SOLUTIONS FOR BUSINESS BUNDLE

A. GENERAL

1. Solutions for Business Bundle is an optional business package that includes a network access line (or CustoPAK), calling features and Voice Messaging service offered for a month-to-month or two-year term commitment as well as three additional line types that are offered on a month-to-month and term basis. (C)

2. Solutions for Business Bundle Main Line includes the following:

   - One Network Access Line (or CustoPAK) with touch calling
   - Unlimited Local and IntraLATA Toll calling
   - Choice of zero to five (0 – 5) of the following calling features:

     - Call Waiting
     - Three-Way Calling
     - Call Forwarding
     - Caller ID
     - Voice Messaging

3. Solutions for Business Bundle Additional Line includes the following:

   Additional Bundle Line
   - One CustoPAK or network access line

   Additional Bundle Line-Plus
   - One CustoPAK or network access line
   - Caller ID and Voice Messaging

   Additional Bundle Line-Unlimited
   - One CustoPAK or network access line
   - Caller ID and Voice Messaging
   - Unlimited Local and IntraLATA Toll calling

SOLUTIONS FOR BUSINESS BUNDLE

B. REGULATIONS

1. Solutions for Business Bundle is available only where facilities and conditions permit. Solutions for Business Bundle is available only to customers who subscribe to the Company for their Local Usage and IntraLATA Toll calls.

2. Solutions for Business Bundle is available only on a month-to-month or two-year term agreement.

3. Solutions for Business Bundle is only available with subscription to a business unlimited nationwide long distance calling plan through Verizon Long Distance LLC and Verizon High-Speed Internet service.

4. Solutions for Business Bundle is available to business customers who subscribe to 25 or fewer lines (voice grade or voice grade equivalent) at the time service is initiated.

5. Customers may have only one Solution for Business Bundle per account. A maximum of ten (10) lines 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.

6. Solutions for Business Bundle is not available with the following services:

   - Flexgrow* or Enhanced Flexgrow Service* (C)
   - ISDN Service Single Line Service
   - ISDN Basic Rate Service
   - ISDN Primary Rate Service
   - Ground Start Lines or Trunks
   - Remote Call Forwarding Service
   - Foreign Exchange Service
   - Foreign Central Office Service
   - Foreign Zone Service
   - Coin or Pay Telephone Service

7. Solutions for Business Bundle is not available in combination with other optional calling plans or virtual private network services.

* Effective September 2, 2014, Flexgrow Service and Enhanced FlexGrow Service are hereby canceled and withdrawn and no longer available. (N) (N)

SOLUTIONS FOR BUSINESS BUNDLE

B. REGULATIONS (Cont'd)

8. Solutions for Business Bundle does not apply to the following calls or services:

(D)

- Calling Card
- Time and Weather
- 555,700, 900, 976 Service

(D)

- Directory Assistance – Call Completion
- Directory Assistance
- Group Bridging Service
- Repeat Calls, Return Calls (per activation)

(D)

- Intercept Call Completion
- All other operator Handled Calls
- Three-Way Calling (per activation)

9. Lines with unlimited local usage and Unlimited Local and Toll Usage for Business calling are 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 not be used for autodialing, predictive dialers, or facsimile broadcasting, blasting, or spamming. 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. Details on calls made will not be made available for this service.

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

11. Service Connection Charges will be waived in the event a class of service change is required in order to have Solutions for Business Bundle.

12. Applicable Service Charges will be waived for customers subscribing to a two-year agreement.

SOLUTIONS FOR BUSINESS BUNDLE

C. TERMINATION LIABILITY

1. Solutions for Business Bundle is offered on a month-to-month or a two-year term agreement.

2. Early termination of a Solutions for Business Bundle term agreement by the customer during any month of the 2-year term will result in early termination charges as follows:.

3. Plan 1 - A one-time flat Termination Charge of $50.00 will apply. At the end of the term period customers will continue at their current billed rates. Customers not under a term, or on an expired term will be subject to price changes. Customers must contact Verizon to enter into a new term contract.

4. Plan 2 - The early termination charge will be calculated at 35% of the monthly recurring charge(s) for the remainder of the term on a per line basis. Expiration date for all terms will be coterminous based on the date of the first term established. Term contracts will automatically renew at the end of the existing term to a new 2-year term with 30 days before the end of a term to 60 days after the term automatically renews to opt out with no early termination charge. (C) (C)

5. Termination liability will be waived for customers who terminate service within the first 30 days.

6. Customer termination of service within the first 30 days, starting on the Order Completion Date, will result in customer liability for the monthly charges. Termination liability will be waived.

7. Customers who subscribe to a 2-year term agreement before October 18, 2014 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, the customer shall continue to pay the same monthly rate, or the prevailing rate for the same term period, 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, including rate changes. Payment of such rate shall constitute the customer's acceptance of the continued service.

8. Customers who subscribe to a 2-year term agreement on or after October 18, 2014, and existing customers who choose to renew to a 2–year term may choose either Plan 1 termination liability/early termination, or Plan 2 termination liability/early termination as described above.

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

- 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.

- Customer moves existing service to a location where the service is not available.

- Customer changes from a month-to-month to a two year term.

- Customer renegotiates a new term commitment plan for the same service before the current term commitment expires, and the revenue value of the new term commitment to Verizon is equal to or greater than the remaining revenue value of the current term commitment.

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

- Customer terminates service within the first 30 days, starting on the order completion date. Monthly charges, however, will apply.

- Company withdraws, for any reason, the Solutions for Business package. All customer subscriptions will be cancelled as of the date of such withdrawal.

SOLUTIONS FOR BUSINESS BUNDLE

D. SATISFACTION GUARANTEE

If the customer notifies 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.

- 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.
- Early termination liability will be waived for customers requesting discontinuation of the service pursuant to this offer.
- No customer will be entitled to discontinue service pursuant to this offer more than once per service.
- The Company will remove the service(s) from the account of a customer requesting discontinuation pursuant to this offer.
- The customer is responsible for notifying the Company to disconnect the service(s) within thirty (30) calendar days of installation.
- 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.
- 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. (C)
- This offer applies only to the charges for the service as a whole and not any charges for optional features offered with this service.
- 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.
- This offer does not apply to service(s) to be used for less than thirty (30) consecutive days.
- This offer does not apply to any customers with voice services already provisioned.

SOLUTIONS FOR BUSINESS BUNDLE

Rates for Solutions for Business Customers – Plan 1. Plan 1 termination liability/early termination fees apply, as described previously in Section C, Sheet 4.

E. RATES

		Monthly Rate	
		MTM	2-Year Term
1.	Solutions for Business Bundle Main Line on or before 2/3/2012	$55.00	$55.00
	Solutions for Business Bundle Main Line on or after 2/4/2012	$62.00	$60.00

		Monthly Credit	
		MTM	2-Year Term
2.	Verizon Broadband Credit	-	$10.00

		Monthly Rate	
3.	Solutions for Business Bundle Additional Line		
	Additional Bundle Line	$20.00	(R)
	Additional Bundle Line-Plus	$30.00	
	Additional Bundle Line-Unlimited on or before 2/3/2012	$53.00	
	Additional Bundle Line-Unlimited on or after 2/4/2012	$60.00	

		Monthly Credit
4.	Verizon Broadband Credit (applies to Additional Bundle Line-Unlimited only) on or before 2/3/2012	$33.00
	Verizon Broadband Credit (applies to Additional Bundle Line-Unlimited only) on or after 2/4/2012	$25.00

5. Multi-Line Discount *, **

Customers subscribing to Solutions for Business and existing customers adding a new line (for a total of four or more lines) on or after April 17, 2011 will receive the following discount:

	Monthly Discount
Additional Bundle Line-Plus	
- Fourth and above line**	$ 3.00
Additional Bundle Line-Unlimited	
- Fourth and above line**	$ 5.00

* Discounts apply to customers who have four or more lines per account. The monthly discount will be applied per line to the fourth and higher Additional Bundle Lines. Discounts do not apply to Basic Additional Bundle Lines or Solutions Bundle Main Line. However, Basic Additional Bundle Lines and the Solutions Bundle Main Line are included in the total line count to determine discount eligibility.

** Multi-Line Discounts are limited to existing customers of record, and existing lines in service at existing locations on or before February 3, 2012. Existing customers may continue to order additional PLUS lines only to qualify, up to but no later than March 17, 2012.

SOLUTIONS FOR BUSINESS BUNDLE

Rates for Solutions for Business Customers – Plan 2 ([1]). Plan 2 termination liability/early termination fees apply, as described previously in Section C, Sheet 4.

F. RATES

		Monthly Rate		
		MTM	2-Year Term	
1.	Solutions for Business Bundle Main Line	$60.00	$62.00	
		Monthly Credit		
		MTM	2-Year Term	
2.	Verizon Broadband Credit	-	$10.00	
		Monthly Rate	2-Year Term	
3.	Solutions for Business Bundle Additional Line			
	Additional Bundle Line	$25.00	$20.00	(R)
	Additional Bundle Line-Plus	$35.00	$30.00	
	Additional Bundle Line-Unlimited	$65.00	$62.00	

		Monthly Credit
4.	Verizon Broadband Credit (applies to Additional Bundle Line-Unlimited only) on or before 2/3/2012	$33.00
	Verizon Broadband Credit (applies to Additional Bundle Line-Unlimited only) on or after 2/4/2012	$25.00

(1) Lines subscribed under 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 on Plan 2 when these other voice services and/or features are purchased on a month-to-month basis.

SOLUTIONS FOR BUSINESS BUNDLE

G. VOICE NON-RECURRING CHARGE (NRC) ACTIVATION WAIVER

1. Applicable Service Connection Charges as specified in Section 20C of the 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 (T)

   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. (T) (T)

2. This waiver is subject to the following conditions:

   a. 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.

   b. Existing Verizon customers moving their service do not qualify as a new customer for purposes of this waiver.

   c. Existing Basic Internet customers are not eligible for this waiver. (T)

   d. This waiver cannot be combined with any other discount or promotion except as authorized by Verizon.