

Verizon North LLC

VERIZON CALLING SERVICES

Verizon calling services consist of optional services for use in connection with a customer's Local Exchange Service. Verizon calling services are available in either individual or packaged configurations. Custom Local Area Signaling Service (CLASS) includes Automatic Busy Redial, Automatic Call Return, VIP Alert¹, Call Block², Special Call Forwarding, Special Call Waiting³, Special Call Acceptance⁴, Call Tracing Service, Caller ID - Number, Caller ID - Name and Number, Complete Blocking, Selective Blocking and Anonymous Call Block. The optional Verizon calling services are as described in the following:

Call Forwarding - permits the customer to automatically transfer all incoming calls to a telephone at another location. The customer activates Call Forwarding by dialing a special code followed by the telephone number of the location to which calls are to be transferred. The service may be deactivated by dialing another code. The customer may still make outgoing calls even though a transferred call is in progress. The customer also receives a burst of tone when a call is being forwarded. This service may be provided to a group of individual lines arranged for rotary hunting, where network switching facilities will permit.

Call Waiting/Cancel Call Waiting - permits the customer engaged in a call to receive a tone signal indicating a second call is waiting, and by operation of the switchhook to place the first call on hold and answer the waiting call. The customer may alternate between the two calls by operation of the switchhook. Cancel Call Waiting permits the customer to inhibit the operation of Call Waiting for one call. Call Waiting is automatically restored to the customer's line upon a disconnect.

Speed Calling - See Telephone – Pa. P.U.C. No. 11

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

Camp-On/Busy Number Redial - permits the customer to dial a camp-on code when a busy station is reached. The call is retried automatically through the central office until both parties are available. A special tone alerts the customer that a successful camp-on has been activated. When the customer answers, the called party's line is rung, and the two parties are connected in a normal two-way call. A camp-on will automatically cancel after thirty minutes of attempting to complete a call to a busy number and must be reactivated by the customer. The customer can cancel a camp-on at any time by dialing a special code. Only busy calls within the central office are retried automatically.

Last Number/Saved Number Redial ³ - See Telephone – Pa. P.U.C. No. 11

Distinctive Ring - allows distinctive ringing to be applied to an individual line where each of two numbers, a main number and a "Distinctive Ring" number, will have a uniquely distinctive ring for customer identification. Because two telephone numbers are associated with one telephone line, only one conversation can be conducted at a time.

Regulations for directory listings set forth in this Tariff will apply for the main number. The customer is entitled to one free listing in the alphabetical section of the telephone directory for the "Distinctive Ring" number, regardless of the class of service.

¹ Effective November 25, 2004 Verizon VIP Alert is grandfathered to existing customers and is not available for new installations. Moves, additions or changes are not permitted.

² Effective November 25, 2004 Verizon Call Block is grandfathered to existing customers and is not available for new installations. Moves, additions or changes are not permitted.

³ Discontinued Offering

⁴ Effective November 25, 2004 Verizon Special Call Acceptance is grandfathered to existing customers and is not available for new installations. Moves, additions or changes are not permitted.

Verizon North LLC

VERIZON CALLING SERVICES

Automatic Busy Redial - allows a customer to activate automatic later placement of their call. When a busy signal is reached, the call is queued for up to 30 minutes and is automatically retried until both parties are available. The call is not automatically retried for periods longer than 30 minutes. The customer can cancel the activation at any time by dialing a special code.

Automatic Call Return - allows a customer to obtain information about the last incoming call when the service is activated by dialing *69. Upon dialing *69, information associated with the last incoming call is announced if it is available from the network and the calling party has not blocked the calling information. Depending on the serving central office, the date and time of the call may also be announced. When a telephone number is announced, it may not always identify the calling party and, in some cases, cannot be used to return the call automatically or by manual dial back.

If possible, the service may also allow a customer to return the call automatically by dialing "1". *69 cannot automatically return all calls. When a telephone number is announced, the customer is instructed to dial "1" to return the call automatically. If the customer dials "1" and the line associated with the called number is busy, the call is queued for up to 30 minutes or until both lines are idle. When both lines are idle, the customer is given an indication with a distinctive ringing pattern that the network will attempt to set up the call. Once the customer answers the distinctive ring, the network attempts to set up the call.

Per activation customers are charged upon announcement of information associated with the last incoming call. The charge applies regardless of whether the customer attempts to return the call by dialing "1" and regardless of whether the announced number identifies the calling party or can be used to return the call automatically or by manual dial back. Additional charges associated with calls returned using *69 will apply.

VIP Alert¹ - allows a customer to program up to twelve (12) telephone numbers of selected callers enabling the customer to distinguish certain incoming calls from all others by a distinctive ring tone. If a customer also subscribes to Call Waiting, calls from the selected numbers will be distinguished by a distinctive call waiting tone.

Call Block² - allows a customer to block calls from certain numbers (maximum of 12) known to the customer. The customer also can block incoming calls placed from the last calling number even if the number is unknown to the customer. Blocked calls are routed to a recorded announcement which specifies that the called party is not accepting calls.

Special Call Forwarding - allows a customer to pre-specify telephone numbers (maximum of 12) from which calls are to be forwarded. During the period that Special Call Forwarding is activated, only calls from one of the pre-specified numbers will be forwarded.

Special Call Waiting³ - allows a customer to choose the numbers (maximum of 12) which can activate Call Waiting. Calls placed from numbers not selected by the customer receive busy signals when the customer's line is busy. Customers may not subscribe to Call Waiting and Special Call Waiting on the same line.

Special Call Acceptance⁴ - allows a customer to select specific telephone numbers (maximum of 12) from which calls are to be received. All other calls are intercepted and routed to a recorded announcement that informs the caller that the customer is not accepting calls.

¹ Effective November 25, 2004 Verizon VIP Alert is grandfathered to existing customers and is not available for new installations. Moves, additions or changes are not permitted.

² Effective November 25, 2004 Verizon Call Block is grandfathered to existing customers and is not available for new installations. Moves, additions or changes are not permitted.

³ Discontinued Offering

⁴ Effective November 25, 2004 Verizon Special Call Acceptance is grandfathered to existing customers and is not available for new installations. Moves, additions or changes are not permitted.

Verizon North LLC

VERIZON CALLING SERVICES

Call Tracing Service - allows a called party to initiate an automatic trace of the last call received. Call Tracing Service is available on a per use basis only. After receiving the call which is to be traced, the customer dials a code and the traced number is automatically sent to the Telephone Company. The customer using Call Tracing Service is required to contact the Telephone Company for further action. The customer originating the trace will not receive the traced telephone number. The results of a trace will be furnished only to legally constituted authorities upon proper request by them.

Caller ID - Number -- provides for the display of the incoming telephone number on a customer provided display device attached to the customer's telephone line or on a telephone or answering machine with a built-in display screen. Caller ID - Number will forward the calling number from an appropriately equipped central office to the customer provided display device, typically by the second ring. The Company will forward non-blocked telephone numbers subject to technical and other limitations, including the availability of the number for forwarding.

All customer provided equipment used to interface with Caller ID - Number must be connected in accordance with provisions of the Federal Communications Commission's Registration Program.

Complete Blocking (Per Line) ¹ - will be provided at no charge when requested by the customer in all exchanges where Caller ID - Number is offered by the Company. Complete Blocking prevents the delivery of the telephone number on all outgoing calls automatically unless the service is deactivated.

Deactivation of the blocking of the number is available at the customer's discretion. To deactivate the privacy status, the customer dials *82 (1182 from a rotary dial phone) before placing a call. This allows delivery of the telephone number to the called party. After completion of the call, the line reverts back to the privacy status.

Selective Blocking (Per Call) ¹ - will be provided on all eligible lines at no charge in all exchanges where Caller ID - Number is offered by the Company. Customers may prevent the delivery of their telephone number by using Selective Blocking prior to dialing the called party's telephone number. This is accomplished by dialing the access code for Selective Blocking (*67 for touch call lines and 1167 for rotary lines) prior to placing the call.

Caller ID - Name and Number - is an arrangement that is provided as an enhancement to Caller ID - Number and permits a customer with local exchange service to receive the name, as well as the telephone number, associated with the calling party for calls placed to the customer. The calling telephone number and name will be forwarded (typically by the second ring) from the terminating central office to compatible customer-provided display equipment associated with the customer's local exchange service, subject to limitations such as those described below. The name and telephone number of the caller may not be displayed for every incoming call. "Out of Area," "Unavailable," the calling party's state name, or a similar message may appear for certain calls, including (i) calls made through certain networks, (ii) operator-assisted calls, calls from toll-free numbers, calling card calls, and international calls, (iii) when phone number or caller name information is not made available to Verizon, (iv) for certain telephone numbers for which Verizon does not purchase Caller ID information, and (v) for other technical reasons. In addition, "Private," "Anonymous" or a similar message may appear when the caller has blocked caller identification information.

¹ No business, organization or other person may use Complete Blocking or Selective Blocking where the primary purpose is to make telephone solicitation calls. The term "telephone solicitation" means the initiation of a telephone message primarily for the purpose of encouraging a person to purchase, rent, or invest in property, goods, or services or to donate to any charity or similar organization or entity without that person's prior express invitation or permission. Complete Blocking and Selective Blocking are available to all customers except Pay Telephone Line Service, which will be provided Selective Blocking only.

Verizon North LLC

VERIZON CALLING SERVICES

Call Waiting ID is a service that allows a Caller ID/Call Waiting subscriber who is on an existing call to receive caller identification information on a new incoming call. Based upon such information, he or she may decide whether to ignore the waiting call, interrupt the current call and flash to answer the waiting call, or end the current conversation in order to be connected to the new caller. These options are the same as the existing Call Waiting service except that the subscriber has the ability to identify the waiting caller. The name and telephone number of the caller may not be displayed for every new incoming call. "Out of Area," "Unavailable," the calling party's state name, or a similar message may appear for certain calls, including (i) calls made through certain networks, (ii) operator-assisted calls, calls from toll-free numbers, calling card calls, and international calls, (iii) when phone number or caller name information is not made available to Verizon, (iv) for certain telephone numbers for which Verizon does not purchase Caller ID information, and (v) for other technical reasons. In addition, "Private," "Anonymous" or a similar message may appear when the caller has blocked caller identification information. The customer must be using Call Waiting ID compatible equipment and not have activated Cancel Call Waiting. Customers must subscribe to Call Waiting and Caller ID (Number or Name and Number service) at the tariffed rates for each service or as part of a discounted package. The customer must specifically subscribe to Call Waiting ID service, even though there are no additional rates or charges.

Anonymous Call Block - provides customers the ability to reject calls from persons that have Selective Blocking or Complete Blocking (privacy) activated. The calling party will hear a recorded announcement asking that they hang up and call back without privacy activated. This service is provided at no charge to all customers subscribing to Caller ID - Number and Caller ID - Name and Number. Customers not subscribing to Caller ID - Number or Caller ID - Name and Number may order this service at the specified monthly charge. Calls routed to an Anonymous Call Block recorded announcement in the Telephone Company's exchange will not be rated as completed calls or be charged as measured or toll calls. A caller may choose to place his call through an operator. Operator surcharges will apply for the completed call. Operator surcharges will be waived for calls within the Telephone Company's network for victims of domestic violence, domestic violence agencies and programs, and emergency personnel while performing their jobs.

Call Forwarding Busy¹ - Fixed: This service, permanently activated, permits the customer to have incoming calls redirected to a preselected telephone number at another location on a different premises when such incoming calls encounter a normal busy line condition. Where a toll message charge is applicable to the call to be forwarded, such charges will be billed to the Call Forwarding customer. This service is not available in connection with Call Waiting or rotary (trunk hunting) service.

Call Forwarding No Answer¹ - Fixed: This service, permanently activated, permits the customer to have incoming calls redirected to a preselected telephone number at another location on a different premises when such incoming calls encounter a no answer condition after a specific number of rings, such number of rings to be specified when this service is ordered. Where a toll message charge is applicable to the call to be forwarded, such charges will be billed to the Call Forwarding customer. This service is not available in connection with rotary (trunk hunting) service.

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

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

¹ Effective August 21, 2016, Call Forwarding Busy and Call Forwarding No 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.

Verizon North LLC

VERIZON CALLING SERVICES

A. CONDITIONS

1. Service Limitations

Verizon calling services are offered in connection with individual business and residence line services. Verizon calling services are offered on lines arranged for rotary line hunting in those offices equipped to provide these services. Verizon calling services are not available for use with Pay Telephone Line Service. Verizon calling services are charged on a per line, per service basis.

If a customer subscribes to both Call Forwarding and Call Waiting Services, the Call Waiting Service will not operate during the time that the Call Forwarding is activated.

Custom Local Area Signaling Service (CLASS) is subject to the following restrictions:

- a. CLASS Services are applicable to calls placed to/from compatible central offices or within a compatible central office offering the service. These services are offered based on information stored within the switch or provided to the switch through call setup signaling and are subject to limitations associated with the availability and content of that information.
- b. Operator assisted calls will override CLASS.
- c. Pay Telephone Line Service will not be enabled with CLASS, with the exception of Selective Blocking, just as they are not enabled with other Verizon calling services. They will operate with the CLASS system, however, and interaction with all the services will be permitted.
- d. Call Tracing Service will be the only nuisance call tracing service available to residence one-party and business one-party customers where Call Tracing Service is offered.

2. Availability

Calling services require special equipment in the central office and will be provided only where adequate and suitable facilities are available in the central office normally serving the area in which the customer is located. Central offices will be equipped for such services at the discretion of the Telephone Company. Calling services may be withdrawn if the special equipment required to provide these services is no longer available.

3. Transmission Limitations

The grade of transmission on Call Forwarding Services and Three-Way Calling Service may vary depending upon the distance, type of connecting facilities and routing necessary to complete the call. Therefore, the normal grade end-to-end transmission is not guaranteed.

Verizon North LLC

VERIZON CALLING SERVICES

B. SATISFACTION GUARANTEE

If at any time the customer notifies the Company that they are not satisfied with one of their calling services, they will receive a refund of one month's recurring charge, or portion thereof if the subscription is less than 30 days. This refund will be applied as a credit on the customer's bill. The Company will remove the service from the customer's account. Each customer will be entitled to the credit one time per service.

C. FLEXIBLE PACKAGING¹

1. Flexible Packaging provides a discount for Residence customers subscribing to four or more calling services as listed in 2. following. When the number of services ordered is less than four or if the customer removes a service or services, making the total number of subscribed services less than four, the discount will not apply and the applicable individual rates apply. Flexible Packaging is available to single line Residence customers only.

2. The following calling services qualify for Flexible Packaging:

Automatic Busy Redial ⁶	Distinctive Ring ⁶
Automatic Call Return ⁶	Special Call Acceptance ²
Call Block ³	Special Call Forwarding ⁶
Call Forwarding ⁶	Speed Calling 8 ⁶
Call Waiting/Cancel Call Waiting ⁶	Speed Calling 30 ⁶
Caller ID - Name and Number ⁶ ,	Three Way Calling ^{6,7}
Caller ID - Number ^{6,8}	VIP Alert ⁴
Caller ID - Name and Number with Anonymous Call Block	
Caller ID - Number with Anonymous Call Block	

3. The following discount applies when a customer subscribes to four or more qualifying calling services: ⁵

Residence Service	40% Discount
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¹ This offering is limited to residential customers at their present locations.

² Effective November 25, 2004 Verizon Special Call Acceptance is grandfathered to existing customers and is not available for new installations. Moves, additions or changes are not permitted.

³ Effective November 25, 2004 Verizon Call Block is grandfathered to existing customers and is not available for new installations. Moves, additions or changes are not permitted.

⁴ Effective November 25, 2004 Verizon VIP Alert is grandfathered to existing customers and is not available for new installations. Moves, additions or changes are not permitted.

⁵ Anonymous Call Block, as a stand-alone service, is not included toward the discount threshold. The rate, however, will be discounted if the threshold quantity is met.

⁶ Effective May 18, 2013, Automatic Busy Redial, Automatic Call Return, Call Forwarding, Waiting/Cancel Call Waiting, Caller ID - Name and Number, Caller ID - Number, Distinctive Ring, Special Call Forwarding, Speed Calling 8, Speed Calling 30 and Three Way Calling are grandfathered for residence and no longer available to new customers. Automatic Busy Redial, Automatic Call Return, Call Forwarding, Call Waiting/Cancel Call Waiting, Caller ID - Name and Number, Caller ID - Number, Distinctive Ring, Special Call Forwarding, Speed Calling 8, Speed Calling 30 and Three Way Calling for residence are still available for resale until February 15, 2014, on which date the foregoing terms shall be effective for resale.

⁷ Grandfathered from residential service effective July 20, 2013; still available for resale until October 19, 2013, on which date the foregoing terms shall be effective for resale.

⁸ Effective August 21, 2016, Caller ID-Number is no longer available to new business customers. Existing business customers as of August 21, 2016, may retain this service at existing locations. Additions, rearrangements and moves are not permitted. This service is still available for resale until October 17, 2016, on which date the foregoing terms shall be effective for resale.

Verizon North LLC

VERIZON CALLING SERVICES

D. CHOICE PAC

1. Choice PAC provides a discount for Business customers subscribing to three or more Calling Services as listed in 2. following. When the number of services ordered is less than three or if the customer removes a service or services, making the total number of subscribed services less than three, the discount will not apply and the applicable individual rates apply. Choice PAC is available to single line Business customers only. Calling Services are offered on lines arranged for rotary line hunting in those offices equipped to provide these services.

2. The following Calling Services qualify for Choice PAC:

Automatic Busy Redial	Caller ID - Number with Anonymous Call Block
Automatic Call Return	Distinctive Ring
Call Block 2	Special Call Acceptance ¹
Call Forwarding	Special Call Forwarding
Call Forwarding Busy/No Answer – Variable	Speed Calling 8
Call Waiting/Cancel Call Waiting	Speed Calling 30
Caller ID - Name and Number	Three Way Calling
Caller ID – Number ⁶	VIP Alert ³
Caller ID - Name and Number with Anonymous Call Block	

3. The following discount applies when a customer subscribes to three or more qualifying Calling Services: ^{4,5}

Business Service	30% Discount
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E. WORKSMARTSM

1. **WorkSmart** Basic, Complete and Deluxe Packages offer business customers discount rates off the individual Calling Services based on the selection of one of the following term agreement periods: ⁵

One year commitment
Two year commitment
Three year commitment

¹ Effective November 25, 2004 Verizon Special Call Acceptance is grandfathered to existing customers and is not available for new installations for Choice PAC. Moves, additions or changes are not permitted.

² Effective November 25, 2004 Verizon Call Block is grandfathered to existing customers and is not available for new installations. Moves, additions or changes are not permitted.

³ Effective November 25, 2004 Verizon VIP Alert is grandfathered to existing customers and is not available for new installations for Choice PAC. Moves, additions or changes are not permitted.

⁴ Anonymous Call Block, as a stand-alone service, is not included toward the discount threshold. The rate, however, will be discounted if the threshold quantity is met.

⁵ Nonrecurring charges are not applicable to these services.

⁶ Effective August 21, 2016, Caller ID-Number is no longer available to new business customers. Existing business customers as of August 21, 2016, may retain this service at existing locations. Additions, rearrangements and moves are not permitted. This service is still available for resale until October 17, 2016, on which date the foregoing terms shall be effective for resale.

Verizon North LLC

VERIZON CALLING SERVICES

E. WORKSMARTSM

2. Package Features ¹

WorkSmart Basic:

Call Waiting/Cancel Call Waiting
Three Way Calling
Special Call Forwarding
Caller ID – Name and Number
Caller ID – Name and Number with ACB – Bus

WorkSmart Complete:

Call Waiting/Cancel Call Waiting
Three Way Calling
Call Forwarding
Caller ID – Name and Number
Caller ID – Name and Number with ACB – Bus

WorkSmart Deluxe:

Caller ID Name and Number
Call Waiting/Cancel Call Waiting
Three Way Calling
Call Forwarding
Automatic Call Return
Distinctive Ring
Caller ID – Name and Number with ACB - Bus

¹ Features within a package may not be substituted for another feature.

VERIZON CALLING SERVICES

D. RATES

1. The following rates apply for Verizon calling services and are in addition to rates and nonrecurring charges applicable for the associated service.

	Monthly Rates		Non-Subscription Per Activation	
	<u>Bus.</u>	<u>Res.</u>	<u>Res.</u>	<u>Bus.</u>
<u>Individual Services</u>				
Call Waiting/Cancel Call Waiting ¹ , per line	\$12.75	\$8.29 ¹¹		
Three-Way Calling, per line.....	7.75	9.99 ¹¹	\$0.75 ²	\$2.00 ²
Call Forwarding, per line.....	12.25	9.99		
Camp-On/Busy Number Redial ³ , per line.....	4.50	3.50		
Distinctive Ring, per line.....	9.50	9.99 ^{10 11}		
Automatic Busy Redial, per line.....	6.00	8.80 ^{10 11}	0.75 ²	2.00 ²
Automatic Call Return, per line.....	6.00	9.99 ^{10 11}	0.75 ²	2.00 ²
VIP Alert ⁴ , per line.....	5.00	5.00 ¹¹		
Call Block ⁵ , per line.....	5.00	5.10		
Special Call Forwarding, per line.....	6.00	7.00 ¹¹		
Special Call Waiting ³ , per line.....	6.00	5.00 ¹¹		
Special Call Acceptance ⁶ , per line.....	5.00	4.00 ¹¹		
Call Tracing Service, per line ⁸	--	--	1.00 ⁷	2.00 ⁷
Caller ID – Number ¹² , per line.....	11.75 ¹²	10.20 ¹¹		
Selective Blocking, per line.....	--	--		
Caller ID - Name and Number, per line.....	16.25	11.95 ¹¹		
Call Waiting ID, per line ⁹	--	--		
Anonymous Call Block, per line.....	2.00	3.00 ¹¹		
Anonymous Call Block with Caller ID - Number, per line.....	10.00	7.00		
Anonymous Call Block with Caller ID - Name and Number, per line.....	11.50	7.95		
Call Forwarding Busy ¹² - Fixed, per line.....	2.50 ¹²	3.80		
Call Forwarding No Answer ¹² - Fixed, per line.....	4.25 ¹²	3.80		
Call Forwarding Busy/No Answer - Fixed, per line.....	4.75	3.80		
Call Forwarding Busy/No Answer - Variable, per line.....	4.75	4.00		

¹ Call Waiting includes a Cancel Call Waiting enhancement when available.

² The maximum monthly charge is \$9.00 per line.

³ Discontinued Offering.

⁴ Effective November 25, 2004 Verizon VIP Alert is grandfathered to existing customers and is not available for new installations. Moves, additions or changes are not permitted.

⁵ Effective November 25, 2004 Verizon Call Block is grandfathered to existing customers and is not available for new installations. Moves, additions or changes are not permitted.

⁶ Effective November 25, 2004 Verizon Special Call Acceptance is grandfathered to existing customers and is not available for new installations. Moves, additions or changes are not permitted.
⁷ The maximum monthly charge is \$5.00 per line.

⁸ Call Tracing Service is available on a pay-per-use basis only.

⁹ Customers subscribing to Call Waiting ID must pay tariff rates for both Call Waiting and either Caller ID - Number or Caller ID - Name and Number.

¹⁰ For Residential Customers, Distinctive Ring, Automatic Busy Redial and Automatic Call Return are limited to existing customers of record, at existing locations, on or before June 16, 2012.

¹¹ Effective May 18, 2013, Call Waiting/Cancel Call Waiting, Three-Way Calling, Distinctive Ring, Automatic Busy Redial, Automatic Call Return, VIP Alert, Special Call Forwarding, Special Call Waiting, Special Call Acceptance, Caller ID – Number, Caller ID – Name and Number and Anonymous Call Block are grandfathered for residence and no longer available to new customers. Call Waiting/Cancel Call Waiting, Three-Way Calling, Distinctive Ring, Automatic Busy Redial, Automatic Call Return, VIP Alert, Special Call Forwarding, Special Call Waiting, Special Call Acceptance, Caller ID – Number, Caller ID – Name and Number and Anonymous Call Block for residence are still available for resale until February 15, 2014, on which date the foregoing terms shall be effective for resale.

¹² Effective August 21, 2016, Caller ID-Number, Call Forwarding Busy and Call Forwarding No 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.

Verizon North LLC

VERIZON CALLING SERVICES

D. RATES (Cont'd)

1. (Cont'd)

Package Rate - Applicable when the following combination of calling services are provided on a customer line.

	Monthly Rates	
	<u>Business</u>	<u>Residence</u>
<u>Smarter Call® Pak</u> ^{1,4,5} , per line	\$4.95	\$11.45
(Call Waiting, Call Forwarding, Three-Way Calling and Speed Calling 8)		
Including Distinctive Ring ^{1,4}	7.95	6.95
<u>Smartest Call® Pak</u> ^{1,3} , per line.....	6.95	5.95
(Call Waiting, Call Forwarding, Three-Way Calling, Speed Calling 8, Camp-On/Busy Number Redial, Last Number/Saved Number Redial)		
Including Distinctive Ring ^{1,3}	9.95	8.95
<u>SmartCall® Pak 4400</u> ^{1,3, 5} per line.....	--	8.75
(Call Waiting, Call Block, Automatic Busy Redial, Automatic Call Return)		
<u>SmartCall® Pak 4900</u> ^{1,3} , per line	--	13.25
(Call Waiting, Call Block, Automatic Busy Redial, Automatic Call Return, Call Forwarding, Speed Calling 8, Three-Way Calling, VIP Alert)		
<u>Basic Pack</u> ^{2,3}	--	13.95
Automatic Call Return, Call Block, Caller ID - Name and Number, Call Waiting, Three-Way Calling		
<u>Complete Pack</u> ^{2,3}	--	19.95
Automatic Busy Redial, Automatic Call Return, Call Block, Call Forwarding ⁵ , Caller ID - Name and Number, Call Waiting, Distinctive Ring, Special Call Acceptance, Special Call Forwarding, Speed Calling 30, Three-Way Calling, VIP Alert, Anonymous Call Block		

NOTE: Call Waiting service includes a Cancel Call Waiting enhancement when available.

¹ Discontinued Offering

² Discontinued offering to residential customers.

³ Withdrawn from residential service effective July 20, 2013; still available for resale until October 19, 2013, on which date the foregoing terms shall be effective for resale.

⁴ Effective July 20, 2013; Smarter Call Pak is grandfathered for residence and no longer available to new customers. Smart Call Pak is still available for resale until October 19, 2013, on which date the foregoing terms shall be effective for resale.

⁵ Effective July 21, 2014, SmartCall Pak for business customers is hereby cancelled and withdrawn and no longer available for purchase. This service is still available for Resale until October 18, 2014, on which date the foregoing terms shall be effective for resale.

Verizon North LLC

VERIZON CALLING SERVICES

D. RATES (Cont'd)

1. (Cont'd)

Pack Rates-Applicable when the following combination of calling services are provided on a customer line.

	<u>Monthly Rates</u>	
	<u>Business</u>	<u>Residence</u>
<u>Big Deal - Option A</u> ¹	--	\$21.70
Call Waiting, Cancel Call Waiting, Call Forwarding - Variable, Three-Way Calling, Speed Calling-8, Distinctive Ring, VIP Alert Caller ID-Name & Number, Anonymous Call Block, Call Waiting ID (where available), Automatic Busy, Redial, Auto Call Return, Call Block, Special Call Acceptance & Special Call Forwarding		
<u>Big Deal - Option B</u> ¹	--	13.90
Call Waiting, Cancel Call Waiting, Call Forwarding - Variable, Three-Way Calling, Speed Call-8, Call Block & Auto Call Return		

¹ Effective May 18, 2013, Big Deal - Option A and Big Deal - Option B are grandfathered for residence and no longer available to new customers. Big Deal - Option A and Big Deal - Option B for residence are still available for resale until February 15, 2014, on which date the foregoing terms shall be effective for resale.

Verizon North LLC

VERIZON CALLING SERVICES

F. RATES (Cont'd)

2. WorkSmartSM

Package Discount - Applicable when the following combination of calling services are provided on a customer line. ¹

	Monthly Discount	
	<u>Business</u> ²	<u>Residence</u>
<u>WorkSmart Basic</u>		
1 Year Commitment	10%	--
2 Year Commitment	15%	--
3 Year Commitment	20%	--
<u>WorkSmart Complete</u>		
1 Year Commitment	10%	--
2 Year Commitment	15%	--
3 Year Commitment	20%	--
<u>WorkSmart Deluxe</u>		
1 Year Commitment	10%	--
2 Year Commitment	15%	--
3 Year Commitment	20%	--

Termination Liability

If customer terminates service after sixty days, but prior to completion of the initial term commitment period, the customer shall be liable for an early termination charge of 25% of the monthly recurring charge for the remainder of the term. The customer will be subject to Termination Liability charges as outlined in General Regulation, in this tariff.

¹ Nonrecurring charges are not applicable to these services.

² Individual rates for services subject to **WorkSmart** Package term discounts can be found in D, Rates, 1, Individual Services.