

LOCAL EXCHANGE SERVICES

Effective January 31, 2020, the services in this tariff are withdrawn for all customers except Federal, State and Local Government Agencies, and Educational Institutions (whether public or private, including elementary and secondary schools and colleges/universities). A reasonable transition period beyond January 31, 2020 may be permitted for those customers of withdrawn services that have contacted the Company prior to January 31, 2020 where the Company determines that additional time is needed to establish a replacement service or for complex services that the Company determines require additional time to complete the disconnection of all circuits.

Effective November 30, 2020, the services in this tariff are withdrawn for all Federal, State and Local Government Agencies, and Educational Institutions (whether public or private, including elementary and secondary schools and colleges/universities). A reasonable transition period beyond November 30, 2020 may be permitted for those customers of withdrawn services that have contacted the Company prior to November 30, 2020 where the Company determines that additional time is needed to establish a replacement service or for complex services that the Company determines require additional time to complete the disconnection of all circuits.

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SECTION 10 - GRANDFATHERED SERVICES

10.1 Message Toll Services - As of October 22, 2005, this product will only be available to current customers at their current locations.

10.1.1 Description of Service

The Company will provide two-way message toll service that is flat-rated and billed in six (6)-second increments after the initial eighteen (18) seconds.

(A) Rates

Per Minute/Message Toll Service Only \$ 0.12

10.1.2 Directory Assistance

Directory Assistance service provides a Customer with requested telephone numbers and/or addresses within the Customer’s local calling area. Customers can reach a Directory Assistance Operator by dialing 411 or (NPA) 555-1212. The Directory Assistance Operator will furnish up to three items per call or will let the Customer know if the requested information cannot be found. Customers will be charged for calls placed to Directory Assistance even when the requested information cannot be found.

(A) Rates

Per Call \$ 2.25

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LOCAL EXCHANGE SERVICES

SECTION 10 - GRANDFATHERED SERVICES, (CONT'D.)

10.1 Message Toll Services (Cont'd.)- *As of October 22, 2005, this product will only be available to current customers at their current locations.*

10.1.2 Directory Assistance (Cont'd.)

- (B) Customers using Company's Directory Assistance Service will have the option of completing calls through Company's Call Completion feature. At the Customer's request, the Directory Assistance Operator will connect the Customer to the requested telephone number. In addition to the per call charge for Directory Assistance listed above, Customers will be charged for the duration of the completed call as follows:
- (a) Customers placing the call from a telephone line that is subscribed to Company long distance service will be charged according to Customer's current Company rate plan.
 - (b) Customers placing a call from a telephone line that is subscribed to Company local service only will be charged \$0.10 per minute for the duration of the completed call.

Other than the Directory Assistance per call charge and the applicable usage charges for the completed call, there is no additional charge for using this feature.

(C) A credit will be given for calls to Directory Assistance as follows:

- (a) The Customer experiences poor transmission or is cut-off during the call; or
- (b) The Customer is given an incorrect telephone number.

To obtain such a credit, the Customer must notify its Customer Service representative within 48 hours of the placement of the call to Directory Assistance.

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LOCAL EXCHANGE SERVICES

SECTION 10 - GRANDFATHERED SERVICES, (CONT'D.)

10.1 Message Toll Services (Cont'd.)- *As of October 22, 2005, this product will only be available to current customers at their current locations.*

10.1.3 Operator Services

(A) Description of Service

A Customer may obtain the assistance of a local operator to complete local exchange telephone calls in the following manner:

Third Number Billing: Provides the Customer with the capability to charge a local call to a third number which is different from the called or calling party. The party answering at the third number has the option to refuse acceptance of the charges in advance or when queried by the operator.

Collect Calls: Provides the Customer with the capability to charge a call to the called party. On the operator announcement of a collect call, the called party has the option to refuse acceptance of charges in advance or when queried by the operator.

Person to Person: Calls completed with the assistance of an operator to a particular Station and person specified by the caller. The call may be billed to the called party.

Station to Station: Calls completed with the assistance of an operator to a particular Station. The call may be billed to the called party.

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LOCAL EXCHANGE SERVICES

SECTION 10 - GRANDFATHERED SERVICES, (CONT'D.)

10.1 Message Toll Services (Cont'd.)- *As of October 22, 2005, this product will only be available to current customers at their current locations.*

10.1.3 Operator Services

(B) Rates

Third Number Billing	
Automated	\$2.25
Operator Handled	\$2.25
Collect Calling	
Automated	N/A
Operator Handled	\$3.00
Person to Person	
Automated	\$3.00
Operator-Handled	\$3.00
Station to Station	
Automated	\$1.80
Operator-Handled	\$1.80
Operator Completed Calls, per MOU	\$0.20

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LOCAL EXCHANGE SERVICES

SECTION 10 - GRANDFATHERED SERVICES, (CONT'D.)

- 10.2 XO Gold and Platinum Service - *As of October 22, 2005, this product will only be available to current customers at their current locations.*

XO's Gold and Platinum Services provide customers of the company with direct dialed communications services which are available for use by its customers on a twenty-four (24) hours a day seven days a week basis. Customers may originate Gold and Platinum services from locations served by the Company, and may terminate such calls to any location within the State of Michigan. Gold and Platinum Services include 1+ Outbound and Inbound Service, Operator Assistance, Toll Free Service and Directory Assistance Services as set forth below. Customers may not substitute other services or rates for those set forth in this section or other sections of this tariff that are associated with the Gold and Platinum Service, excepted as explicitly permitted by the terms and conditions of the Gold and Platinum Service.

For the purposes of this Section, timing of messages will be determined by the following method.

- (a) Chargeable time begins when connection is established between the calling station and the called station.
- (b) Chargeable time ends when the calling station "hangs up" thereby releasing the network connection. If the called station "hangs up" but the calling station does not because of the limitations of non-Company equipment used to terminate the call, chargeable time ends when the network connection is released by automatic timing equipment in the telephone network.

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LOCAL EXCHANGE SERVICES

SECTION 10 - GRANDFATHERED SERVICES, (CONT'D.)

10.2 XO Gold and Platinum Service (Cont'd.)- *As of October 22, 2005, this product will only be available to current customers at their current locations.*

10.2.1 Usage Rates

Usage Rates for Gold and Platinum Services are billed in six (6) second increments with an initial billing period of six seconds. The duration of each call for bill purposes will be rounded off to the nearest highest increment. Fractional cents will be rounded to the next highest cent. The following rates apply to intrastate interLATA and IntraLATA calls.

XO Platinum is an On-Net service where XO is the provider of dial tone. XO Gold is an Off-Net service where the local dial tone is provided by a LEC other than XO.

(A) Standard Rates for Inbound and Outbound Services:

	<u>IntraLATA</u>	<u>InterLATA</u>
Platinum Rate	\$ 0.066	\$ 0.05797
Gold Rate	\$ 0.085	\$ 0.105

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LOCAL EXCHANGE SERVICES

SECTION 10 - GRANDFATHERED SERVICES, (CONT'D.)

10.2 XO Gold and Platinum Service (Cont'd.)- *As of October 22, 2005, this product will only be available to current customers at their current locations.*

10.2.2 Non-Company Access Lines (Local Loops)

Where XO is not the provider of special access to the customer, XO may, at the customer's request and where available, order such access from the applicable LEC. In such cases XO reserves the right to charge that end user, in lieu of XO's tariffed access rates, a rate equal to the rates charged by the applicable LEC to XO, including any adjustments to such charges necessary to reflect any rate changes instituted by the applicable local exchange carrier.

10.2.3 Payphone Surcharge

A payphone surcharge will be charged for each toll free call placed from a pay telephone, toll-free switched and dedicated services traffic, and any 10-10-XXX-0-plus dial around service traffic.

Per Call	\$0.50
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LOCAL EXCHANGE SERVICES

SECTION 10 - GRANDFATHERED SERVICES, (CONT'D.)

10.2 XO Gold and Platinum Service (Cont'd.)- *As of October 22, 2005, this product will only be available to current customers at their current locations.*

10.2.4 Directory Assistance

Directory Assistance service provides a Customer with requested telephone numbers and/or addresses within the state. Customers can reach a Directory Assistance Operator by dialing 411 or (NPA) 555-1212. The Directory Assistance Operator will furnish up to three items per call or will let the Customer know if the requested information cannot be found. Customers will be charged for calls placed to Directory Assistance even when the requested information cannot be found.

(A) Each call to Directory Assistance will be charged as follows:

	<u>Per Call</u>
IntraLATA	\$2.25
InterLATA	\$2.25

(B) Call Completion Feature

Customers using Company’s Directory Assistance Service will have the option of completing calls through Company’s Call Completion feature. At the Customer’s request, the Directory Assistance Operator will connect the Customer to the requested telephone number. In addition to the per call charge for Directory Assistance listed above, Customers will be charged for the duration of the completed call as follows:

- (1) Customers placing the call from a telephone line that is subscribed to Company long distance service will be charged according to Customer’s current Company rate plan.
- (2) Customers placing a call from a telephone line that is subscribed to Company local service only will be charged \$0.10 per minute for the duration of the completed call.

Other than the Directory Assistance per call charge and the applicable usage charges for the completed call, there is no additional charge for using this feature.

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LOCAL EXCHANGE SERVICES

SECTION 10 - GRANDFATHERED SERVICES, (CONT'D.)

10.2 XO Gold and Platinum Service (Cont'd.)- *As of October 22, 2005, this product will only be available to current customers at their current locations.*

10.2.4 Directory Assistance (cont'd)

(C) A credit will be given for calls to Directory Assistance as follows:

The Customer experiences poor transmission or is disconnected during the call; or

The Customer is given an incorrect telephone number.

To obtain such a credit, the Customer must notify its Customer Service representative within 48 hours of the placement of the call to Directory Assistance

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LOCAL EXCHANGE SERVICES

SECTION 10 - GRANDFATHERED SERVICES, (CONT'D.)

10.2 XO Gold and Platinum Service (Cont'd.)- *As of October 22, 2005, this product will only be available to current customers at their current locations.*

10.2.5 Term and Volume Discount

<u>Annual Commitment Level</u>	<u>1 Year</u>	<u>2 Years</u>	<u>3 Years</u>
\$3,600	5.0%	6.5%	8.5%
\$6,000	7.5%	9.5%	11.5%
\$12,000	12.5%	14.5%	16.5%
\$18,000	15.0%	17.0%	19.0%
\$24,000	17.5%	19.5%	21.5%
\$36,000	18.0%	20.0%	22.0%
\$48,000	19.0%	21.0%	23.0%
\$60,000	20.0%	22.0%	24.0%
\$120,000	22.0%	24.0%	26.0%
\$240,000	24.0%	26.0%	28.0%
\$600,000	26.0%	28.0%	30.0%

10.2.6 Features

	<u>MRC</u>	<u>NRC</u>
Verified Account Codes (1-100)	\$10.00	\$25.00
Verified Account Codes – per 100 after first 100	\$10.00	\$25.00
Changes to Verified Account Codes, per change	\$0.00	\$10.00
Toll Free Number – Per Number	\$16.34	\$0.00
Toll Free Number Directory Listing – Per Listing	\$10.00	\$35.00
Toll Free – Real Time ANI	\$5.00	\$5.00
Toll Free Digital Number Identification Service	\$0.00	\$450.00
Route Advanced Overflow	\$10.00	\$135.00
Payphone Blocking	\$0.00	\$135.00
Toll Free – Alternate Routing Disaster	\$35.00	\$95.00
Toll Free Change Charge	\$0.00	\$35.00
Toll Free – Day of Year Routing	\$5.00	\$95.00
Toll Free Expedite Charge	\$0.00	\$500.00
Toll Free LATA Restriction / Allowance	\$0.00	\$135.00
Toll Free Message Referral	\$0.00	\$0.00
Toll Free NPA/NXX Restriction / Allowance	\$0.00	\$135.00
Toll Free State Restriction / Allowance	\$0.00	\$135.00
Toll Free Additional Listings	\$10.00	\$35.00
Toll Free Feature Package	\$35.00	\$35.00
Includes: State Routing, LATA Routing, Area Code Routing, NPA/NXX, Percent Allocation, Time of Day Routing, Time of Week Routing		
Toll Free Number Directory Listing – 1-4 Listings	\$10.00	\$35.00
Toll Free Number Directory Listing – 5-10 Listings	\$10.00	\$45.00
Toll Free Area Code Restriction / Allowance	\$0.00	\$135.00
Route Advanced Overflow	\$10.00	\$135.00

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