B.	**Minimum Usage Threshold—** A customer must meet a minimum monthly usage threshold. The minimum monthly usage threshold is equal to 20% of the tier one minimum usage threshold that qualifies customers for a volume discount. Should a customer's actual monthly aggregate qualified usage revenue be less than the minimum usage threshold, a minimum usage fee will be applied to the customer's main billing telephone number. The minimum usage fee is equal to the difference between the minimum monthly usage threshold and the customer's actual monthly aggregate qualified usage revenue.
C.	**Service Agreement—** Customers are required to sign a one-, two- or three-year service agreement. Customers will be required to identify a main billing telephone number in the service agreement to which any applicable minimum usage charge or notifies Verizon otherwise. The automatic renewal includes a 60-day grace termination charge will be applied. At the end of the term period, the service agreement will be automatically renewed for a period equal to the customer's original term agreement unless the customer period during which the subscriber may remove the plan without penalty.
D.	**Termination**
1.	Customers may terminate participation at any time provided the customer gives Verizon a 60-day written notice. The termination will go into effect in the first full billing period following the 60-day notification period. If a customer chooses to cancel the service agreement or disconnects their main billing telephone number identified in the service agreement prior to the expiration date of the term set forth in the service agreement, a termination liability charge will apply. In addition, customers that sign a two- or three-year service agreement will be required to return all access line discounts received in accordance with their service agreement. Discounts that must be returned will be calculated as follows: Number of access lines/services X discount amount per access line/services X number of months expired under the service agreement.
2.	A customer is exempt from paying a termination liability charge under the following conditions:
a.	A customer migrates to another Verizon product or service, selects a new main billing telephone number; or
b.	A customer terminates participation on the expiration date of the service agreement. The Customer must provide written notice prior to the expiration date. Verizon will terminate the plan in the first full billing period following the sixty day written notice or the first full billing period following the expiration date, whichever is later, or
c.	A customer terminates the service agreement during the 60-day grace period of a contract that has been automatically renewed, or
d.	A customer upgrades service to a higher speed or capacity offered by a Verizon wireline affiliate.

13. Service Packages
13.1 Corporate Rewards

13.1.2	Application of Rates and Charges
A.	With the exception of the incremental charge for calling card calls made via the BAAN single rate platform, there is no per message charge applicable to Corporate Rewards qualifying usage.
B.	Corporate Rewards is not available with the following usage
1.	Any local, toll or circuit switched data optional calling plan/customer specific pricing (CSP) plan calls
2.	Public access line (PAL) service
3.	Public access smart–pay line (PASL) service
4.	Foreign exchange service
5.	Dormitory communication service
6.	Directory Assistance service and National Directory Assistance service

13. Service Packages
13.2 WorkSmart Packages[sm]

13.2.1	Description
A.	WorkSmart, which is offered subject to the availability of suitable facilities, provides business customers with the option to subscribe to one of the following feature packages and provides discounts to subscribers who commit to a 12, 24, or 36-month commitment period.
1.	**Feature Pkg. 1—** Call Waiting, Call Forwarding, Caller ID
2.	**Feature Pkg. 2—** Call Waiting, Call Forwarding, Three-way Calling, Caller ID
3.	**Feature Pkg. 3—** Call Forwarding, Three-way Calling, Caller ID
4.	**Feature Pkg. 4—** Call Forwarding, Call Waiting, Three-way Calling, Call Waiting ID with Name
5.	**Feature Pkg. 5—** Call Waiting, Three-way Calling, Call Waiting ID with Name
6.	**Feature Pkg. 6—** Call Forwarding, Call Waiting, Call Waiting ID with Name
B.	WorkSmart is offered subject to the following conditions.
1.	WorkSmart is not available to customers who have analog or digital Centrex, ISDN, or PBX trunks.
2.	WorkSmart is not available with temporary suspension of service.
3.	WorkSmart is available only with touch-tone service.
C.	WorkSmart is available only to customers who utilize Verizon as their local service provider, and whose basic service is provided over Verizon's access lines.

13.2.2	Regulations
A.	**Termination Liability—** For a customer who terminates service prior to the expiration of the commitment period and does not reconnect service at another business location prior to the end of the commitment period the following termination liability applies.
1.	Up to 2 months—None.
2.	Between 2 months and the end of the contract period a termination fee will be applied.
3.	Termination liability will not apply when the customer subscribes to Digital Centrex Service prior to the expiration of his WorkSmart commitment period.
4.	Termination liability will not apply when a customer changes to a different WorkSmart package.
5.	The termination liability does not apply when a WorkSmart customer removes the WorkSmart Package and subscribes to the Unlimited Local and Toll Usage for Business plan and Feature Package 1 or Feature Package 2 prior to the expiration of his WorkSmart commitment period.

13. Service Packages
13.2 WorkSmart Packages[sm]

13.2.2	Regulations
B.	**Transfer of Service—** WorkSmart may be relocated to a different premise. The number of access lines in service at the new location must be greater than or equal to the number of lines in service at the previous location.
C.	**Customer Premise Equipment—** The customer may be required to purchase customer premises equipment applicable to the services selected in the appropriate feature package as specified in the Product Guide regulations for the services contained in the subscribed specific feature packages.

13.2.3	Application of Rates and Charges
A.	Monthly rates apply for the individual service items that comprise a feature package, and are in addition to the rates and charges for the associated main telephone exchange service, and for other associated services.
B.	**Discounts—** When the customer subscribes to a 12, 24, or 36-month commitment period a percentage discount will be applied to the monthly rate.
1.	**Service Order—** A discount applies to the service and equipment charge to install a new or additional network access line.
2.	**One-Time Charge—** A discount applies to the applicable one-time charge.
3.	**Monthly Rates—** A percentage discount applies to the monthly rates that apply for the individual service items that comprise a feature package.
4.	**Additional Line—** When a customer orders an additional network access line equipped with a WorkSmart feature package, the customer receives an additional discount off the monthly rate for the services in the WorkSmart package on that additional network access line.
C.	**Change in length of Commitment Period—** A customer may, at any time prior to the expiration of their commitment period, change to a longer or shorter commitment period at the then effective discount Product Guide rate.
1.	The termination liability does not apply when a customer changes his commitment period to a commitment that is longer or shorter than the time remaining in the existing commitment period.

13. Service Packages

13.3 Unlimited Local Usage for Business

13.3.1	Description
A.	Unlimited Local Usage for Business is an optional calling plan which includes unlimited local voice usage for a flat monthly rate. Unlimited Local Usage for Business is available only to business customers with Business exchange service and/or Digital Centrex Plus Service. The Exchange Access line rate is not included in the Unlimited Local Usage for Business rate.

13.3.2	Regulations
A.	Unlimited Local Usage for Business is available on Business exchange service and Digital Centrex Plus lines where facilities permit.
B.	Unlimited Local Usage for Business is available only to customers who subscribe to Verizon Rhode Island as their carrier for all local and intraLATA toll calls.
C.	Unlimited Local Usage for Business applies per telephone line.
D.	Unlimited Local Usage for Business is available at each location where the customer subscribes to 25 or fewer Verizon lines (voice grade or voice grade equivalent) at the time of initiation of the service.
E.	Eligible business customers may subscribe to the Unlimited Local Usage for Business plan for up to ten (10) lines per location. A combination of Unlimited Local Usage for Business and Unlimited Local and Toll Usage for Business (Part A, Section 13.4) may not exceed a total of ten (10) lines per location.
F.	Unlimited Local Usage for Business is not available with PBX trunks, ground start lines or trunks, ISDN Basic Service, ISDN Primary Service, Remote Call Forwarding Service, Foreign Exchange and Foreign Zone Service, Public Telephone Service, Dormitory Communication Service, Flexpath, and Analog to Digital Conversion Digital PBX Services. Unlimited Local Usage for Business is limited to existing Foreign Central Office customers of record, at existing locations, on or before May 18, 2005.
G.	Unlimited Local Usage for Business is not available with the following business packages or optional plans: Selective Calling Service, Corporate Rewards, Outward Toll Calling Plan, Customer Specific Pricing (CSP), and Large System-Specific Pricing Plan (LSPP).
H.	Unlimited Local Usage for Business does not apply to the following calls and services: - Local Directory Assistance Service - Call Connect Service - Business Line Verification - Busy Line Interrupt - National-411 (N-411) Service - All Operator Dialed Calls - Calling Card Calls - Information Delivery Service (IDS Type Call – Audiotext) - 700, 900, 976 Services
I.	All regulations applicable to Digital Centrex Plus Service as specified in Part E, Section 5 of this Product Guide apply to that service when offered with Verizon's Unlimited Local Usage for Business package.

13. Service Packages

13.3 Unlimited Local Usage for Business

13.3.2	Regulations
J.	Unlimited Local Usage for Business may be used only for voice applications and incidental non-broadcast facsimile usage 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, predictive dialers, or facsimile broadcasting, blasting, or spamming. As set forth in Part A, Section 1.4.1.F, Verizon reserves the right to restrict the amount of other services and 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.

13.3.3	**Month-to-Month and One-Year Term Agreements -** Effective August 21, 2016, the Unlimited Local 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.
A.	Unlimited Local Usage for Business is available on a Month-to-Month basis or as a One-Year Term.
B.	Customers may discontinue the Month-to-Month package at any time upon request to Verizon.
C.	One-Year 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 One-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 the 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.
1.	In the event the customer terminates the One-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 in the term. An early termination charge will not apply under the following circumstances:
a.	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; or
b.	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
c.	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.
d.	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.

13. Service Packages

13.3 Unlimited Local Usage for Business

13.3.4	Application of Rates and Charges
A.	The Unlimited Local Usage for Business monthly rate applies in addition to and does not include a Basic Exchange Dial Tone Line or Digital Centrex Plus line.
B.	Service and Equipment Charges do not apply to an existing customer who chooses to add Unlimited Local Usage for Business to their line or who changes the class of service from Basic Exchange Business 1-Party Unlimited usage service (Part A, Section 5.1) to enroll in Unlimited Local Usage for Business.

13. Service Packages

13.4 Unlimited Local and Toll Usage for Business

13.4.1	Description
A.	Unlimited Local and Toll Usage for Business is an optional calling plan which includes unlimited local and intraLATA toll voice usage for a flat monthly rate. Unlimited Local and Toll Usage for Business is available only to business customers with Business exchange service and/or Digital Centrex Plus Service. The Exchange Access line rate is not included in the Unlimited Local and Toll Usage for Business rate.

13.4.2	Regulations
A.	Unlimited Local and Toll Usage for Business is available on Business exchange service and Digital Centrex Plus lines where facilities permit.
B.	Unlimited Local and Toll Usage for Business is available only to customers who subscribe to Verizon Rhode Island as their carrier for all local and intraLATA toll calls.
C.	Unlimited Local and Toll Usage for Business applies per telephone line.
D.	Unlimited Local and Toll Usage for Business is available at each location where the customer subscribes to 25 or fewer Verizon lines (voice grade or voice grade equivalent) at the time of initiation of the service.
E.	Eligible business customers may subscribe to the Unlimited Local and Toll Usage for Business plan for up to ten (10) lines per location. A combination of Unlimited Local and Toll Usage for Business and Unlimited Local Usage for Business (Part A, Section 13.3) lines may not exceed a total of ten (10) lines per location.
F.	Unlimited Local and Toll Usage for Business is not available with PBX trunks, ground start lines or trunks, ISDN Basic Service, ISDN Primary Service, Remote Call Forwarding Service, Foreign Exchange and Foreign Zone Service, Public Telephone Service, Dormitory Communication Service, Flexpath, and Analog to Digital Conversion Digital PBX Services. Unlimited Local Usage for Business is limited to existing Foreign Central Office customers of record, at existing locations, on or before May 18, 2005.
G.	Unlimited Local and Toll Usage for Business is not available with the following business packages or optional plans: Selective Calling Service, Corporate Rewards, Outward Toll Calling Plan, Customer Specific Pricing (CSP), and Large System-Specific Pricing Plan (LSPP).
H.	Unlimited Local and Toll Usage for Business does not apply to the following calls and services: - Local Directory Assistance Service - Call Connect Service - Business Line Verification - Busy Line Interrupt - National-411 (N-411) Service - All Operator Dialed Calls - Calling Card Calls - Information Delivery Service (IDS Type Call-Audiotext) - 700, 900, 976 Services
I.	All regulations applicable to Digital Centrex Plus Service as specified in Part E, Section 5 of this Product Guide apply to that services when offered with Verizon's Unlimited Local and Toll for Business package.

13. Service Packages

13.4 Unlimited Local and Toll Usage for Business

13.4.2	Regulations
J.	Unlimited Local and Toll Usage for Business may be used only for voice applications and incidental non-broadcast facsimile usage 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, predictive dialers, or facsimile broadcasting, blasting, or spamming. As set forth in Part A, Section 1.4.1.F, Verizon reserves the right to restrict the amount of other services and 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.

13.4.3	Optional Feature Packages
A.	The following optional feature packages are available to customers that subscribe to the Unlimited Local and Toll Usage for Business plan.
B.	Customers that subscribe to the Unlimited Local and Toll Usage for Business plan may order Feature Package 1 and Feature Package 2 subject to the availability of facilities.
C.	Feature Package 1 includes Call Forwarding, Call Waiting and Three-Way Calling. The customer can select any single feature, any combination of two features, or all three features in this package. All existing restrictions and regulations for the individual features will apply.
D.	Feature Package 2 includes Caller ID or Call Waiting ID with Name. All existing restrictions and regulations for the individual features will apply.
E.	The optional feature packages must be on the same line as the Unlimited Local and Toll Usage for Business plan.

13.4.4	**Month-to-Month and One-Year Term Agreements -** Effective August 21, 2016, the 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.
A.	Unlimited Local Usage for Business is available on a Month-to-Month basis or as a One-Year Term.
B.	Customers may discontinue the Month-to-Month package at any time upon request to Verizon.
C.	One-Year 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 One-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.

13. Service Packages

13.4 Unlimited Local and Toll Usage for Business

13.4.4	**Month-to-Month and One-Year Term Agreements -** Effective August 21, 2016, the 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.
C.	(Continued)
1.	In the event the customer terminates the One-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 in the term. An early termination charge will not apply under the following circumstances:
a.	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; or
b.	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
c.	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.
d.	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.

13.4.5	**Application of Rates and Charges**
A.	The Unlimited Local and Toll Usage for Business monthly rate applies in addition to and does not include a Basic Exchange Dial Tone Line or Digital Centrex Plus line.
B.	Service and Equipment Charges do not apply to an existing customer who chooses to add Unlimited Local and Toll Usage for Business to their line or changes the class of service from Basic Exchange Business 1-Party Unlimited usage service (Part A, Section 5.1) to enroll in Unlimited Local and Toll Usage for Business.
C.	The monthly rates for the optional Feature Packages 1 and 2 are in addition to the monthly rates for the Unlimited Local and Toll Usage for Business plan.

13. Service Packages

13.5 Verizon Client Advantage Program for Regulated Services (VCAP-R) Plan

Effective September 16, 2012, Verizon Client Advantage Program for Regulated Services (VCAP-R) is withdrawn from this tariff.

13. Service Packages

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13. Service Packages

13.5 Verizon Client Advantage Program

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13.5 Verizon Client Advantage Program

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13. Service Packages

13.6 Unlimited Dial Tone Line (DTL) Package for Business and Unlimited CustoPAK Package for Business

Effective March 17, 2012, the Unlimited Dial Tone Line (DTL) Package for Business and the Unlimited CustoPAK Package for Business are no longer available for purchase. Existing customers may retain these packages in accordance with the terms and conditions described herein.

13.6.1	Description
A.	Unlimited DTL and Unlimited CustoPAK Basic Packages are optional business flat-rated usage packages with a network access line, calling features and Verizon Broadband Service 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) Business Exchange Service Line - Unlimited local calling - Unlimited intraLATA toll calling - Choice of any or all of the following calling features: Call Waiting, Three-Way Calling, Call Forwarding, Caller ID An additional credit will apply once Verizon Broadband service is provisioned with the package.
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 any or all of the following calling features: Call Waiting, Three-Way Calling, Call Forwarding, Caller ID 2) Expansion Lines without unlimited calling DTL Expansion Lines are available for a monthly rate, per line (usage rates apply in addition to the monthly rate), and choice of any or all of the following calling features: Call Waiting, Three-Way Calling, Call Forwarding, Caller ID

13. Service Packages

13.6 Unlimited Dial Tone Line (DTL) Package for Business and Unlimited CustoPAK Package for Business

Effective March 17, 2012, the Unlimited Dial Tone Line (DTL) Package for Business and the Unlimited CustoPAK Package for Business are no longer available for purchase. Existing customers may retain these packages in accordance with the terms and conditions described herein.

13.6.1	Description
A.	(Continued)
2.	Unlimited CustoPAK Basic Package includes the following: - One (1) CustoPAK Line - Unlimited local calling - Unlimited intraLATA toll calling - Caller ID An additional credit will apply once Verizon Broadband service is provisioned with the package.
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 Caller ID. 2) Expansion Lines without unlimited calling CustoPAK Expansion Lines are available for a monthly rate, per line (usage rates apply in addition to the monthly rate), and Caller ID.

13. Service Packages

13.6 Unlimited Dial Tone Line (DTL) Package for Business and Unlimited CustoPAK Package for Business

Effective March 17, 2012, the Unlimited Dial Tone Line (DTL) Package for Business and the Unlimited CustoPAK Package for Business are no longer available for purchase. Existing customers may retain these packages in accordance with the terms and conditions described herein.

13.6.2	Regulations
A.	Unlimited DTL and Unlimited CustoPAK Basic Packages are available at each location where the customer subscribes to 25 or fewer Verizon lines (voice grade or voice grade equivalent) at the time of initiation of the service.
B.	At each location where service is provided, customers must purchase at least one Expansion Line with each Unlimited DTL Basic Package or Unlimited CustoPAK Basic Package.
C.	Customers are allowed up to 24 Expansion Lines per 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 location.
D.	Usage rates will apply in addition to the monthly rate for Expansion Lines without Unlimited Calling.
E.	Unlimited DTL and Unlimited CustoPAK Basic Packages are available only on Business Exchange Service and CustoPAK lines, where facilities permit.
F.	Unlimited DTL and Unlimited CustoPAK Basic Packages are available on a one-year or three-year term agreement only. Expansion Lines are available on a month-to-month basis only.
G.	Unlimited DTL and Unlimited 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.
H.	Unlimited DTL and Unlimited CustoPAK Basic Packages are not available with the following business packages or optional plans: Selective Calling Service, Corporate Rewards, Outward Toll Calling Plan, Customer Specific Pricing (CSP), or Large System-Specific Pricing Plan (LSPP)
I.	Unlimited DTL and Unlimited CustoPAK Basic Packages are not available in combination with other optional calling plans or virtual private network services.
J.	All regulations applicable to Digital Centrex Plus Service as specified in Part E, Section 5 of this Product Guide apply to that service when offered with the Unlimited CustoPAK Basic Package.

13. Service Packages

13.6 Unlimited Dial Tone Line (DTL) Package for Business and Unlimited CustoPAK Package for Business

Effective March 17, 2012, the Unlimited Dial Tone Line (DTL) Package for Business and the Unlimited CustoPAK Package for Business are no longer available for purchase. Existing customers may retain these packages in accordance with the terms and conditions described herein.

13.6.2	Regulations
K.	Unlimited DTL and Unlimited CustoPAK Basic Packages are not available with the following services: -- PBX trunks - Ground Start Lines or Trunks - ISDN Basic Service - ISDN Primary Service - Remote Call Forwarding Service - Foreign Exchange and Foreign Zone Service - Public Telephone Service - Dormitory Communication Service - Flexpath - Analog to Digital Conversion Digital PBX Services - Unlimited DTL and Unlimited CustoPAK Basic Packages are limited to existing Foreign Central Office customers of record, at existing locations, on or before May 18, 2005.
L.	Unlimited DTL and Unlimited CustoPAK Basic Packages do not include calls to the following services: - Local Directory Assistance Service - Call Connect Service - Business Line Verification - Busy Line Interrupt - National-411 (N-411) Service - All Operator-Dialed Calls - Calling Card Calls - Information Delivery Service (IDS Type Call-Audiotext) - 700, 900, 976 Services
M.	Unlimited DTL and Unlimited CustoPAK Basic Packages may be used only for voice applications and incidental non-broadcast facsimile usage and may not be used for the transmission of data, for internet connections, or for any other non-voice application. These services may also not be used for autodialing, predictive dialers, or facsimile broadcasting, blasting, or spamming. Verizon 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, Verizon may suspend, restrict or cancel the service.
N.	Call details are not available for this service.

13. Service Packages

13.6 Unlimited Dial Tone Line (DTL) Package for Business and Unlimited CustoPAK Package for Business

Effective March 17, 2012, the Unlimited Dial Tone Line (DTL) Package for Business and the Unlimited CustoPAK Package for Business are no longer available for purchase. Existing customers may retain these packages in accordance with the terms and conditions described herein.

13.6.3	Termination Liability
A.	Unlimited DTL and Unlimited CustoPAK Basic Packages are offered on a one-year or a three-year term agreement and are applied on a per-line basis.
B.	Early termination of Unlimited DTL Basic Package or Unlimited CustoPAK Basic 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
C.	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 Product Guide rate associated with that component.
D.	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.
E.	At the end of the Term or any subsequent renewal, the agreement will automatically be renewed for a successive one-year or three-year Term under 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 Verizon has provided 30 days notice of any change. Customers can move from a one to a three-year term without incurring a penalty.

13.6.4	Application of Rates and Charges
A.	Service and Equipment Charges are waived if a class of service change is required in order to have an Unlimited DTL or Unlimited CustoPAK Basic Package.
B.	Applicable Service Charges as specified in Part A, Section 3 will be waived for customers subscribing to a three-year agreement.

13. Service Packages

13.7 Single Line Business PAK for Business

Effective March 17, 2012, the Single Line Business PAK for Business is no longer available for purchase. Existing customers may retain this package in accordance with the terms and conditions described herein.

13.7.1	Description
A.	Single Line Business PAK is an optional business flat-rated usage package with a network access line and calling features and services offered for a one-year or three-year term commitment.
1.	Single Line Business PAK includes the following: - One (1) Business Exchange Service Line - Unlimited local calling - Unlimited intraLATA toll calling - Choice of any or all of the following: Call Waiting, Three-Way Calling, Call Forwarding, Caller ID, and a specified non-regulated feature

13.7.2	Regulations
A.	Single Line Business PAK is available only to customers who subscribe to Verizon Rhode Island as their carrier for local and intraLATA toll calls.
B.	Single Line Business PAK is available to business customers who subscribe to 25 or fewer lines (voice grade or voice grade equivalent) at each location at the time service is initiated.
C.	Customers may only have one Single Line Business PAK per account. A maximum of ten (10) lines can have unlimited calling either with this plan or any other unlimited local and/or toll product offered by Verizon. Customers may not combine this package with the Unlimited Dialtone and CustoPak Packages.
D.	Single Line Business PAK is available with a one-year or three-year term agreement only.
E.	Single Line Business PAK is available only 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 or Verizon FIOS Internet Service.
F.	Single Line Business PAK is not available in combination with other optional calling plans or virtual private network services on a single line.
G.	Customers must be existing Verizon internet subscribers or must order Verizon internet service simultaneously with the order for Single Line Business PAK for Business.

13. Service Packages

13.7 Single Line Business PAK for Business

Effective March 17, 2012, the Single Line Business PAK for Business is no longer available for purchase. Existing customers may retain this package in accordance with the terms and conditions described herein.

13.7.2	Regulations
H.	Single Line Business PAK is not available with the following services: - Centrex Plus with dial 9 or Centrex Plus with Assume Dial 9 - PBX trunks - Ground Start Lines or Trunks - ISDN Basic Service - ISDN Primary Service - Remote Call Forwarding Service - Foreign Exchange and Foreign Zone Service - Public Telephone Service - Dormitory Communication Service - Flexpath - Analog to Digital Conversion Digital PBX Services - Unlimited Dial Tone Line (DTL) Package for Business and Unlimited CustoPAK for Business
I.	Single Line Business PAK does not include calls to the following services: - Local Directory Assistance Service - Call Connect Service - Business Line Verification - Busy Line Interrupt - National-411 (N-411) Service - All Operator-Dialed Calls - Calling Card (Limited to existing Customer-on or before November 30, 2007) - Customer-Dialed Collect, Bill-to-Third Number or Person-to-Person Calls - 700, 900, 976 Services - Corrections Collect Calls
J.	The Business Exchange Service Line associated with the Single Line Business PAK may be used only for voice applications and incidental non-broadcast facsimile usage and may not be used for the transmission of data, for internet connections, or for any other non-voice application. This line may also not be used for autodialing, predictive dialers, or facsimile broadcasting, blasting, or spamming. Verizon 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, Verizon may suspend, restrict or cancel the service.
K.	Call details are not available with this service.

13. Service Packages

13.7 Single Line Business PAK for Business

Effective March 17, 2012, the Single Line Business PAK for Business is no longer available for purchase. Existing customers may retain this package in accordance with the terms and conditions described herein.

13.7.3	Termination Liability
A.	Single Line Business PAK is offered on a one-year or a three-year term agreement.
B.	Early termination of a Single Line Business PAK term agreement by the customer will result in a one-time flat Termination Charge of: 1-year term agreement $75 3-year term agreement $125 for default within the 1st year of the term $100 for default within the 2nd year of the term $75 for default within the 3rd year of the term
C.	If the customer discontinues the long distance service component or internet service component associated with the Single Line Business Pak, any remaining components will revert to the individual rate associated with the component. If the customer discontinues the Business Exchange Service Line associated with the Single Line Business Pak, applicable termination charges apply.
D.	If the customers terminates the service within 60 days of the Order Completion Date, the customer is liable for the monthly charges incurred. Termination liability will be waived.
E.	At the end of the term or any subsequent renewal, the agreement will automatically be renewed for a successive one-year or three-year term under 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 Verizon has provided 30 days notice of any change. Customers can move from a one to a three-year term without incurring a penalty.
F.	Early termination charges do 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.

13. Service Packages

13.7 Single Line Business PAK for Business

Effective March 17, 2012, the Single Line Business PAK for Business is no longer available for purchase. Existing customers may retain this package in accordance with the terms and conditions described herein.

13.7.4	Application of Rates and Charges
A.	Service and Equipment Charges are waived if a class of service change is required in order to subscribe to Single Line Business PAK.
B.	Applicable Service Charges as specified in Part A, Section 3 will be waived for customers subscribing to a three-year agreement.
C.	The Single Line Business PAK provides a credit for Verizon Internet Service (Verizon High Speed Internet Service or Verizon FiOS Internet Service).

13. Service Packages

13.8 Solutions for Business Bundle

13.8.1	Description
A.	The Solutions for Business Bundle is an optional business package that includes a Business Exchange Service Line or CustoPAK Line, calling features and a specified non-regulated feature offered as a month-to-month or two-year term commitment. Subscribers to the Solutions for Business Bundle may also subscribe to Solutions for Business Bundle Additional Lines which are offered on a month-to-month basis or as a two-year term commitment.
1.	The **Solutions for Business Bundle** includes the following: - One (1) Business Exchange Service Line or CustoPAK line - Unlimited local and intraLATA toll calling - Choice of any or all of the following calling features: Call Waiting, Three-Way Calling, Call Forwarding, Caller ID, and/or and a specified non-regulated feature - An additional credit will apply to the two-year term commitment for Verizon Broadband service.
2.	The **Solutions for Business Bundle Additional Lines** are as follows:
a.	The **Additional Bundle Line** includes: - One (1) CustoPAK Line, or One (1) Business Exchange Service Line with Call Waiting, Call Forwarding, Three-Way Calling
b.	The **Additional Bundle Line – Plus** includes: - One (1) CustoPAK Line, or One (1) Business Exchange Service Line with Call Waiting, Call Forwarding, Three-Way Calling - Caller ID and a specified non-regulated feature
c.	The **Additional Bundle Line** – **Unlimited** includes**:** - One (1) CustoPAK Line, or One (1) Business Exchange Service Line with Call Waiting, Call Forwarding, Three-Way Calling - Caller ID and a specified non-regulated feature - Unlimited Local and intraLATA Toll Calling - An additional credit will apply for Verizon Broadband service.
3.	Multi-line customers subscribing to the Solutions for Business Bundle will be provisioned with CustoPAK service unless the customer's switch type is not provisioned with CustoPAK, in which case the additional lines will be provisioned as Business Exchange Service Lines.
4.	**Multi-line Discount** – Effective February 4, 2012, the Multi-line discount is not available to new customers. Existing customers may keep the discount, but new lines ordered after February 4, 2012, will not be eligible for the discount. A discount applies to the Additional Bundle Line – Plus or the Additional Bundle Line – Unlimited as described below:
a.	The Multi-line Discount is provided on the Additional Bundle Line – Plus or the Additional Bundle Line – Unlimited lines when the total lines in the bundle equal four or more. The discounts are provided beginning with the fourth line, up to the bundle maximum of 25 lines. The main line and lines 2 and 3 are not eligible.
b.	Customers with Solutions for Business Bundles prior to April 17, 2011, must add a new line to their Solutions bundle in order to qualify for the Multi-line Discount.
c.	Only one Multi-line Discount applies per line, and if any lines are removed from the Solutions Bundle such that the account has less than four lines, the Multi-line Discount will be removed.

13. Service Packages

13.8 Solutions for Business Bundle

13.8.1 Description

A. (Continued)

5. **Voice Non-Recurring Charge (NRC) Activation Waiver -** Applicable Service Connection Charges as specified in Part A, Section 3 of this Product Guide, will be waived for customers who meet the following criteria:

a. new business customers who agree to subscribe to a month-to-month or two-year term Solutions for Business package with new Verizon Basic Internet service new Verizon Fios Internet service; OR

b. existing customers with Fios Internet service that upgrade to a new month-to-month or two-year term Solutions for Business Bundle with a qualifying month-to-month or two-year term Fios Internet plan; OR

c. existing voice customers without Basic Internet or Fios Internet service who purchase new voice lines with a Solutions for Business bundle that includes Basic Internet or Fios Internet service.

d. This waiver is subject to the following conditions:

- Solutions for Business Additional Lines purchased at the same time as the qualifying Solutions main line are also eligible for the waiver of non-recurring charges under the same terms and conditions as the main line.
- Existing Verizon customers moving their service do not qualify as a new customer for purposes of this waiver.
- Existing Basic Internet customers are not eligible for this waiver.
- This waiver cannot be combined with any other discount or promotion except as authorized by Verizon.

13. Service Packages

13.8 Solutions for Business Bundle

13.8.2	Regulations
A.	The Solutions for Business Bundle is available only where facilities and conditions permit and is available only to customers who subscribe to Verizon for their local usage and intraLATA toll calls.
B.	The Solutions for Business Bundle is available on a month-to-month basis or as a two-year term commitment.
C.	The Solutions for Business Bundle is available only 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 or Verizon FiOS service.
D.	The Solutions for Business Bundle is available to business customers who subscribe to 25 or fewer lines (voice grade or voice grade equivalent) per location.
E.	A maximum of ten lines per customer location can have unlimited calling. Customers may not combine this package with the Unlimited Dial Tone Line (DTL) Package for Business, the Unlimited CustoPAK Package for Business, the Single Line Business PAK for Business, Unlimited Local Usage for Business, or Unlimited Local and Toll Usage for Business.
F.	The Solutions for Business Bundle is not available with the following services: - Selective Calling Service - Corporate Rewards - Outward Toll Calling Plan - Customer Specific Pricing Contracts - Large System-Specific Pricing Plans - PBX trunks - Ground Start Lines or Trunks - ISDN Basic Service - ISDN Primary Service - Remote Call Forwarding Service - Foreign Exchange and Foreign Zone Service - Public Telephone Service - Dormitory Communication Service - Flexpath - Analog to Digital (A/D) Conversion PBX Services
G.	The Solutions for Business Bundle is not available in combination with other optional calling plans or virtual private network services.
H.	The Solutions for Business Bundle may not be used in conjunction with the following services: - Local Directory Assistance Service - Call Connect Service - Business Line Verification - Busy Line Interrupt - National-411 (N-411) Service - All Operator-Dialed Calls - Calling Card Calls - Information Delivery Service (IDS Type Call-Audiotext) - 700, 900, 976 Services

13. Service Packages

13.8 Solutions for Business Bundle

13.8.2	Regulations
I.	Lines with unlimited calling may be used only for voice applications and incidental non-broadcast facsimile usage and may not be used for the transmission of data, for internet connections, or for any other non-voice application. These lines may also not be used for autodialing, predictive dialers, or facsimile broadcasting, blasting, or spamming. Verizon 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, Verizon may suspend, restrict or cancel the service.
J.	Call detail is not available with this service.

13.8.3	Termination Liability
A.	Early termination of a Solutions for Business Bundle term agreement by the customer during any month of the two-year term will result in a termination charge as follows except as noted in 13.8.3.B. and section 13.8.4
1.	**Plan 1** termination liability applies to existing term agreement subscribers as of October 18, 2014, or new term agreement subscribers on or after October 18, 2014 if the subscriber requests subscription under the terms of Plan 1. • A one-time termination charge of $50.00 per account applies**.**
2.	**Plan 2** termination liability applies to customers who subscribe to new service under the two-year term plan, or customers with existing lines under Plan 1 who choose to subscribe those lines to a two-year term plan under these terms. • The early termination charge will be 35% of the monthly recurring charge(s) (MRC), excluding any promotional discounts, for the line(s) being terminated multiplied by the remainder of the term in months. The remainder of the term will be the number of days left in the two-year term divided by 30. The term of all lines subscribed to or renewed under Plan 2 and within the same account, will be coterminous based upon the date of the first line established.
3.	All lines within the same Solutions for Business Bundle must be either Plan 1 exclusively or Plan 2 exclusively.
B.	Early termination charges will not be assessed under the following circumstances:
1.	The 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.	The customer renegotiates a new term commitment 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.	The customer changes to another service or usage plan or upgrades service to a higher speed or capacity under a term commitment, provided the value of the new term commitment is equal to or greater than the remaining value of the current term commitment; Verizon or its wireline affiliates provides the new service via tariff, Product Guide, similar documents, commercial agreements, or on a Customer Specific Pricing (CSP) agreement, or a Large System-Specific Pricing Plan (LSPP), and the order to discontinue the existing service and the order for the new or upgraded service are received by Verizon or its wireline affiliates at the same time.

13. Service Packages

13.8 Solutions for Business Bundle

13.8.3	Termination Liability
C.	**Plan 1** - The customer must contact the Company prior to the end of the term agreement in order to renew it. Upon renewal, the customer shall pay the prevailing rate for the term period selected. If the customer does not renew the term agreement before it expires, after expiration the customer shall continue on a month-to-month basis and shall pay the prevailing monthly rate, on a monthly basis, until the customer cancels the service or requests a new term agreement. Customers will be subject to all prevailing rules and regulations of the package. Payment of such rate shall constitute the customer's acceptance of the continued service.
D.	**Plan 2 -** At the end of each term, the plan will automatically renew for another two-year term under the same terms, except that the monthly rate will be adjusted to the prevailing plan rate in effect at the time of renewal. Alternately, the customer may call anytime within 30 days before the end of a term to 60 days following automatic renewal to arrange for termination of the service or conversion to a month-to-month service and the early termination charge will be waived. Solutions for Business lines subscribed to under Termination Liability Plan 2 may not be combined with other voice services or features under a term commitment. Other voice services and features may only be combined with lines under Termination Liability Plan 2 when these other voice services and/or features are purchased on a month-to-month basis.
E.	Solutions for Business Bundle Additional Lines are offered on a month-to-month or two-year term basis. Additional lines provided on a two-year term basis are subject to early termination charges as described for Plan 2 above.

13.8.4	Satisfaction Guarantee
A.	If the customer notifies the Company within the first thirty (30) days of service installation that it is not satisfied with the service(s) and wishes to discontinue the service(s), the customer will be entitled to a full credit of one (1) month's monthly recurring charge (MRC), or portion thereof if subscription is less than thirty (30) days. The Customer will also be entitled to a full credit of any one-time charges directly associated with the establishment of the service.
1.	This offer applies on two-year term subscriptions for new customers only. It does not apply to customers subscribing to the service on a month-to-month basis.
2.	Early termination liability will be waived for customers requesting discontinuation of the service pursuant to this offer.
3.	No customer will be entitled to discontinue service pursuant to this offer more than once per service.
4.	The Company will remove the service(s) from the account of a customer requesting discontinuation pursuant to this offer.
5.	The customer is responsible for notifying the Company to disconnect the service(s) within thirty (30) calendar days of installation.
6.	The monthly recurring charges and one-time charges directly associated with the establishment of service will be applied as a credit on the bill of a customer discontinuing service pursuant to this offer.
7.	Credits are limited to the charges identified above. No credits will be issued for other charges billed to the customer, including but not limited to toll and local usage charges, 911 surcharges, or other surcharges.

13. Service Packages

13.8 Solutions for Business Bundle

13.8.4 Satisfaction Guarantee	
A.	**(Continued)**
8.	This offer applies only to the charges for the service as a whole and not any charges for optional features offered with this service.
9.	This offer does not extend to any Customer Provided Equipment (CPE) used in conjunction with this service, nor does it apply to Time and Material charges.
10.	This offer does not apply to service(s) to be used for less than thirty (30) consecutive days.
11.	This offer does not apply to any customers with voice services already provisioned.

13.8.5 Application of Rates and Charges	
A.	Service and Equipment Charges are waived if a class of service change is required in order to have a Solutions for Business Bundle.
B.	Applicable non-recurring charges will be waived for customers subscribing to a two-year agreement.

13. Service Packages

13.9 Preferred Voice for Business

13.9.1	Description
A.	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/or CustoPak as further set forth below.
1.	Preferred Voice customers may also subscribe to Preferred Voice Additional Line which includes unlimited local and toll voice usage.

13.9.2	Regulations
A.	Preferred Voice and Preferred Voice Additional Line are available on Business Exchange and/or CustoPak lines where facilities permit.
B.	Preferred Voice available only to customers who subscribe to Verizon Rhode Island as their carrier for all local and intraLATA toll calls, plus unlimited long distance calling. Preferred Voice Additional Line is available only to Preferred Voice customers who subscribe to Verizon as their carrier for all local and intraLATA toll calls.
C.	Preferred Voice and Preferred Voice Additional Line rates apply per telephone line.
D.	Preferred Voice and Preferred Voice Additional Line(s) are 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.
E.	In the event the customer terminates either 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 K., below. 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; or **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.
F.	Detailed IntraLATA toll billing is not provided with Preferred Voice or Preferred Voice Additional Line.

13. Service Packages

13.9 Preferred Voice for Business

13.9.2	Regulations
G.	Preferred Voice and Preferred Voice Additional Line are not available with PBX trunks, ground start lines or trunks, ISDN Single Line Service, ISDN Primary Rate Service, Foreign Exchange Service, Foreign Zone Service and Coin or Pay Telephone Service.
H.	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) and Virtual Private Network Service (VPNS).
I.	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 • Waiver of the non-recurring service charges
J.	Preferred Voice Additional Line consists of the following offerings: • Local exchange or CustoPAK line with unlimited usage • Unlimited direct dialed intraLATA toll • Waiver of the non-recurring service charges. • Including all standard features currently available with CustoPAK lines.
K.	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).
L.	Customers subscribing to Preferred Voice or Preferred Voice Additional Line cannot have Unlimited Local and Toll Usage for Business on their account.
M.	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.
N.	Preferred Voice is a flat rate unlimited service option only. There is no message/measured service option available. These are included in the monthly price of the Preferred Voice Service. Preferred Voice Additional Line includes unlimited local and local toll usage. Long Distance usage must be purchased separately.
O.	Preferred Voice or Preferred Voice Additional Line service applies 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.

13. Service Packages

13.9 Preferred Voice for Business

13.9.3	Application of Rates and Charges
A.	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 1-Party usage service to enroll in Preferred Voice or Preferred Voice Additional Line.
B.	Nonrecurring charges will be waived for customers subscribing to Preferred Voice or Preferred Voice Additional Line.