

## 5. Exchange Service

### 5.1 Basic Exchange Service

Rates and charges for services explained herein are contained in Part F, Section 1.5. Main telephone exchange service consists of basic exchange service as specified in this section.

| 5.1.1     | Description                                                                                                                                                                                                                                                                                                   |
|-----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>A.</b> | Service is provided on a monthly basis to business customers as described in this Product Guide.                                                                                                                                                                                                              |
| <b>1.</b> | <b>Business</b> service rates apply if the service is used primarily or substantially for business purposes, or if the service is furnished at a business location. For Residence service please refer to PUC RI No. 15.                                                                                      |
| <b>B.</b> | Basic service is provided to each exchange on an unlimited and measured basis.                                                                                                                                                                                                                                |
| <b>1.</b> | <b>Unlimited</b> service provides for unlimited calling within the local service area (refer to Section 6).                                                                                                                                                                                                   |
| <b>a.</b> | In addition, where a municipality is served by more than one exchange or zone and the locality service area for the exchange does not include the entire municipality, Municipal Calling service provides intramunicipal calling without the application of Message Telecommunications Service (MTS) charges. |
| <b>b.</b> | In exchanges that do not include the Providence exchange in their local service area, calling to the Providence exchange will be provided on a one-way, local basis without the application of local message charges.                                                                                         |
| <b>2.</b> | <b>Business Measured</b> service provides for calling within the local service area on a per message, per minute basis as specified in Section 6, Exhibit 6.1.1-1.                                                                                                                                            |
| <b>a.</b> | Accumulation of local usage time for business measured service is done on a per second basis. At the end of the customer's billing period, the sum of accumulated seconds is rounded to the next higher minute.                                                                                               |
| <b>b.</b> | In addition, where a municipality is served by more than one exchange or zone and the locality service area for the exchange does not include the entire municipality, Municipal Calling service provides intramunicipal calling without the application of Message Telecommunications Service (MTS) charges. |
| <b>c.</b> | In exchanges that do not include the Providence exchange in their local service area, calling to the Providence exchange will be provided on a one-way, local basis.                                                                                                                                          |
| <b>C.</b> | Exchange services include touch tone calling capability.                                                                                                                                                                                                                                                      |

| 5.1.2     | Restrictions                                                                                                                                                                                                                            |
|-----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>A.</b> | <b>Unlimited Service</b>                                                                                                                                                                                                                |
| <b>1.</b> | Unlimited business service is no longer offered, however existing customers may continue this service as specified in the regulations for superseded exchange service.                                                                  |
| <b>B.</b> | <b>Superseded Exchange Service</b> is available to existing customers at their present locations only.                                                                                                                                  |
| <b>1.</b> | Service from the West Glocester exchange is no longer available for new installations but present customers may continue with West Glocester service at existing locations. New installations must be served from the Pascoag exchange. |

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| <b>5.1.3 Use of Service–Business</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|--------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>A.</b>                            | Unlimited business or measured business service and unlimited residence service may be furnished on the same premises provided that the lines are nonhunting and the residence service when located in the business portion of the premises is arranged to prevent outward calling and is not used for business purposes.                                                                                                                                                                                                                                                                                                                          |
| <b>B.</b>                            | The use of measured or unlimited business exchange service, (except as specified in Section 5.1.4), is restricted to the customer, his agents and employees when engaged in his business; to residential tenants of the customer in clubs, lodging houses, hotels and motels, (tenants or guests) marinas, (transient guests or tenants) fraternity houses, dormitories, nurses' homes and apartment houses; to patients of hospitals; to patrons of the customer in connection with automatic dialing telephone units arranged for the origination of telephone calls only to pre-recorded telephone numbers; and to joint users as arranged for. |
| <b>1.</b>                            | Guests and tenants of hotels, motels, and similar establishments may be furnished additional directory listings showing the main telephone number of the respective establishment, or they may individually request any class or grade of residence service offered in the exchange.                                                                                                                                                                                                                                                                                                                                                               |
| <b>C.</b>                            | When a customer has two or more exchange lines of the same class of service terminating at the same premises and billed from the same RAO, one bill, including charges for services associated with the lines, may be rendered to the customer. S&E charges apply to rearrange combined billing.                                                                                                                                                                                                                                                                                                                                                   |

| <b>5.1.4 Reserved For Future Use</b> |
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| <b>5.1.5 Localities and Exchanges of Connection</b> |                                                                                                                                                                                                                                                                                                              |
|-----------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>A.</b>                                           | When an area which otherwise would constitute one exchange is divided by a state boundary, the additional exchange so formed is referred to as a Locality. The exchange that serves the locality is called the exchange of connection.                                                                       |
| <b>B.</b>                                           | The location of the customer governs the administration of the appropriate Product Guide rates and regulations for exchange service, and for services furnished between these exchanges, the area is as if it were one exchange. For other purposes, these exchanges are administered as separate exchanges. |
| <b>C.</b>                                           | Each exchange is considered to be in the local service area of its paired exchange. Exhibit 5.1.5-1 shows exchanges or zones of connection serving localities in adjoining jurisdictions.                                                                                                                    |

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| <b>5.1.5 Localities and Exchanges of Connection</b>                                  |                   |
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| <b>Exhibit 5.1.5-1</b>                                                               |                   |
| <b>Exchange or Zones of Connection Serving Localities in Adjoining Jurisdictions</b> |                   |
| <b>Exchange or Zone of Connection</b>                                                | <b>Locality</b>   |
| Pawtucket Zone                                                                       | Southgate, MA     |
| Providence Zone                                                                      | Seekonk, MA       |
| Warren Zone                                                                          | North Swansea, MA |
| Woonsocket                                                                           | Blackstone, MA    |

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| 5.1.6 | Exchange Classification                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| A.    | For the purpose of determining monthly exchange rates for main telephone exchange services, an exchange or zone is classified in a rate group according to the total number of main exchange lines in the local service area. Where the local service area of the exchange or zone includes other exchanges or zones, the rate group classification of the principal exchange or zone is based upon the number of main exchange lines in the principal exchange or zone to which is added the number of main exchange lines in each of the other exchanges or zones, with the exception of the main exchange lines reached as a result of one-way, local calling to the Providence exchange. For the purpose of this regulation main exchange lines include PBX trunks and Centrex equivalent trunks.                                                |
| 1.    | The local service area for unlimited service customers is the area within which customers make calls on an unlimited basis and may include one or more exchanges or zones.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 2.    | The local service area for business measured service customers is the area within which measured service customers make calls on a per message, per minute basis and may include one or more exchanges or zones.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| B.    | The total main exchange lines in the local service area shall be verified annually using Verizon's official report of main exchange lines in-service on June 30 of each year. This date shall be considered the annual study period.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| C.    | Exchanges and zones shall be reclassified to the applicable higher rate group and shall take the rates of that rate group when the number of main exchange lines in the local service area exceeds the upper limit of the rate group for two consecutive annual study periods. Where municipal calling service is provided, commencing with the June, 1980 study, main exchange lines included in the local service area of a customer as a result of municipal calling service, will also be included in the annual exchange classification study. In cases where municipal calling service extends the local service area of only a portion of an exchange or zone, it is possible that such portion of such an exchange or zone will be reclassified to a rate group which differs from the rate group for the remainder of the exchange or zone. |
| D.    | An exchange or zone shall be reclassified to the applicable lower rate group, and shall take the rates of that rate group, when the number of main exchange lines in the local service area is less than the lower limit of the rate group for two consecutive annual study periods.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| E.    | Exchanges or zones reclassified in accordance with Section 5.1.6C and Section 5.1.6D shall have the rates of the applicable rate group applied to services beginning with the first full billing period on or after September 1 in the year of reclassification.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |

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| <b>5.1.6 Exchange Classification</b>                                                                                                                                       |                                                        |
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| <b>Exhibit 5.1.6-1<br/>Exchange Rate Group Classification and Limits</b>                                                                                                   |                                                        |
| Portions of an exchange or zone may be placed in a rate group different from the remainder of its exchanges or zone, due to the availability of municipal calling service. |                                                        |
| <b>Exchange Rate Group</b>                                                                                                                                                 | <b>Total Main Exchange Lines in Local Service Area</b> |
| Group A                                                                                                                                                                    | 75,000                                                 |
| Group B                                                                                                                                                                    | 75,001 – 125,000                                       |
| Group C                                                                                                                                                                    | 125,000 – 175,000                                      |
| Group D                                                                                                                                                                    | 175,001 – 300,000                                      |
| Group E                                                                                                                                                                    | 300,001 – 340,000                                      |
| Group F                                                                                                                                                                    | 340,001 – 450,000                                      |

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| 5.1.6 Exchange Classification                                                                                                                                              |                     |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| Exhibit 5.1.6-2<br>Basic Exchange and Superseded Exchange Services—Exchange or Zone Classified by Rate Group                                                               |                     |
| Portions of an exchange or zone may be placed in a rate group different from the remainder of its exchanges or zone, due to the availability of municipal calling service. |                     |
| Exchange or Zone                                                                                                                                                           | Exchange Rate Group |
| Block Island                                                                                                                                                               | A                   |
| Bristol                                                                                                                                                                    | D                   |
| Carolina                                                                                                                                                                   | A                   |
| Centredale                                                                                                                                                                 | F                   |
| Coventry                                                                                                                                                                   | E                   |
| Cumberland Hill                                                                                                                                                            | F                   |
| Greenwich                                                                                                                                                                  | E                   |
| Hope Valley                                                                                                                                                                | B                   |
| Jamestown                                                                                                                                                                  | B                   |
| Little Compton                                                                                                                                                             | B                   |
| Narragansett                                                                                                                                                               | A                   |
| Newport                                                                                                                                                                    | A                   |
| North Kingstown                                                                                                                                                            | B                   |
| Pascoag                                                                                                                                                                    | A                   |
| Pawtucket                                                                                                                                                                  | F                   |
| Portsmouth                                                                                                                                                                 | A                   |
| Providence                                                                                                                                                                 | F                   |
| Scituate                                                                                                                                                                   | D                   |
| Tiverton                                                                                                                                                                   | C                   |
| Warren                                                                                                                                                                     | D                   |
| Warwick                                                                                                                                                                    | E                   |

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| <b>5.1.6 Exchange Classification</b>                                                                                 |                            |
|----------------------------------------------------------------------------------------------------------------------|----------------------------|
| <b>Exhibit 5.1.6-2<br/>Basic Exchange and Superseded Exchange Services—Exchange or Zone Classified by Rate Group</b> |                            |
| <b>Exchange or Zone</b>                                                                                              | <b>Exchange Rate Group</b> |
| Westerly                                                                                                             | A                          |
| West Glocester                                                                                                       | A                          |
| West Warwick                                                                                                         | E                          |
| Woonsocket                                                                                                           | C                          |

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## 5. Exchange Service

### 5.2 Application of Rates and Charges

| 5.2.1 | Basic Exchange Services                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| A.    | <p><b>Business Service</b> is furnished on an unlimited and measured service basis in accordance with Section 5.1.2.</p> <ol style="list-style-type: none"> <li>1. <b>Measured</b>— Calls are provided on a per message, per minute basis.</li> <li>a. Accumulation of local usage time for business measured service is done on a per second basis. At the end of the customer's billing period, the sum of accumulated seconds is rounded to the next higher minute.</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| B.    | <p>Business Measured Exchange Rates are offered as follows.</p> <ol style="list-style-type: none"> <li>1. Month-to-month.</li> <li>2. 24-month commitment.</li> <li>a. <b>Plan 1</b> 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.</li> <li>(i). In the event the service is terminated by the customer prior to completion of the current term commitment period, the customer shall be liable for an early termination charge, except as noted in Sections 5.2.1.B.3.d. and 5.2.1.B.3.e. below. The amount of the early termination charge will be 25% of the monthly recurring charge(s) (MRC), excluding any promotional discounts, for the remainder of the term. For example:<br/> <math display="block">25\% \times \text{MRC} \times \# \text{ of Lines} \times \text{Remainder of Term} = \text{Termination Charge}</math> </li> <li>(ii). End of Term Options: Prior to the end of the term commitment period, the customer may select one of the following options to be effective at the end of the term: <ul style="list-style-type: none"> <li>• Renew their existing term commitment,</li> <li>• Subscribe to a new Plan 2 Commitment,</li> <li>• Arrange for termination of the service,</li> <li>• Convert to month-to-month service.</li> </ul> <p>In the event the customer does not select one of the above options, the customer will be converted to month-to-month service.</p> </li> <li>b. <b>Plan 2</b> termination liability applies to customers who subscribe to new service under the 24-month term plan, or those customers with existing lines under Plan 1 who choose to subscribe those lines to a 24-month plan under these terms.</li> <li>(i). In the event the service is terminated by the customer prior to the completion of the current term commitment period, the customer shall be liable for an early termination charge, except as noted in Section 5.2.1.B.3.c and 5.2.1.B.3.d below. The amount of 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. For example:<br/> <math display="block">\text{Termination Charge} = 35\% \times \text{MRC} \times \# \text{ of lines terminating early} \times \text{remainder of term}</math> <p>The remainder of the term is calculated based upon the number of days left in the 24-month term divided by 30.</p> </li> </ol> |

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### 5.2 Application of Rates and Charges

| 5.2.1     | Basic Exchange Services                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
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| <b>B.</b> | <b>(Cont'd)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| (ii).     | <p>End of Term Options: The plan will automatically renew for another 24-month 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. In the event the customer terminates service within 30 days before the end of a term to 60 days after the term automatically renews, the Termination Liability Charge will be waived.</p> <p>The customer may call to arrange for termination of the service or conversion to a month-to-month service at the end of the then current term. The plan will not automatically renew if the customer or the Company contacts the other to cancel at least sixty (60) days before the renewal date.</p> <p>(iii). <b>Coterminous Lines</b> - The terms and expiration dates 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.</p> <p>Lines subscribed to under Plan 2 may not be combined with features, calling plans, usage or other voice services under a term commitment. For lines subscribed to under Plan 2, other voice services and/or features may be purchased only on a month-to-month basis.</p> <p>c. <b>Plan 1 and Plan 2</b> - Early termination charges will not be assessed under the following circumstances:</p> <ul style="list-style-type: none"> <li>• If the rate for the service is increased during the term period, exclusive of any increase due to local, state or federal fees, taxes or surcharges;</li> <li>• The customer moves existing service to either a new location within the same address and/or same building (inside move) or to a new location at a different address and/or different building (outside move) and maintains that service for the remainder of the term;</li> <li>• The customer attempts to move the existing service to a new location within Company's service area, but the service is unavailable;</li> <li>• The 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;</li> <li>• If the Company withdraws, the 24-month term plan for any reason, all customer subscriptions will be cancelled as of the date of such withdrawal;</li> <li>• The customer changes to another service 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, and the Company or its wireline affiliates provides the new service via tariff, Product Guide, similar documents, commercial agreements, or a Customer Specific Pricing Contract (CSP), 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 the Company or its wireline affiliates at the same time.</li> </ul> <p>(i). In the event the customer terminates service within the first 30 days of subscription or 30 days prior to automatic renewal to 60 days following automatic renewal, the customer will be liable for the applicable monthly rate incurred by the customer and non-recurring charges; however, the Termination Liability will be waived. If the customer terminates service after 30 days of subscription or 60 days after automatic renewal but prior to completion of the term commitment period, the customer shall be liable for an early termination charge and non-recurring charges.</p> |

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### 5.2 Application of Rates and Charges

| 5.2.1 Basic Exchange Services |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|-------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>C.</b>                     | <p>Rates for the aforementioned services include touch tone calling and are in addition to S&amp;E charges, and premises work charges. Business customers who sign up for the 24-month commitment for Business Measured Exchange service in connection with the installation of a network access line will receive a waiver of the S&amp;E charges associated with the installation of a network access line. Installation charges for DID service, S&amp;E charges for moving and premises work charges are not included in the waiver for installing a network access line.</p> <p>The full S&amp;E charges will be charged back if the customer leaves Verizon or cancels any term line within 12 months after signing up for the 24-month commitment. In addition, customers will be subject to termination liability of the 24-month commitment for Business Measured Exchange service.</p> |

| 5.2.2 Trunk Lines |                                                                                                                                                                                                                           |
|-------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>A.</b>         | Trunk lines are furnished on a measured or an unlimited service basis in accordance with the service offerings for main telephone exchange service in each exchange.                                                      |
| <b>1.</b>         | For trunk lines provided on an unlimited business service basis, monthly rates equate to 150% of the monthly one-party line unlimited service monthly exchange rate applying in the particular exchange or zone involved. |
| <b>2.</b>         | For trunk lines provided on a business measured service basis, monthly rates equate to the one-party measured business service monthly exchange rate.                                                                     |
| <b>a.</b>         | For trunk lines provided on a business measured service basis, local usage is the same as with business one-party line measured service.                                                                                  |

| 5.2.3 Municipal Calling Service |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|---------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>A.</b>                       | Municipal Calling service is a service arrangement provided on a non-optional basis to municipalities served by more than one exchange or zone where MTS charges would normally apply to calls between the exchanges or localities serving the same municipality. Dial station-to-station service, as defined in Section 9, within a municipality is not chargeable as MTS except for calls made to or from foreign exchange or foreign zone lines unless dial tone for the foreign exchange or foreign zone line is provided from a central office serving some portion of the municipality in which the foreign exchange line service address is located. |
| <b>B.</b>                       | Municipalities, serving exchanges and/or localities where municipal calling service applies are shown in Exhibit 5.2.3-1. Exchange classification is in accordance with regulations contained in Section 5.                                                                                                                                                                                                                                                                                                                                                                                                                                                 |

| 5.2.3 Municipal Calling Service                                                                                |                                                         |
|----------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|
| Exhibit 5.2.3-1<br>Municipalities, Serving Exchanges and/or Localities Where Municipal Calling Service Applies |                                                         |
| Municipality                                                                                                   | Serving Exchanges and/or Localities or Portions Thereof |
| Charlestown                                                                                                    | Narragansett, Westerly                                  |
| Lincoln                                                                                                        | Providence, Woonsocket                                  |

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**5. Exchange Service**  
**5.3 Exchange Maps**

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Verizon maintains a set of maps showing base rate areas, exchange boundaries and rate centers of all exchanges in Rhode Island. Similar maps for local exchanges are maintained in the Business Offices of Verizon.

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## 5. Exchange Service

### 5.4 Other Services

| <b>5.4.1 Combination of Main Telephone Exchange Services</b> |                                                                                                                                                                                                                                                                                       |
|--------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>A.</b>                                                    | Two or more one-party main telephone exchange services, when located within the same central office area, may be combined on the same line in such a way that the ringing signal for each of the main telephones can be recognized and answered at any of the telephones on the line. |
| <b>1.</b>                                                    | Unlimited and measured services cannot be combined.                                                                                                                                                                                                                                   |
| <b>B.</b>                                                    | This service is provided only under special circumstances and if suitable facilities are and continue to be available. A special construction charge applies for such equipment as may be required at any time.                                                                       |
| <b>C.</b>                                                    | One-party line rates apply for each main telephone on a combined line.                                                                                                                                                                                                                |
| <b>D.</b>                                                    | A S&E charge applies to establish or interrupt a combination of main telephone exchange service on in-service lines. The S&E charge does not apply when combination of main telephone service is installed with the associated line.                                                  |

| <b>5.4.2 Foreign Exchange and Foreign Zone Service - Please refer to Part G, Section 1, for limitations on the availability of Foreign Exchange Service and Foreign Zone Service.</b> |                                                                                                                                                                                                                                                                                                                                                                                     |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>A.</b>                                                                                                                                                                             | Foreign exchange service is exchange service furnished from an exchange or zone other than that normally serving the area in which the customer is located. Foreign zone service is exchange service furnished from one zone to a location in another zone in the same exchange area. Foreign exchange or foreign zone service may be extended to include a third exchange or zone. |
| <b>B.</b>                                                                                                                                                                             | These services are intended only for communications in which the customer has a direct interest and cannot be used for any purpose for which a payment or other compensation is received by the customer or by joint users, from any other person, firm or corporation, or in the collection, transmission or delivery of any communication for others.                             |
| <b>C.</b>                                                                                                                                                                             | Foreign exchange or foreign zone service is furnished either on a measured or unlimited basis in accordance with services offered in the exchange of connection subject to the general regulations governing the furnishing of unlimited and measured service on the same premises.                                                                                                 |
| <b>D.</b>                                                                                                                                                                             | Municipal Calling service is not furnished with foreign exchange or foreign zone service unless dial tone is provided from a central office serving some portion of the municipality in which the foreign exchange or foreign zone line service address is located.                                                                                                                 |
| <b>E.</b>                                                                                                                                                                             | Foreign exchange or foreign zone service is furnished on a one-party line or trunk line basis only.                                                                                                                                                                                                                                                                                 |
| <b>F.</b>                                                                                                                                                                             | Foreign exchange or foreign zone service furnished in connection with Centrex systems is subject to the regulations specified in Part E.                                                                                                                                                                                                                                            |

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## 5. Exchange Service

### 5.4 Other Services

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|--------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>5.4.2</b> | <b>Foreign Exchange and Foreign Zone Service</b> - Effective February 13, 2026, this service is no longer available to new customers. Moves, changes or modifications to this service will no longer be supported. Service modifications for customers with existing contracts are subject to the terms of their contracts. For wire centers specific service withdrawal information, please refer to Part G, of this Product Guide. |
| <b>G.</b>    | The rate for foreign exchange or foreign zone service is the rate in effect in the foreign exchange or foreign zone for the class of service furnished. In addition, Product Guide rates and charges also apply for associated S&E.                                                                                                                                                                                                  |
| <b>H.</b>    | Foreign exchange service mileage charges and local channel charges to serve a customer's location in a third exchange are as specified in Part B for a Private Line Type 2006 channel.                                                                                                                                                                                                                                               |
| <b>I.</b>    | In addition to the S&E charges, premises work charges apply.                                                                                                                                                                                                                                                                                                                                                                         |

|              |                                                                                                                                                                                                                                                                                                                                                                                                                           |
|--------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>5.4.3</b> | <b>Foreign Central Office Service</b> - Effective February 13, 2026, this service is no longer available to new customers. Moves, changes or modifications to this service will no longer be supported. Service modifications for customers with existing contracts are subject to the terms of their contracts. For wire centers specific service withdrawal information, please refer to Part G, of this Product Guide. |
| <b>A.</b>    | Foreign central office service is exchange service that allows any business customer in a multi-central office exchange or zone to be served by a central office other than that normally serving their area within the exchange.                                                                                                                                                                                         |
| <b>B.</b>    | Foreign central office service is furnished on either a measured or unlimited basis in accordance with service offered in the exchange or zone.                                                                                                                                                                                                                                                                           |
| <b>C.</b>    | Foreign central office service is furnished on a one-party line or trunk line basis only.                                                                                                                                                                                                                                                                                                                                 |
| <b>D.</b>    | The monthly rate is the rate in effect in the exchange for the class of service furnished.                                                                                                                                                                                                                                                                                                                                |
| <b>E.</b>    | Foreign central office service mileage charges are as specified for Private Line Type 2006A channels.                                                                                                                                                                                                                                                                                                                     |
| <b>F.</b>    | S&E charges and premises work charges apply as appropriate.                                                                                                                                                                                                                                                                                                                                                               |

|              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|--------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>5.4.4</b> | <b>Joint User Service</b>                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>A.</b>    | Joint user service is a shared service arrangement that permits a business customer's exchange S&E to be used, when designated by the customer, by individuals, firms or corporations not associated with the customer in business.                                                                                                                                                                                                                               |
| <b>1.</b>    | Joint user service is available only with business one-party exchange service, PBX service and Centrex service.                                                                                                                                                                                                                                                                                                                                                   |
| <b>B.</b>    | Joint user service is not furnished to transient tenants of a customer primarily engaged in the business of renting office space.                                                                                                                                                                                                                                                                                                                                 |
| <b>C.</b>    | Joint user service entitles the joint user to one directory listing in the alphabetical section of the directory. Additional listings are available at the additional listing rate.                                                                                                                                                                                                                                                                               |
| <b>D.</b>    | If a joint user is not located in the same room or suite of rooms as the customer, a telephone of the customer's service must be located on the joint user's premises. Joint user service in connection with foreign exchange or foreign central office services or with extension line service permanently bridged to main exchange lines is furnished only when the joint user is located in the same room or suite of rooms as the customer's listed location. |

Effective: February 13, 2026

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Verizon New England Inc.

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**5. Exchange Service**  
**5.4 Other Services**

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| <b>5.4.4 Joint User Service</b> |                                                                                                                                                                                                   |
|---------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>E.</b>                       | Applications for joint user service, and for additional S&E in connection therewith, must be executed by the customer who is responsible for payment of all charges incurred.                     |
| <b>F.</b>                       | The total charges for telephone service allocated by the customer among the customer and the joint users cannot exceed the charges of Verizon to the customer as set forth in this Product Guide. |
| <b>G.</b>                       | Joint users of a customer's service must have the option of obtaining service, in addition to or in lieu of joint user service, directly from Verizon.                                            |
| <b>H.</b>                       | The monthly rate for joint user service in connection with unlimited service is equivalent to 33 1/3% of the exchange rate for one-party line or for one PBX trunk line.                          |
| <b>I.</b>                       | A minimum service period of one month is applicable to this service.                                                                                                                              |

Verizon New England Inc.

## 5. Exchange Service

### 5.5 Directory Listing Service

| 5.5.1 Description |                                                                                                                                                                                                                                                                                                                                                                                                                              |
|-------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| A.                | Rates and regulations for listing services are applicable only to listings in the alphabetical directories.                                                                                                                                                                                                                                                                                                                  |
| B.                | Directory listings are intended solely as an aid to the use of the telephone system and are therefore limited to such information as is essential to the identification of the listed party. The listing of a service, commodity, or trade name is not permitted unless it is the name, or an integral part of the name, under which the customer does business.                                                             |
| C.                | A listing is limited to one line in the directory, except where in the judgement of Verizon more than one line is required to identify the customer properly. In such cases, the additional lines required are provided at no extra charge.                                                                                                                                                                                  |
| D.                | Listing services are available with all classes of main telephone exchange service and with interexchange services provided by other carriers.                                                                                                                                                                                                                                                                               |
| E.                | Directory listings must conform to Verizon's specifications with respect to its directories.                                                                                                                                                                                                                                                                                                                                 |
| F.                | Verizon's liability arising from errors or omissions in directory listings (other than charged listings) is limited to the amount of actual impairment to the customer's service and in no event shall exceed one-half the amount of the exchange service charges during the period covered by the directory in which the error or omission occurs for main telephone exchange lines, PBX trunks, and Centrex station lines. |
| 1.                | For charged directory listings, the liability of Verizon is limited to an amount not exceeding the amount of charges for the charged listing or listings involved, during the period covered by the directory in which the error or omission occurs.                                                                                                                                                                         |

| 5.5.2 Initial Listings |                                                                                                                                                                                                                                          |
|------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| A.                     | One listing, termed the initial listing is included with each customer's service, with the initial line of a line hunting group, with each joint user service, and with each distinctive ring service number, as specified in Section 7. |

| 5.5.3 Additional Listings |                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|---------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| A.                        | Additional listings are confined to the names of those who are entitled to use the customer's service in accordance with the regulations in Section 1.                                                                                                                                                                                                                                                                                                                       |
| B.                        | Additional listing are included in the alphabetical directory and on directory assistance records, or appear on directory assistance records only.                                                                                                                                                                                                                                                                                                                           |
| C.                        | The monthly rate for an additional listing, provided for a name that is not part of the initial listing, commences the day after the directory assistance records are posted. Directory assistance records are posted either as of the delivery date of the issue of the directory in which the listing first appears, or at any earlier practicable date selected by the customer.                                                                                          |
| D.                        | If an additional listing is ordered discontinued after the closing of the directory, the monthly rate continues through that issue of the directory and up to the date for rates to be effective for the next directory. If the additional listing is ordered discontinued before the closing date of the directory in which it would first appear, the monthly rate continues only to the date of cancellation by the customer, with a minimum service period of one month. |

Verizon New England Inc.

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**5. Exchange Service**  
**5.5 Directory Listing Service**

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| <b>5.5.4 Nonpublished Service</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|-----------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>A.</b>                         | Telephone numbers of nonpublished service are not listed in Verizon's directories or on directory assistance records. Listing information (name, address and number) on nonpublished service is not available to the general public, notwithstanding any claim of emergency the calling party may present, however such information may be displayed on a call-by-call basis at Public Safety Answering Point (PSAP) locations where Emergency Number (911) service is provided. |
| <b>B.</b>                         | Liability for damages arising from publishing the telephone number of nonpublished service in the directory or by the disclosing of said number to any person cannot be attached to Verizon.                                                                                                                                                                                                                                                                                     |
| <b>1.</b>                         | If such number is published in the directory, Verizon's liability is limited to an amount not to exceed the amount of charge made for such nonpublished service.                                                                                                                                                                                                                                                                                                                 |
| <b>C.</b>                         | The customer indemnifies and saves Verizon harmless against any claims for damages caused by the publication of the number of a nonpublished service or by the disclosure of said number to any person.                                                                                                                                                                                                                                                                          |
| <b>D.</b>                         | Exchange lines associated with Verizon or customer provided equipment, the primary purpose of which is to transmit a pre-recorded message are not provided on a nonpublished basis.                                                                                                                                                                                                                                                                                              |

| <b>5.5.5 Nondirectory Listed Service</b> |                                                                                                                                                                                                                                  |
|------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>A.</b>                                | Telephone numbers of nondirectory listed service are omitted or deleted from Verizon's alphabetical directory, however, they are carried in Verizon's directory assistance and other records and are given to any calling party. |

| <b>5.5.6 Nonlisted Service</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|--------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>A.</b>                      | Telephone numbers of nonlisted service are not listed in Verizon's directories or on the directory assistance records. Nonlisted service is available with all classes of main telephone exchange service provided the customer has other exchange service which is listed in the directory or is on directory assistance records in the same name and at the same address. There are no restrictions against furnishing name, address, or number information for nonlisted service. |

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**5. Exchange Service**  
**5.6 Directory Assistance Service**

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| <b>5.6.1 Description</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|--------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>A.</b>                | Verizon furnishes directory assistance service to aid customers in determining telephone numbers. Directory assistance service provides the following types of information:<br><b>1.</b> The requested telephone number when the customer furnishes a city, state and listed name.<br><b>2.</b> The business name and telephone number when the customer does not provide a listed name and requests a category or type of business search (business category search).                                                                                                                                                                       |
| <b>B.</b>                | Rates apply to calls originated in Rhode Island that are placed to appropriate telephone numbers associated with the provision of directory assistance service for Rhode Island. Certain calls as described in Section 5.6.2 are exempt from the applicable rates.                                                                                                                                                                                                                                                                                                                                                                           |
| <b>C.</b>                | No more than two telephone numbers may be requested per call to directory assistance service for requested telephone numbers when the customer furnishes a city, state and listed name.<br><br>No more than two business category searches may be requested per call to directory assistance service. For each business category search request, the operator may respond with up to three random listings. A listing is the name and telephone number. A request can be for either a local or a national business. Each request for a business category search is considered one call to directory assistance service for billing purposes. |
| <b>D.</b>                | A call to directory assistance is considered completed whether or not the numbers requested are available from directory assistance records, or the information requested is normally provided by directory assistance, unless otherwise stated as an exemption in Section 5.6.2.                                                                                                                                                                                                                                                                                                                                                            |

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Effective: March 27, 2012

Verizon New England Inc.

**5. Exchange Service**  
**5.6 Directory Assistance Service**

| <b>5.6.2 Exemptions</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|-------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>A.</b>               | Directly dialed calls to directory assistance are exempt from the directory assistance rates and regulations when placed from the following locations.                                                                                                                                                                                                                                                                                                          |
| <b>1.</b>               | A registered business main telephone exchange line of a handicapped user where assistance is otherwise not available. A business main telephone exchange line may be registered for exemption with Verizon in those instances where one of the users of the line is considered to be functionally disabled. This includes but is not limited to the legally blind, or visually or physically handicapped as defined by The Federal Register, Volume 35 No. 126. |
| <b>a.</b>               | In addition, handicapped users who have registered their main line and are at a location where telephone service is not otherwise exempt from directory assistance charges may reach directory assistance without a charge by dialing zero "0" and informing the operator that they are handicapped and require assistance.                                                                                                                                     |
| <b>2.</b>               | Qualified hospitals where telephones are provided in a majority of patients rooms (includes calls placed over toll access lines or toll terminals). A hospital is considered qualified if it is currently able to meet the registration requirements of the American Hospital Association; however, it is not necessary for the hospital to be so registered.                                                                                                   |
| <b>B.</b>               | Calls to directory assistance service requesting nondirectory listed or nonpublished service telephone numbers are exempt.                                                                                                                                                                                                                                                                                                                                      |
| <b>C.</b>               | Call to directory assistance service from a registered main telephone exchange line where a user's handicap prevents the dialing of a telephone in a conventional manner or permits only the dialing of "0" are exempt.                                                                                                                                                                                                                                         |
| <b>D.</b>               | S&E charges do not apply to a request for exemption.                                                                                                                                                                                                                                                                                                                                                                                                            |

Effective: March 27, 2012

Verizon New England Inc.

**5. Exchange Service**  
**5.7 Nynex Call Connect Service**

| <b>5.7.1 Description</b> |                                                                                                                                                                                                                                                                       |
|--------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>A.</b>                | This service which is offered where suitable facilities exist, provides customers who have received a requested intraLATA telephone number from directory assistance, the option of having an intraLATA call dialed and completed to that requested telephone number. |
| <b>1.</b>                | For customers requesting more than one directory assistance number, this service option is available only to the last telephone number requested.                                                                                                                     |
| <b>B.</b>                | This service is available with all telephone numbers in Verizon's directory assistance service data base, except for the following types of numbers.                                                                                                                  |
| <b>1.</b>                | InterLATA                                                                                                                                                                                                                                                             |
| <b>2.</b>                | 700, 800 and 900                                                                                                                                                                                                                                                      |
| <b>3.</b>                | Nonpublished                                                                                                                                                                                                                                                          |
| <b>C.</b>                | This service is available to business customers on a direct billed, collect, or billed to third number basis. When accessed from a telephone line equipped with Curb-A-Charge, this service is available only on a collect or billed to third number basis.           |
| <b>D.</b>                | Customers may request that their line(s) be restricted to deny this service.                                                                                                                                                                                          |

| <b>5.7.2 Application of Rates and Charges</b> |                                                                                                                                                                                                                           |
|-----------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>A.</b>                                     | The charge for this service is in addition to the applicable direct dialed or operator assisted directory assistance service rates, local usage charges, MTS rates, collect and bill to third number incremental charges. |
| <b>B.</b>                                     | The charge for this service applies for each call dialed and completed for the customer except when the call is identified as exempt under Section 5.6.2.                                                                 |
| <b>C.</b>                                     | When customers request that their line(s) be restricted to deny this service, no recurring or NRCs will apply.                                                                                                            |

Verizon New England Inc.

**5. Exchange Service**  
**5.8 Reserved for Future Use**

Effective April 6, 2013, Busy Line Verification and Busy Line Interrupt Service are withdrawn from this tariff, and Verizon will no longer provide these services as of that date.

| 5.8.1 Reserved for Future Use |  |
|-------------------------------|--|
| A.                            |  |
| 1.                            |  |
| 2.                            |  |
| B.                            |  |
| C.                            |  |

| 5.8.2 Reserved for Future Use |  |
|-------------------------------|--|
| A.                            |  |

| 5.8.3 Reserved for Future Use |  |
|-------------------------------|--|
| A.                            |  |
| B.                            |  |
| 1.                            |  |
| 2.                            |  |
| C.                            |  |
| 1.                            |  |
| 2.                            |  |
| D.                            |  |
| 1.                            |  |
| 2.                            |  |

## 5. Exchange Service

### 5.9 Business Link Optional Calling Plan

| 5.9.1 | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| A.    | Business Link is an optional calling plan for business customers that provides discounts on qualifying usage.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| B.    | Qualifying usage consists of the following when billed to a BTN included in the plan.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 1.    | Directly dialed measured local and MTS calls, including operator assisted calls where direct dialing is not available or the customer is disabled and not able to direct dial.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 2.    | Toll-Free and Dedicated Toll-Free Service calls.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| C.    | A business BTN is eligible for the plan if the qualifying usage in a month is ten dollars or more. The plan is implemented in the first full billing period following the customer's request to enroll in the plan.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| D.    | <b>Volume Discounts—</b> A discount will be applied each month to the customer's qualifying usage charges for each BTN. The applicable percent discount will be determined by the total amount of monthly qualifying usage. For purposes of computing the discount level, each month's total combined charges for qualifying usage for each BTN at a single location are grouped into one of four tiers.                                                                                                                                                                                                                                                                                                                                         |
| E.    | <b>Bonus Credits</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 1.    | On August 1, 2003, customers enrolled in the Business Link OCP will be automatically enrolled in the Business Link Rewards plan. They will earn Bonus Credits under the new structure effective August 1, 2003, if their monthly minimum local and regional charges exceed \$124.99. They may continue to redeem their Bonus Credits until they expire.                                                                                                                                                                                                                                                                                                                                                                                          |
| 2.    | <b>Service Agreement—</b> A customer that signs a 36-month service agreement must commit to a minimum threshold of at least three thousand dollars of monthly qualifying usage for at least one BTN under the agreement. In exchange for participation in the agreement, the customer will earn double Business Link Rewards credits for each dollar of discounted qualifying usage. If the customer no longer has at least one BTN under the service agreement that meets the minimum monthly qualifying usage threshold, for any reason other than external, negative business impacts, the agreement will be terminated. Termination of the service agreement will result in forfeiture of all bonus credits not yet eligible for redemption. |
| a.    | Effective August 1, 2003 the Service Agreement will no longer be available. The Company will honor the terms and conditions of the Service Agreement for all customers enrolled in a service agreement prior to August 1, 2003.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |

Verizon New England Inc.

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**5. Exchange Service**  
**5.9 Business Link Optional Calling Plan**

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| <b>5.9.2 Regulations</b>       |                                                                                                                                                                                                                                                                                                                                       |
|--------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>A. Termination</b>          |                                                                                                                                                                                                                                                                                                                                       |
| 1.                             | Customers may terminate participation in the plan at any time. No previously applied discounts will be affected by customer termination and no termination charges will apply.                                                                                                                                                        |
| 2.                             | The termination will go into effect in the first full billing period following the billing period in which Verizon receives notification from the customer.                                                                                                                                                                           |
| 3.                             | Any BTN which is removed from the customer's membership agreement will not be eligible for enrollment in the Business Link plan for a period of three months. Additional BTN's which are added to the plan are governed by the terms and conditions stated in the initial membership agreement.                                       |
| <b>B. Transfer of Service—</b> | Credits may not be sold, bartered, or assigned to other persons.                                                                                                                                                                                                                                                                      |
| <b>C.</b>                      | The plan is not available with public access line service, public access smart-pay line service, foreign exchange service, Dormitory Communications Service, Selective Calling Service, Inward Toll Calling Plan, Outward Toll Calling Plan, Corporate Rewards, Customer Specific Pricing Plans, Large System-specific Pricing Plans. |

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Verizon New England Inc.

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**5. Exchange Service**  
**5.10 Business Rewards**

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As of July 21, 2020, the Business Rewards program will be withdrawn from this Product Guide and all customers will cease receiving loyalty rewards after July 21, 2020.

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Verizon New England Inc.

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**5. Exchange Service**  
**5.10 Business Rewards**

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As of July 21, 2020, the Business Rewards program will be withdrawn from this Product Guide and all customers will cease receiving loyalty rewards after July 21, 2020.

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Effective: July 21, 2020

Verizon New England Inc.

## 5. Exchange Service

### 5.11 National-411 (N-411) Service

| 5.11.1 Description |                                                                                                                                                                                                                                                              |
|--------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>A.</b>          | N-411 is provided to customers requesting information on listings outside the state of Rhode Island.                                                                                                                                                         |
| <b>1.</b>          | N-411 service is furnished subject to the availability of facilities and is accessed by dialing 411 or such number(s) as Verizon may designate.                                                                                                              |
| <b>B.</b>          | A maximum of two requests for listings (N-411 or directory assistance) will be allowed per call.                                                                                                                                                             |
| <b>C.</b>          | A call to N-411 is considered completed whether or not the number(s) requested are available from Verizon records, or the information requested is not normally provided such as nondirectory listed or nonpublished service telephone numbers or not found. |
| <b>D.</b>          | N-411 is available only on a direct dialed basis and may not be alternately billed.                                                                                                                                                                          |
| <b>E.</b>          | N-411 is not available from the following services.                                                                                                                                                                                                          |
| <b>1.</b>          | Hospital Patient Lines                                                                                                                                                                                                                                       |
| <b>2.</b>          | Hotel/Motel Guest Lines                                                                                                                                                                                                                                      |
| <b>3.</b>          | Public Access Smart-pay Lines (PASL)                                                                                                                                                                                                                         |
| <b>4.</b>          | Public Access Lines (PAL)                                                                                                                                                                                                                                    |

| 5.11.2 Liability |                                                                                                                                                                                                                                                         |
|------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>A.</b>        | Verizon shall not be liable for any errors or omissions, whether arising through negligence or otherwise, in the information furnished and the customer shall save Verizon harmless against all claims that may arise from the use of such information. |

| 5.11.3 Application of Rates and Charges |                                                                                                                                                                                                        |
|-----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>A.</b>                               | A charge applies for each directly dialed and completed N-411 call. There is no allowance on charges for N-411 calls.                                                                                  |
| <b>B.</b>                               | A customer request for both an N-411 listing and a Rhode Island listing on the same call will incur only the N-411 charge.                                                                             |
| <b>C.</b>                               | <b>Exemptions—</b> Charges for N-411 are not applicable to calls from customers who have registered with Verizon as being unable to use telephone directories because of visual or physical handicaps. |

Effective: December 1, 2011