
INDIVIDUAL LINE SERVICE, AUXILIARY LINES AND EXTENSIONS

A. INDIVIDUAL AND AUXILIARY LINE SERVICE

1 Exchange Service

- a. Exchange service is the provision to the subscriber of access to the exchange system for the purpose of making calls at Product Guide charges and for the purpose of receiving calls. This access is achieved through the provision of a central office line (exchange access line) between the central office and the subscriber's premises.

Exchange service is furnished as specified in the Local Exchange Tariff. See Paragraph A.2. of this Section following for additional charges applicable to foreign exchange service*.

(N)

- b. Individual line service is a grade of exchange service providing an exchange access line for one subscriber only. A subscriber to individual line service may have two or more individual lines grouped for incoming service, if the lines are of the same central office and terminate in stations on the same premises.

c. Flat Rate and Message Rate Service

- (1) Flat Rate Service is the type of exchange service provided at a monthly rate with an unlimited number of calls within a specified area. This area is described, as to each exchange, in the Local Exchange Tariff. Outside that area each call is charged for.
- (2) Message Rate Service is provided at a monthly rate either with a specific dollar allowance for local calls or with no allowance. Charges for each local call apply when the allowance, if any, is exceeded. The types of message rate service offered are as follows:
- (a) Individual line timed message rate service. This includes a monthly local usage allowance. All calls are timed, with additional charges for each minute of overtime after the first five minutes.

* Effective January 15, 2020, foreign exchange service is no longer available. Moves, additions or changes to subscribers existing services will not be permitted.

(N)
(N)

INDIVIDUAL LINE SERVICE, AUXILIARY LINES AND EXTENSIONS

A. INDIVIDUAL AND AUXILIARY LINE SERVICE (Cont'd)

1. Exchange Service (Cont'd)

c. Flat Rate and Message Rate Service (Cont'd)

(2) Message Rate Service (Cont'd)

(b) Auxiliary Line Service. This service consists of a central office line (exchange access line) which may be furnished to supplement message rate individual line service. An auxiliary line service has the same local calling area as the related individual line service. Subject to the availability of facilities, an auxiliary line service may be in the same incoming service group with the individual line service. All calls made over an auxiliary line service are charged for as if made over the individual line service. A termination of the auxiliary line service must be located on the subscriber's premises at which a termination of the individual line service is located. A subscriber may change an auxiliary to an individual line, or vice versa, at any time upon request but the change will not be made retroactive.
(For auxiliary line service in connection with PBX service, see Part B, Section 4 of this Product Guide.)

2. Additional Charges for Foreign Exchange Service*

(N)

For foreign exchange service, a foreign exchange line equipment terminal charge per month applies to each foreign exchange line served from a Verizon New York Inc. central office. For foreign exchange line mileage charges, see Part B, Section 6 of this Product Guide.

Foreign Exchange Line
Equipment Terminal Charge
\$ 44.00

(N)

3. Connecticut Service Fund

The Connecticut Service Fund Surcharge is a rate which recovers the Company's Lifeline costs and subsidies and Telephone Relay Service (TRS) costs. The rate applies to the following basic exchange access services on a monthly basis:

Individual Message Business Line
PBX Trunk-Message Rate
Public Telephone Services

The surcharge applies, on a monthly basis, to basic exchange access services as defined in this Section:

<u>PERIOD</u>	<u>SURCHARGE</u>
November 1, 1995 through October 31, 1996	\$0.00

* Effective January 15, 2020, foreign exchange service is no longer available. Moves, additions or changes to subscribers existing services will not be permitted.

(N)

(N)

INDIVIDUAL LINE SERVICE, AUXILIARY LINES AND EXTENSIONS

B. EXTENSION SERVICE AND INSIDE WIRE

1. Definitions

Extension Service - The term "extension service" denotes the extension lines at locations in addition to the location of the main line. Mileage charges specified in Part B, Section 6 of this Product Guide apply where the same central office line has terminations in different buildings.

Inside Wire

All wire, connecting blocks, and all material associated with the wire located on the subscriber's side of the Demarcation Point.

Extension Service is connected to an individual or auxiliary line for the same subscriber and with the same telephone number. (Lines connecting individual lines or auxiliary lines to Answering Bureaus are classified as intercept lines and are subject to the Terms and Conditions in Part B, Section 5 of this Product Guide.)

2. Location

a. Individual And Auxiliary Lines--Business

Extension service may be located on any premises of the subscriber or a joint user (As defined in Part B, Section 14 of this Product Guide) or premises of the subscriber's or a joint user's employees, provided the use is restricted to the subscriber, a joint user and their employees.

Extension service may be located outside the premises of the subscriber, a joint user and their employees, subject to the following conditions:

1. Some form of exchange service, other than Public Telephone Service, is furnished continuously under a separate contract in the same building and on the same premises as the extension service.
2. Extension service is furnished with the understanding that the use is restricted to intercommunication or completion of incoming calls.

3. Calls Between Stations On The Same Line

Each call between stations on the same message rate central office line is charged as one local message except where the call is made over intercommunicating facilities provided by the Company.

4. Restrictive Equipment

	<u>Monthly Rate</u>	<u>Connection Charge</u>
Each telephone equipped to restrict one or more lines	\$ 3.29	\$ 38.30

INDIVIDUAL LINE SERVICE, AUXILIARY LINES AND EXTENSIONS

C. CUSTOM CALLING SERVICES

1. General

Custom Calling Services are furnished on individual and auxiliary lines served from central offices which are equipped for Custom Calling Services.

The facilities and equipment for this service are in the central office. The service is furnished subject to the availability of facilities.

Custom Calling Services are furnished to enable the subscriber, by operating the dial and switchhook of his telephone, to perform one or more of the following functions:

- a. Speed Dialing which permits dialing preselected frequently-called 7 or 10 digit telephone numbers by means of an abbreviated code. This feature is available in either an 8-number or 30-number capacity.
- b. Threeway Calling, which permits an existing call to be held and a second telephone call to be established and added to the connection. Transmission may not be satisfactory on all Threeway Calling connections. Threeway Calling is available on a subscription basis as well as on a per activation basis called Usage Threeway Calling.
- c. Call Forwarding, which permits the subscriber to direct all incoming calls so that they may be answered at another telephone. Transmission may not be satisfactory on all Call Forwarding connections.
- d. Call Waiting, which provides a tone signal to indicate to a subscriber already engaged in a telephone call that a second call is waiting. It also permits him to hold the first call, answer the second call and then alternate between both calls.
- e. Call Forwarding Options
 - (1) Call Forwarding Busy Line# - allows an incoming call to the subscriber's line to be automatically forwarded to a preselected telephone number when the line is busy.
 - (2) Call Forwarding Don't Answer# - allows an incoming call to the subscriber's line to be automatically forwarded to a preselected telephone number when the line is unanswered after a predetermined number of rings. The subscriber must designate the Variable Ring (two to seven rings).
 - (3) Call Forwarding Busy Line Don't Answer provides the subscriber with forwarding capability for both busy and don't answer conditions.
 - (4) Multipath Call Forwarding (1 – 5 paths) allows the station user to forward simultaneous messages over one line to a destination. This feature is only available to individual message business customers.

Call Forwarding Busy Line and Call Forwarding Don't Answer are no longer available to business customers. Existing business customers as of August 21, 2016, may retain these services at existing locations. Additions, rearrangements and moves are not permitted.

INDIVIDUAL LINE SERVICE, AUXILIARY LINES AND EXTENSIONS

C. CUSTOM CALLING SERVICES (Cont'd)

2. Terms and Conditions

- a. Call Forwarding Busy Line, Call Forwarding Don't Answer and Call Forwarding Busy Line Don't Answer
 - (1) Call Forwarding Busy Line, Call Forwarding Don't Answer and Call Forwarding Busy Line Don't Answer are available to individual line business subscribers where facilities permit.
 - (2) Unless specifically exempted, Call Forwarding Busy Line, Call Forwarding Don't Answer and Call Forwarding Busy Line Don't Answer are subject to all general Terms and Conditions applicable to the provision of service by the Company as specified in Part A of this Product Guide.
 - (3) A line may have either one or both of the Call Forwarding Busy Line and/or Call Forwarding Don't Answer features.
 - (4) Call Forwarding takes precedence over all Call Forwarding Busy Line, Call Forwarding Don't Answer and Call Forwarding Busy Line Don't Answer when Call Forwarding is activated.
 - (5) Call Forwarding Busy Line or the combination of Call Forwarding Busy Line and Don't Answer cannot be provisioned on a line equipped for Call Waiting.
 - (6) The "forwarded-to" number may be changed on lines equipped with Call Forwarding Busy Line and/or Call Forwarding Don't Answer.
 - (7) A Service Order Charge applies to change the Variable Ring (count) and/or the "forwarded-to" telephone number.
 - (8) Call Forwarding Busy Line, Call Forwarding Don't Answer and Call Forwarding Busy Line Don't Answer may be resold or shared provided that Verizon New York Inc. is not responsible for resold or shared services and equipment. The customer of record is responsible for allocating the charges for resold and shared services and equipment.
 - (9) The furnishing of facilities and service to resellers and sharers is subject to the Terms and Conditions for Special Charges set forth in Part A, Section 1.A.5 and 1.G.2. of this Product Guide.

INDIVIDUAL LINE SERVICE, AUXILIARY LINES AND EXTENSIONS

C. CUSTOM CALLING SERVICES (Cont'd)

3. Rates and Charges

The following rates and charges are in addition to all other applicable rates and charges for the facilities and service furnished.

a. Custom Calling Services, each line equipped, including all stations on the line

	<u>Monthly Rate Business</u>	<u>Connection Charge*</u>	<u>USOC</u>	
(1) Speed Dialing 8-number capacity	\$ 6.00#		ESL	
(2) Speed Dialing 30-number capacity	9.00	Service Charge	ESF	
(3) Three-way Calling	9.25#	Specified in	ESC	(I)
(4) Call Forwarding	9.75#	Section 12	ESM	(I)
(5) Call Waiting	13.50#		ESX	(I)
##(6) Combination of all features shown in:				
(4) and (5)	\$11.50		ES7	
(3) and (5)	9.17		ER9	
(3) and (4)	7.33		ER5	
(3), (4) and (5)	12.83	Service Charge	ETC	
(4) and (1)	7.33	Specified in	ER3	
(5) and (1)	9.17	Section 12	ES6	
(3) and (1)	7.33		ER6	
(4), (5) and (1)	12.83		ESA	
(3), (5) and (1)	12.83		ET8	
(3), (4) and (1)	11.00		ESR	
(3), (4), (5) and (1)	15.58		ES3	

* Only one connection charge applies to the connection of one or more Custom Calling Service features on one or more lines at the same time and on the same service of the subscriber.

No connection charge applies to the connection of one or more Custom Calling Service features when the work is ordered for completion coincident with other work in connection with the same service of the subscriber, when such other work is subject to service connection, move or substitution charges.

When a subscriber with a Custom Calling Service requests the addition of one or more features to accomplish a combination of features as specified in Section C.3.a.(6), the monthly rate is increased to conform with the rate specified in Section C.3.a.(6) and the connection charge applies as specified herein.

These combinations of features are provided to existing subscribers only. Changes and/or moves are not permitted.

INDIVIDUAL LINE SERVICE, AUXILIARY LINES AND EXTENSIONS

C. CUSTOM CALLING SERVICES (Cont'd)

3. Rates and Charges (Cont'd)

a. (Cont'd)

- (7) Call Forwarding Busy Line, Call Forwarding Don't Answer and Call Forwarding Busy Line Don't Answer

	<u>Monthly Rate</u> <u>Business</u>	<u>USOC</u>	
Call Forwarding Busy Line Business **	\$5.00	GCZ	
Call Forwarding Don't Answer Business **	7.15	CFZ	(I)
Call Forwarding Busy Line Don't Answer Business	9.50	E5E	(I)

- (8) Multipath Call Forwarding (1 – 5 paths), *
Per path
Business

\$6.50

- (9) Usage Three-way Calling##

Monthly Rates

Business

Per activation	\$2.00
Monthly Maximum	7.50

Blocking of Usage Three-way Calling is available at no charge. No connection charges apply. Normal usage charges apply.

** Call Forwarding Busy Line and Call Forwarding Don't Answer are no longer available to business customers. Existing business customers as of August 21, 2016, may retain these services at existing locations. Additions, rearrangements and moves are not permitted.

* Appropriate Service Connection Charges, as specified in Part B, Section 12 of this Product Guide, apply. A Service Order Charge applies to change the Variable Ring (count) and/or the forwarded-to telephone number.

INDIVIDUAL LINE SERVICE, AUXILIARY LINES AND EXTENSIONS

C. CUSTOM CALLING SERVICES (Cont'd)

3. Rates and Charges (Cont'd)

b. Charges for calls in connection with Custom Calling Services

(1) Threeway Calling --

Product Guide rates apply for the calls between the Custom Calling Service subscriber's telephone and each of the other telephones on the connection.

(2) Call Forwarding --

The Custom Calling Service subscriber is responsible for the payment of the Product Guide rate for a station-to-station call between his Custom Calling Service equipped telephone and the telephone at which the call is answered. The charge applies to each call answered, including the call establishing the Call Forwarding mode which are refused at the answering telephone.

(3) Call Forwarding Busy Line, Call Forwarding Don't Answer and Call Forwarding Busy Line Don't Answer -- Forwarding

A Call Forwarding Busy Line, Call Forwarding Don't Answer and Call Forwarding Busy Line Don't Answer subscriber served from a digital switch is responsible for the payment of the Product Guide station-to-station charges between the Call Forwarding Busy Line, Call Don't Answer and Call Forwarding Busy Line Don't Answer equipped station and the station at which the call is answered. The charge applies to each call answered.

INDIVIDUAL LINE SERVICE, AUXILIARY LINES AND EXTENSIONS

D. REMOTE CALL FORWARDING SERVICE

1. General

Remote Call Forwarding (RCF) is a local exchange service that utilizes a telephone number and electronic central office facilities by which all incoming calls to the RCF telephone number are forwarded automatically to the subscriber's central office line in the same exchange as the RCF number or in a different exchange or to a Dedicated Inward WATS Toll-Free Service* access line. (N)

2. Terms and Conditions

a. Remote Call Forwarding (RCF) service is offered in central offices where facilities permit.

b. RCF paths may be used singly, in groups, or as overflow paths for foreign exchange** trunk groups. Only one forwarding number is permitted per group. (N)

c. Remote Call Forwarding is not offered where the terminating number is a Public Telephone Service.

d. Identification of the originating telephone number is not provided to the Remote Call Forwarding customer.

e. Transmission may not be satisfactory on all calls.

f. Remote Call Forwarding is not represented as suitable for the transmission of data.

g. The central office line on which the remote call terminates may not be equipped with Call Forwarding.

h. Remote Call Forwarding is provided on condition that the customer subscribe to sufficient RCF paths and terminating facilities to adequately handle calls to the RCF customer without interfering with or impairing any other services offered by the Company.

i. The minimum charge for the RCF Service is the monthly rate for one month plus the Service Connection Charges.

j. Charges for the call to the Remote Call Forwarding directory number shall be paid by the calling party.

k. Each RCF group is entitled to one alphabetical and one classified listing at no additional charge in the directory which serves the associated RCF central office. Overflow paths associated with the foreign exchange trunk groups are not listed. All other listing Terms and Conditions for business individual lines apply, except that no charge applies for non-published service in connection with RCF.

* Dedicated Inward WATS Toll-Free service is no longer available. Moves, additions or changes to subscribers existing services will not be permitted. (N)

** Effective January 15, 2020, Foreign Exchange service is no longer available. Moves, additions or changes to subscribers existing services will not be permitted.] (N)

INDIVIDUAL LINE SERVICE, AUXILIARY LINES AND EXTENSIONS

D. REMOTE CALL FORWARDING SERVICE (Cont'd)

3. Rates

	<u>Monthly Rate*</u> <u>Business</u>	<u>Nonrecurring</u> <u>Charges</u>	<u>USOC</u>
a. Remote Call Forwarding, each path			
- Initial	\$31.00 (l)	Charge to connect an	RCFVE, RCFVS
- Additional	27.90 (l)	individual line	RCA
b. Rearrangement and Changes			
(1) Change of telephone number to which calls are forwarded, per occasion		Rewire Charge	
(2) Change of Directory Listing, per occasion		Record Order Charge	

* In addition, the subscriber to Remote Call Forwarding is responsible for dial type (DDD) station-to-station local or toll charges applicable to calls transferred from the forwarding location to the terminating location. This charge applies for each call answered. For calls transferred within the same local calling area, the message rate schedule applies. No allowance for local calls is included in the RCF monthly rate.

INDIVIDUAL LINE SERVICE, AUXILIARY LINES AND EXTENSIONS

E. BLOCKING SERVICE

1. General

Blocking Service is a feature that permits customers to restrict access from their telephone lines to vendor operated services provided by Interexchange Carriers on the 900 Service Access Code.

2. Terms and Conditions

- a. Blocking Service is available where facilities permit.
- b. Blocking Service is available to business individual line, multi-line business and PBX Service and Centrex Services customers.

3. Rates and Charges

	<u>Nonrecurring Charge</u> <u>Business</u>
Blocking 900 service access code, per line only:	
One and Two Individual Line Business	\$10.00*#
Three or More Individual Line Business; Business PBX Service	**
Centrex Services	##

* A Service Order Charge does not apply.

The nonrecurring charge for the initial request is waived for 90 days as follows: (1) from a subscriber's service establishment date or (2) from the date blocking capability becomes available in a subscriber's serving central office.

** A Service Order Charge and Line Change Charges as specified in Part B, Section 12.A of this Product Guide apply.

For Centrex Services - Service and Rewire Charges do not apply.

INDIVIDUAL LINE SERVICE, AUXILIARY LINES AND EXTENSIONS

F. DISTINCTIVE RING

1. General

Distinctive Ring will enable a subscriber to have up to two additional (dependent) telephone numbers associated with a business access line (only one conversation can take place at any one time). The telephone number assigned to the access line is referred to as the main number. A different ringing pattern will be provided for each dependent telephone number to facilitate the customer's identification of incoming calls. For customers also subscribing to Call Waiting Service, a corresponding but not identical Call Waiting tone for each additional dependent telephone number will be provided.

In addition, subscribers to Call Forwarding Service must choose between two options, when establishing Distinctive Ring. See Terms and Conditions Paragraph F.2.e. of this Section following.

One standard alphabetical listing (Alphabetical Directory) for each dependent number, will be provided for subscribers to Distinctive Ring. See Terms and Conditions Paragraph F.2.d. of this Section following.

2. Terms and Conditions

- a. Distinctive Ring is available to business line customers, and is subject to the availability of facilities. Only one conversation can take place at any one time.
- b. Distinctive Ring is not compatible with Centrex, Private Branch Exchange (PBX) and with lines terminating in customer premises switching equipment.
- c. Distinctive Ring may not be compatible with certain customer provided telephone equipment. The Company is not responsible for such equipment.
- d. Distinctive Ring subscribers will be entitled to only standard alphabetical listings (Alphabetical Directory) for each dependent number provided hereunder, subject to the Terms and Conditions specified in Part B, Section 8 of this Product Guide. Other listings may also be provided under the terms, conditions and charges described in Part B, Section 8 of this Product Guide.

- e. When establishing Distinctive Ring, Call Forwarding subscribers must choose one of the following options:

OPTION I - All telephone numbers (the main and dependent) associated with the one access line will be forwarded to a single number when Call Forwarding service is activated.

or

OPTION II - The main number only will be forwarded when Call Forwarding service is activated. The additional dependent telephone number(s) will continue to ring without being forwarded.

- f. Any suspension or termination of the service connected with the main telephone number will also affect the dependent number(s) as specified in Part A, Section 1 of this Product Guide.

INDIVIDUAL LINE SERVICE, AUXILIARY LINES AND EXTENSIONS

F. DISTINCTIVE RING (Cont'd)

2. Terms and Conditions (Cont'd)

- g. The subscriber to the main telephone number will be responsible for all charges incurred in connection with the dependent numbers including collect and third-party calls.
- h. Appropriate Service Connection Charges as specified in Part B, Section 12 of this Product Guide will apply for the establishment and subsequent changes to Distinctive Ring.

3. Rates and Charges

In addition to Service Order Charges as specified in Part B, Section 12 of this Product Guide, the following rates apply per line:

	Monthly <u>Rate#</u>	<u>USOC</u>
Business One additional dependent telephone number with Distinctive Ring, per access line	\$9.50	DRS1X
Two additional dependent telephone numbers with Distinctive Ring, per access line	11.50	DRS2X

A Service Connection Charge applies, as specified in Part B, Section 12 of this Product Guide.

INDIVIDUAL LINE SERVICE, AUXILIARY LINES AND EXTENSIONS

G. PHONESMART® SERVICES

1. General

PHONESMART® Services are a set of call management features which utilize the network's ability to forward a calling number between the originating and terminating central offices and depend on the availability of common channeling signaling (CCS7).

The PHONESMART Services are as follows:

a. *69

Dependent upon the customer's serving central office, the customer by dialing a special code either (1) automatically returns the most recent incoming call, even if it is not answered, or (2) receives an audible announcement of the telephone number, date and time of the last incoming call and has the option of having the call automatically returned by dialing another code. If the called number is busy, the call will be attempted for a maximum of 30 minutes without tying up the end-user's telephone. Should the line become idle during this process and the *69 customer's line is available to complete the call, then a distinctive ringing signal will alert the *69 customer that the call can be completed.

b. Busy Redial

If the redialed telephone number is busy, the call will be attempted for a maximum of 30 minutes. Should the line become idle during this process and the Busy Redial customer's line is available to complete the call, then a distinctive ringing signal will alert the Busy Redial customer that the call can be completed.

The following types of calls cannot be automatically redialed or recalled

- Calls to 700 Service numbers
- Calls to Dedicated Toll-Free Service numbers
- Calls to 900 Service numbers
- Calls preceded by an interexchange carrier access code
- International Direct Distance Dialed Calls
- Calls to Directory Assistance
- Calls to 911
- Calls to cellular
- Calls to Public Telephone Services

c. Caller ID – Number Only ##

Provides the telephone number from which the call originates, (the calling number) including telephone numbers associated with non-published and non-listed service, for non-blocked calls to the called party subject to technical and other limitations, including the availability of the number for forwarding. The calling number is displayed (typically by the second ring) on customer provided premises equipment attached to the customer's telephone line.

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Caller ID - Number Only is no longer available to business customers. Existing business customers as of August 21, 2016, may retain this service at existing locations. Additions, rearrangements and moves are not permitted.

INDIVIDUAL LINE SERVICE, AUXILIARY LINES AND EXTENSIONS

G. PHONESMART SERVICES (Cont'd)

1. General (Cont'd)

d. Per-Call Blocking

Prevents delivery of the calling number to a Caller ID – Number Only subscriber for a single call. In order to activate the feature for a particular call, the customer must dial the “blocking code” before he or she dials the number being called.

e. All-Call Blocking

Prevents delivery of the calling number to a Caller ID – Number Only subscriber on all calls made from a particular line, unless the feature is disabled. The feature can be disabled as to its effect on number display for a single call by dialing the “un-block code” before dialing the number being called.

f. Call Trace

Allows a customer to initiate a trace of the most recent incoming call by dialing a special code immediately after terminating the call. The Company's central office equipment records and stores the incoming call message detail (date and time of the call and telephone number) provided that the call was completed over suitably equipped facilities and the customer has not received another call after the call to be traced was terminated. The results of the trace are not provided to the customer directly, but are automatically reported to the Company's Annoyance Call Bureau where it can be obtained by an appropriate law enforcement agency when the customer files a complaint. The Company is not liable for damages if a trace attempt is not successful (additional limitations of liability provisions are contained in Part A, Section 1 of this Product Guide).

g. Caller ID

Provides the name and number associated with the line from which an incoming call originates, including names and numbers associated with non-published and non-listed service, subject to limitations such as those described below. The name and the calling number are displayed (typically by the second ring) on customer-provided premises equipment attached to the customer's telephone line. The name and telephone number of the caller may not be displayed for every incoming call. “Out of Area,” “Unavailable,” the calling party's state name, or a similar message may appear for certain calls, including (i) calls made through certain networks, (ii) operator-assisted calls, calls from toll-free numbers, calling card calls, and international calls, (iii) when phone number or caller name information is not made available to Verizon, (iv) for certain telephone numbers for which Verizon does not purchase Caller ID information, and (v) for other technical reasons. In addition, “Private,” “Anonymous” or a similar message may appear when the caller has blocked caller identification information.

INDIVIDUAL LINE SERVICE, AUXILIARY LINES AND EXTENSIONS

G. PHONESMART SERVICES (Cont'd)

1. General (Cont'd)

h. Call Waiting ID With Name

This service is an augmented form of Caller ID – Number Only, designed for use by Call Waiting subscribers, that also allows a customer who is on an existing call to receive Caller ID information (name and number) for a new incoming call. The name displayed is the name associated with the line from which the call originates, including names associated with non-published and non-listed service, subject to limitations such as those described below. The calling name and number are displayed (typically by the second ring) on customer-provided equipment. The name and telephone number of the caller may not be displayed for every new incoming call. “Out of Area,” “Unavailable,” the calling party’s state name, or a similar message may appear for certain calls, including (i) calls made through certain networks, (ii) operator-assisted calls, calls from toll-free numbers, calling card calls, and international calls, (iii) when phone number or caller name information is not made available to Verizon, (iv) for certain telephone numbers for which Verizon does not purchase Caller ID information, and (v) for other technical reasons. In addition, “Private,” “Anonymous” or a similar message may appear when the caller has blocked caller identification information.

i. Call Waiting ID Deluxe ##

This service is an augmented form of Caller ID, designed for customers who also subscribe to Call Waiting. The service allows a customer who is on an existing call to receive Caller ID (name and number) information for a new, incoming call, and to handle the new call either: (a) by forwarding to Call Answering, or (b) by including in conferencing, or (c) by routing to a message announcement, or (d) by Drop First/Drop Last Caller option. The customer must subscribe separately to Call Waiting, to take full advantage of this service. Call Answering is optional, depending on the functionality that is desired. The customer is required to purchase CPE that is capable of displaying Caller ID information, in addition to facilitating disposition options. The name and telephone number of the caller may not be displayed for every new incoming call. “Out of Area,” “Unavailable,” the calling party’s state name, or a similar message may appear for certain calls, including (i) calls made through certain networks, (ii) operator-assisted calls, calls from toll-free numbers, calling card calls, and international calls, (iii) when phone number or caller name information is not made available to Verizon, (iv) for certain telephone numbers for which Verizon does not purchase Caller ID information, and (v) for other technical reasons. In addition, “Private,” “Anonymous” or a similar message may appear when the caller has blocked caller identification information.

Call Waiting ID Deluxe is no longer available to business customers. Existing business customers as of August 21, 2016, may retain this service at existing locations. Additions, rearrangements and moves are not permitted.

INDIVIDUAL LINE SERVICE, AUXILIARY LINES AND EXTENSIONS

G. PHONESMART SERVICES (Cont'd)

2. Terms and Conditions

- a. PHONESMART Services are available to business customers where facilities are available, including Common Channel Signaling 7 (CCS7). In addition, the customer and the other party involved in the call must either be served from the same central office, or served from different central offices which are linked by facilities that can send the parties' telephone numbers between these central offices.
- b. PHONESMART Services are not available on lines equipped for INTELLIDIAL, Centrex Plus, INTELLIPATH II Digital Centrex, PBX, DID; on Public Telephone Service lines; or on ISDN lines.
- c. PHONESMART Services are available to customers having technically compatible premises equipment.
- d. A minimum of a one-month period applies to these services.
- e. Customer Premises Equipment (CPE) suitable for display of the calling number in conjunction with Caller ID – Number Only may not be capable of displaying name and number information in conjunction with Caller ID. Moreover, display CPE for Caller ID – Number Only and Caller ID may not be suitable for use with Call Waiting ID With Name, or Call Waiting ID Deluxe. A customer purchasing such equipment should check with the vendor to assure that it will operate in conjunction with the particular Company service(s) that the customer desires.
- f. PHONESMART Services will be offered on a subscription basis only, except as follows:
 - (1) Subject to the Service Limitations following, Per-Call Blocking will be available, without prior request, to all customers in areas where Caller ID – Number Only or Caller ID are deployed. Subject to the Service Limitations following, All-Call Blocking will be available upon customer request to all customers in areas where Caller ID – Number Only or Caller ID are deployed.

INDIVIDUAL LINE SERVICE, AUXILIARY LINES AND EXTENSIONS

G. PHONESMART SERVICES (Cont'd)

2. Terms and Conditions (Cont'd)

f. PHONESMART Services will be offered on a subscription basis only, except as follows:
(Cont'd)

- (2) Call Trace is offered on a per activation basis and is only billed when the attempt to trace and record the calling telephone number is successful. The results of a successful trace will only be provided to legally constituted authorities with proper authorization.

Per-activation use of Call Trace may be blocked at the customer's request. A rate for such blocking will apply for Business customers.

- (3) *69 and Busy Redial will be available to customers either on a subscription basis, or on an alternative per activation basis. The activation charge is applied when the feature is activated irrespective of whether the call is completed or not. Non-subscription customers will be charged the activation charge upon dialing the activation code without any specific prior request for the feature.

Per-activation use of *69 and Busy Redial may be blocked at the customer's request. A rate for such blocking will apply for Business customers.

- (4) Upon customer request, *69 and/or Busy Redial will be removed from the customer's telephone line without charge.

- g. The Company reserves the right to waive any or all of the recurring charges, non-recurring charges for business customers, or both, associated with PHONESMART Services in order to promote the sale of the services as specified in Part B, Section 12 of this Product Guide. Each waiver period offered by the Company will not extend beyond 90 days. If, at the expiration of the waiver period the customer elects to retain any or all of the services, then applicable recurring rates will be charged from the date the service was permanently established.

3. SERVICE LIMITATIONS

a. Caller ID – Number Only, Caller ID, Call Waiting ID With Name, Call Waiting ID Deluxe

The name and telephone number of the caller may not be displayed for every incoming call. "Out of Area," "Unavailable," the calling party's state name, or a similar message may appear for certain calls, including (i) calls made through certain networks, (ii) operator-assisted calls, calls from toll-free numbers, calling card calls, and international calls, (iii) when phone number or caller name information is not made available to Verizon, (iv) for certain telephone numbers for which Verizon does not purchase Caller ID information, and (v) for other technical reasons. In addition, "Private," "Anonymous" or a similar message may appear when the caller has blocked caller identification information.

INDIVIDUAL LINE SERVICE, AUXILIARY LINES AND EXTENSIONS

G. PHONESMART SERVICES (Cont'd)

3. SERVICE LIMITATIONS (Cont'd)

b. Per-Call Blocking

This feature may not be available on certain types of telephone lines. The types of telephone lines include, but are not limited to:

Hotel/Motel Lines
Public Telephone Service Lines

This feature does not prevent the delivery of billing number information through the use of Automatic Number Identification (ANI) technology, including but not limited to the use of such technology in connection with Enhanced 911 service and in connection with Feature Group D Switched Access Service.

c. All-Call Blocking

This feature may not be available on certain types of telephone lines. The types of telephone lines include, but are not limited to:

Hotel/Motel Lines
Public Telephone Service Lines

This feature does not prevent the delivery of billing number information through the use of Automatic Number Identification (ANI) technology, including but not limited to the use of such technology in connection with Enhanced 911 service and in connection with Feature Group D Switched Access Service.

d. *69

If a calling party chooses to prevent the transmission of the calling number through the use of Per-Call Blocking or All-Call Blocking, the called party will not be able to identify or return the call by activating the *69 feature.

4. Limitations of Liability

The Company will not be liable for any economic harm, personal injury, invasion of any right of privacy of any person, or any other harm, loss or injury, caused or claimed to be caused, directly or indirectly, by the Company's delivery or failure to deliver the telephone number of a calling party. Additional limitations of liability provisions are contained in Part A, Section 1 of this Product Guide.

5. Feature Interaction

Subscribers to call forwarding features should be aware of the blocking status of the telephone numbers that will be used during the activation of the call forwarding feature.

(D)

INDIVIDUAL LINE SERVICE, AUXILIARY LINES AND EXTENSIONS

G. PHONESMART SERVICES (Cont'd)

6. Rates and Charges

<u>Feature</u>	<u>Monthly Rate</u>	<u>Per Activation</u>	<u>USOC</u>	
a. *69, per line %	\$6.00	\$2.00	NSS	
b. Busy Redial, per line %	6.00	2.00	NSQ	
c. Caller ID- Number Only per line	13.50		NSD	(I)
d. Call Trace	-	1.50	NST	
e. Caller ID, per line	17.50		NNK	(I)
f. Call Waiting ID With Name **, per line	11.50		N7PXA	
g. Call Waiting ID Deluxe, per line	11.00		NNW	
h. ***69/ Busy Redial, per line %	7.95	-	NSP	
i. ##Caller ID – Number Only/*69, per line %	11.50	-	NLH2H	
j. ##Caller ID – Number Only/ Busy Redial, per line %	11.50	-	NLH2L	
k. ##Caller ID – Number Only /*69/Busy Redial per line %	13.00	-	NLH3P	

%, ##, ** See explanation of endnotes on Page following all Features.

INDIVIDUAL LINE SERVICE, AUXILIARY LINES AND EXTENSIONS

G. PHONESMART SERVICES (Cont'd)

6. Rates and Charges (Cont'd)

<u>Feature</u>	<u>Monthly Rate</u>	<u>Per Activation</u>	<u>USOC</u>
l. ##Caller ID/*69, per line %	\$12.50	-	N7PXB
m. ##Caller ID/ Busy Redial, per line %	12.50	-	N7PXC
n. ##Caller ID/*69/ Busy Redial, per line %	14.00	-	N7PXD
o. ##Call Waiting ID With Name/*69 **, per line %	12.50	-	N7PXL
p. ##Call Waiting ID With Name/ Busy Redial **, per line %	12.50	-	N7PXM
q. ##Call Waiting ID With Name/*69/Busy Redial **, per line %	14.00	-	N7PXN

**, %, ## See explanation of endnotes on Page following all Features.

INDIVIDUAL LINE SERVICE, AUXILIARY LINES AND EXTENSIONS

G. PHONESMART SERVICES (Cont'd)

6. Rates and Charges (Cont'd)

<u>Feature</u>	<u>Monthly Rate</u>	<u>Per Activation</u>	<u>USOC</u>
r. ##Call Waiting ID Deluxe/ *69 **, per line %	\$12.50	-	N7PXO
s. ##Call Waiting ID Deluxe/ Busy Redial, per line %	12.50	-	N7PXP
t. ##Call Waiting ID Deluxe/ *69/Busy Redial **, per line %	14.00	-	N7PXQ
<u>Change in Number Blocking Features</u>		<u>Change Charge£</u>	<u>USOC</u>
a. To Per-Call Blocking		\$5.00	SG9C1
b. To All-Call Blocking		5.00	NBJ
<u>Feature Removal from Customer's Line</u>			
*69		No Charge	HBS
Busy Redial		"	HBQ
Call Trace		"	HBG
<u>Activation Charges</u>		<u>Business</u>	
- *69		\$7.50	
- Busy Redial		7.50	
<u>Blocking Service that prevents the use of:</u>		<u>Monthly Business Rate</u>	<u>USOC</u>
- *69 - Per activation		\$0.75	HBS
- Busy Redial - Per activation		0.75	HBQ
- Call Trace		0.50	HBG

##, %, **, £ See explanation of endnotes on Page following all Feature items.

INDIVIDUAL LINE SERVICE, AUXILIARY LINES AND EXTENSIONS

G. PHONESMART SERVICES (Cont'd)

6. Rates and Charges (Cont'd)

1. Explanation of Endnotes:

- % In addition, a Service Order Charge, as specified in Part B, Section 12 of this Product Guide, applies for business customers. The Service Order Charge does not apply if one or more PHONESMART Services are provided concurrent with the installation of the line. The non-recurring charge for the initial request is waived for a period not to extend beyond 90 days from the date the service becomes available in the customer's serving central office.
- ** Customers subscribing to Call Waiting ID With Name or Call Waiting ID Deluxe must subscribe separately to Call Waiting to take full advantage of these services, and thus will be subject to the applicable rates for Call Waiting Service. Customers subscribing to Call Waiting ID Deluxe may also choose to subscribe to Call Answering, and if they do so will be subject to applicable rates for Call Answering.
- £ A customer in a Caller ID – Number Only service area may change his or her blocking feature twice at no charge during the first six months the service is offered in that area, and any new telephone customer in such a service area may do so twice without charge during the first six months that customer takes telephone service. The listed charge applies to all other changes in the blocking features.
- ## These feature combinations are provided to existing subscribers only. Existing customers as of November 22, 2004 may continue to keep this feature; however, changes and/or moves are not permitted.

INDIVIDUAL LINE SERVICE, AUXILIARY LINES AND EXTENSIONS

H. ISDN BASIC EXCHANGE SERVICE

- i. This service is not provided to new business subscribers. Existing business and subscribers as of May 18, 2013, may continue to subscribe to the service. However, changes and/or moves are not permitted.
- ii. ISDN Basic with Digital Centrex Service is no longer available to new subscribers. Existing subscribers as of January 15, 2020, may continue to subscribe to the service. However, moves, adds and changes are not permitted.

(C)
(C)
(C)

1. General

ISDN Basic Exchange Service (ISDN Service) is an exchange service available from suitably equipped digital central offices. This service is offered as a supplement to all Digital Centrex Services and, Individual Message Rate Business Service. ISDN Service allows for the integration of voice and non-voice (data) on a single telephone access line.

ISDN Service consists of a digital line which provides digital termination capabilities to the customer's premises and allows for the simultaneous transmission of voice and data traffic. Basic service capabilities, optional features, optional feature packages and optional local data usage packages are available. Up to three basic service capabilities may be furnished for each access line.

The voice usage charges generated by using ISDN Service will be identified and charged in accordance with the associated class of service with which ISDN Service is used. Usage charges for packet switched data are outlined in the rates and charges section in Paragraph I.4 of this Section. Data usage is always measured and charged for except within a digital Centrex system which is neither measured nor charged for.

2. Service Description

- a. Digital Service Line - Provides the digital Central Office termination that has the potential to support digital transmission of voice and data to the customer's premises. This service element is required for subscribers to any of the other ISDN basic service capabilities, optional features, optional feature packages or optional local data usage packages.
- b. Basic Service Capabilities - Are basic voice and data capabilities which can be combined on a single access line. The access line provides a combination of two B channels and one D channel. Each B Channel is capable of transmitting up to 64 kbps for Circuit Switched Voice, Circuit Switched Data or High Speed Packet Switched Data. The D Channel is a 16 kbps channel and is used for signaling as well as transmission of packet switched data at speeds up to 9.6 kbps. The following services are available:

- (1) Circuit Switched Voice - 64 kbps circuit mode used for voice information calls. When a customer purchases Circuit Switched Voice, they must purchase one of the other Basic Service Capabilities or the Optional Feature, Digital Electronic Telephone Service*.

(N)

- * Effective January 15, 2020, Digital Electronic Telephone Service is no longer available. Moves, additions or changes to subscribers existing service will not be permitted.

(N)
(N)

INDIVIDUAL LINE SERVICE, AUXILIARY LINES AND EXTENSIONS

H. ISDN BASIC EXCHANGE SERVICE (Cont'd)

(ISDN BASIC EXCHANGE SERVICE IS NO LONGER AVAILABLE TO NEW SUBSCRIBERS. SEE NOTES H.i. AND H.ii. PRECEDING)

(T)

2. Service Description (Cont'd)

b. Basic Service Capabilities (Cont'd)

- (2) Circuit Switched Data - 64 kbps circuit mode used for data information calls.
- (3) Alternate Circuit Switched Voice/Circuit Switched Data - Circuit switched voice and circuit switched data muted alternately for voice information or data information calls.
- (4) Low Speed Packet Switched Data (LSPSD) - X.25 virtual call and permanent virtual circuit bearer service capability on the D Channel at speeds up to 9.6 kbps.
- (5) High Speed Packet Switched Data (HSPSD) - X.25 virtual call and permanent virtual circuit bearer service capability on the B channel at speeds up to 64 kbps.

c. Optional Features - The following features are available with ISDN Service

- (1) Digital Electronic Telephone Service (DETS)* - is comprised of several features which provide customers with the functionality of a key system, from the central office, thereby eliminating the need for controlling equipment and complex wiring on the customer premises. ISDN terminals must be obtained independently by subscribers. The features included are: (N)

- Configuration Groups - Allow a number of ISDN terminals to have identical assignment of button functions on the ISDN terminals. Predefined standard configuration groups as provided with a DETS system. The customer has the option of ordering non-standard configuration groups at an additional charge as specified in the rates and charges section following.
- Feature Access - Provides use of optional features via button/key assignments or feature access codes.
- Multiple Directory Numbers - Allow for more than one directory number to be assigned to call appearances on a single ISDN terminal for the exclusive use of that ISDN terminal. One directory number will be specified as the primary directory number.
- Terminal Management - Allows certain functions associated with call appearances to be performed automatically as specified by the customer. A call appearance is the designated button or equivalent on the ISDN terminal where DETS provides for the term
 - ° Idle Call Appearance Preference - The switch determines which call appearance, previously indicated by the customer, is to be employed when the user goes off-hook without first manually selecting an appearance.

* Effective January 15, 2020, Digital Electronic Telephone Service is no longer available. Moves, additions or changes to subscribers existing service will not be permitted.

(N)
(N)

INDIVIDUAL LINE SERVICE, AUXILIARY LINES AND EXTENSIONS

H. ISDN BASIC EXCHANGE SERVICE (Cont'd)

(ISDN BASIC EXCHANGE SERVICE IS NO LONGER AVAILABLE TO NEW SUBSCRIBERS. SEE NOTES H.i. AND Hii. PRECEDING)

(T)

2. Service Description (Cont'd)

c. Optional Features (Cont'd)

(1) Digital Electronic Telephone Service (DETS)* (Cont'd)

(N)

- Terminal Management – (Cont'd)

- ° Ringing Call Appearance Preference - If more than one call is alerting (ringing), the switch selects the first call if a specific call appearance is not manually selected.
- ° Automatic Hold/Drop Preference - The switch will automatically determine, according to the customer's previously indicated preference, how to treat a call in progress on a call appearance when the user shifts to another appearance without manually placing the call on hold.
- ° Call Appearance Selection for Conference/Transfer- The switch automatically selects an idle call appearance after the user has pressed the conference or transfer button.
- ° Button Management - The switch follows the customer's definition of which ISDN terminal buttons are used for call appearances and which buttons are used for features.

- ISDN Group - Allows up to eight primary directory numbers on a single ISDN terminal.

- ISDN Group Coverage for Analog Lines - Allows an analog station set to share call appearances with an ISDN group terminal. Suitable terminal equipment is required.

- Expanded ISDN Group Coverage - Includes delayed and abbreviated ringing and manual exclusion restricting retrieval of held calls.

- ° Delayed Ringing - Customer selects the number of seconds to elapse before ringing is provided on an incoming call. A visual signal is activated to alert the user.
- ° Abbreviated Ringing - Ringing is provided on incoming calls for a customer specified interval only.
- ° Manual Exclusion - Prevents other terminal users in an ISDN group from retrieving a held call and from bridging onto a call in progress.

* Effective January 15, 2020, Digital Electronic Telephone Service is no longer available. Moves, additions or changes to subscribers existing service will not be permitted.

(N)

(N)

INDIVIDUAL LINE SERVICE, AUXILIARY LINES AND EXTENSIONS

H. ISDN BASIC EXCHANGE SERVICE (Cont'd)

(ISDN BASIC EXCHANGE SERVICE IS NO LONGER AVAILABLE TO NEW SUBSCRIBERS. SEE NOTES H.i. AND H.ii. PRECEDING)

(T)

2. Service Description (Cont'd)

c. Optional Features (Cont'd)

(1) Digital Electronic Telephone Service (DETS)* (Cont'd)

(N)

- Terminal Management (Cont'd)

- Shared Call Appearances - Allows an ISDN group to be established where members of the group may share directory numbers of other terminals in the group.
 - ° Hold with Shared Call Appearances - Allows an ISDN terminal to place a call appearance on hold permitting the retrieval of the held call by any member of the ISDN group that has that call appearance.
 - ° Bridging with Shared Call Appearances - This feature allows third party initiated bridging onto a call that is in progress as long as the terminal has an appearance of the directory number, unless manually restricted.
 - ° Multiple Call Appearances - Allows the assignment of a directory number to more than one call appearance button on a telephone terminal. This allows a customer to handle more than one call on a single directory number.
- ISDN Flexible Calling - Allows the customer to transfer, hold, conference and drop calls through button activation.
 - ° Drop - Allows the user to drop the last party added to a conference call.
 - ° Transfer - Allows the user to transfer a call to another terminal.
 - ° Hold - Allows the user to place a call on hold by pressing the function button.
 - ° Conference - Allows the user to include a third party in the call.

The following optional features are available to DETS users:

- Intercom - Allows a caller to directly terminate on a predesignated terminal by pressing the intercom key on the ISDN terminal.
- Group Intercom - Provides for abbreviated dialing to members of a predesignated group. There are three types of intercom: automatic, single digit and double digit.

* Effective January 15, 2020, Digital Electronic Telephone Service is no longer available. Moves, additions or changes to subscribers existing service will not be permitted.

(N)

(N)

INDIVIDUAL LINE SERVICE, AUXILIARY LINES AND EXTENSIONS

H ISDN BASIC EXCHANGE SERVICE (Cont'd)

(ISDN BASIC EXCHANGE SERVICE IS NO LONGER AVAILABLE TO NEW SUBSCRIBERS. SEE NOTES I.i. AND I.ii. PRECEDING)

2. Service Description (Cont'd)

c. Optional Features (Cont'd)

(2) Display Service - Provides call related data to ISDN terminals which are equipped with a display screen or which can otherwise utilize this information. This information is provided where facilities are available, including Common Channel Signaling 7 (CCS7). In addition, the customer and other party involved in the call must either be served from the same central office switch, or served from a different central office switch which are linked by facilities that can send call related information between these central office switches. The features included are:

- Individual Calling Line Identification (ICLI) - The ICLI feature provides call related information on calls for ISDN customers.
- Outgoing Called Line Identification (OCLID) - provides the terminal user with information about the originating call.
- Incoming Calling Line Identification (ICLID) - provides the called party with information about the terminating call.
- Inspect for ISDN Station Sets - enables the ISDN terminal user to display call related information about calls placed on hold.

(3) Packet Switching Service - Provides synchronous and asynchronous transport of user data, usually relatively short bursts of data. The data is separated into discrete segments called packets for transmission. All packets are interleaved (statistically multiplexed) as they are transmitted. Routing and control information (packet header) is automatically inserted at the beginning of each packet, and error detection information (packet trailer) is automatically inserted at the end of each packet. Complete with this information, the entire packet is routed to its intended destination over a path that is established at call set up.

With either HSPSD or LSPSD, a logical connection (channel) is established between the calling and called line. This logical connection is called a virtual circuit. This differs from a circuit switched connection in that no physical path or circuit is permanently established between the two lines.

The following features are available with High or Low Speed Packet Switched Service capabilities:

- Permanent Virtual Circuits - Allows the customer to establish a logical channel between two digital service lines equipped for packet service.
- Additional Virtual Circuits - Those circuits that the customer subscribes to that are in addition to the initial virtual circuit (logical channel) provided with the HSPSD or LSPSD basic service capability on one digital subscriber line. Additional virtual circuits are provisioned as switched virtual circuits unless the customer specifies that they are to be permanent virtual circuits, in which case the rates for permanent virtual circuits would apply.

INDIVIDUAL LINE SERVICE, AUXILIARY LINES AND EXTENSIONS

H. ISDN BASIC EXCHANGE SERVICE (Cont'd)

(ISDN BASIC EXCHANGE SERVICE IS NO LONGER AVAILABLE TO NEW SUBSCRIBERS. SEE NOTES I.i. AND I.ii. PRECEDING)

2. Service Description (Cont'd)

c. Optional Features (Cont'd)

(3) Packet Switching Service – (Cont'd)

- Closed User Group - Provides the customer with the capability to form closed sub-networks within the customers' group of ISDN terminals and thus control user access.
- Flow Control Parameter Negotiation - permits negotiation on a per call basis of the flow control parameters (window size and packet size).
- Throughput Class Negotiation - Allows negotiation on a per call basis of the throughput class (speed or baud rate) for each direction of data transfer associated with a virtual call.

The following features are included with Packet Switching Service:

- Calls Barred - Incoming/Outgoing - Prevents the ISDN terminal from receiving or originating data calls on a per virtual circuit basis.
- Fast Select, Fast Select Acceptance - allows the user to send up to 128 bytes of user data in the call request packet.
- Single and Multiple Address Hunt Group - Provides a multiline hunt group capability for packet switching which hunts through virtual circuits on a line similar to the analog hunt feature.
- Reverse Charge Request – Permits a user on a per call basis, to request the Packet Switch to assign billing charges to the called terminal rather than the calling data terminal.
- Reverse Charge Acceptance – Authorizes incoming packet calls for which billing is reversed and charged to the called line.

INDIVIDUAL LINE SERVICE, AUXILIARY LINES AND EXTENSIONS

H. ISDN BASIC EXCHANGE SERVICE (Cont'd)

(ISDN BASIC EXCHANGE SERVICE IS NO LONGER AVAILABLE TO NEW SUBSCRIBERS. SEE NOTES I.i. AND I.ii. PRECEDING)

2. Service Description (Cont'd)

c. Optional Features (Cont'd)

- (4) Modem Pool (Customer Premises) - This capability provides for the setup and clearing of data calls between an ISDN Basic Exchange Service customer and a local exchange line utilizing a modem for data transmission. The data connection is established by routing the call through a digital service line of the modem pool (modem and terminal adapter [TA] provided by the customer) to perform the necessary analog-to-digital or digital-to-analog conversion. Two lines are required for each modem in a modem pool: an ISDN Basic Exchange Service line and an analog line.

Each ISDN Basic Exchange Service line equipped for modem pooling will include the following features:

- Closed User Group - Provides the customer with the capability to form closed sub-networks within the modem pool, and thus control access to the modem pool.
- Packet Switched Multiline Hunt Group - Provides ISDN Basic Exchange Service users with hunting into the modem pool.

The following option is available to modem pool customers:

- Terminating Access Directory Telephone Number - A directory number which may be used by ISDN subscribers who wish to receive data calls from non-ISDN subscribers via modem pooling. This number can be used only for terminating data calls to a particular ISDN Basic Exchange Service line via the modem pool.
- (5) Secondary Only Directory Number - Is a telephone number associated with an ISDN terminal that is used in addition to the primary directory number.
- (6) Call Forwarding - Allows calls to be sent to another telephone number based on certain conditions. It is applicable to Circuit Switched Voice and Circuit Switched Data Calls.
- Variable - Allows an ISDN line to forward calls to a user defined telephone number. The destination is changeable by the user.
 - Don't Answer - Allows an incoming call to an ISDN line to be automatically forwarded to a predetermined telephone number when the ISDN line does not answer an incoming call within a prescribed time.
 - Busy - Allows an incoming call to an ISDN line to be automatically forwarded to a predetermined telephone number when the station is busy.
- (7) Additional Call Offering - Provides the ISDN line with notification of additional voice and data calls when the user's interface is busy.

INDIVIDUAL LINE SERVICE, AUXILIARY LINES AND EXTENSIONS

H. ISDN BASIC EXCHANGE SERVICE (Cont'd)

(ISDN BASIC EXCHANGE SERVICE IS NO LONGER AVAILABLE TO NEW SUBSCRIBERS. SEE NOTES H.i. AND H.ii. PRECEDING)

(T)

2. Service Description (Cont'd)

d. Optional Feature Packages

The following optional feature packages are available with IMB (non-Centrex) ISDN Basic Service:

(1) Internet Access Feature Package

- Incoming Calling Line Identification
- Additional Call Offering

(2) Home Office Feature Package

- Incoming Calling Line Identification
- Additional Call Offering
- ISDN Flexible Calling
- Call Forwarding

(3) Deluxe Feature Package

- Incoming Calling Line Identification
- Additional Call Offering
- ISDN Flexible Calling
- Call Forwarding
- Digital Electronic Telephone Service*

(N)

e. Optional Local Data Usage Packages

The following optional Circuit Switched Data local usage packages are available only with IMB (non-Centrex) ISDN Basic Service:

- (1) 20 Hour Package
- (2) 60 Hour Package
- (3) 140 Hour Package

3. Terms and Conditions

a. This service is an exchange service offered as a supplement to digital Centrex Services, Individual Message Business Service.

b. This service is furnished subject to the availability of facilities and is provided from a customer's normal serving central office switch or a foreign exchange* central office switch which must be a digital central office entity. The Company will determine the type of central office entity.

(N)

c. Temporary suspension of ISDN Service by a customer is not permitted.

* Effective January 15, 2020, Foreign Exchange and Digital Electronic Telephone services are no longer available. Moves, additions or changes to subscribers existing services will not be permitted.

(N)

(N)

INDIVIDUAL LINE SERVICE, AUXILIARY LINES AND EXTENSIONS

H. ISDN BASIC EXCHANGE SERVICE (Cont'd)

(ISDN BASIC EXCHANGE SERVICE IS NO LONGER AVAILABLE TO NEW SUBSCRIBERS. SEE NOTES H.i. AND H.ii. PRECEDING)

(T)

3. Terms and Conditions (Cont'd)

- d. Up to three types of basic service capabilities may be activated on a digital service line. (When three capabilities are selected, one must be low speed packet switched data.)
- e. Each ISDN Service must include a digital service line and at least one basic service capability. Only one of each type of basic service capability is allowed on the same line.
- f. Once a call has been established on an Alternate Voice/Circuit Switched Data capability, the call type (voice or data) cannot be changed without disconnecting and establishing a new call. For simultaneous voice and circuit switched data capability the Circuit Switched Voice and Circuit Switched Data Capabilities must be ordered separately.
- g. When using modem pooling, the data speed is limited to 9.6 kbps using the Low Speed Packet Switched Data Capability.
- h. The minimum service period for ISDN Service is one month.
- i. The voice usage charges generated by using ISDN Service will be measured and rated by the associated class of service to which ISDN is a supplement.
- j. An individual directory number will be assigned for each digital service line.
- k. Usage charges for circuit switched data are applied to all billable data calls based on the existing SWITCHWAY* provisions. These charges are outlined in Part B, Section 11.F of this Product Guide. The SWITCHWAY Service* Usage rates, as specified in Part B, Section 11.F 6. of this Product Guide, do not apply to Optional Local Data Usage Packages.
- l. The monthly rate for an Optional Local Data Usage Package is applicable whether or not any calls are made. Eligible local usage that exceeds the selected usage package is billed the associated per minute or fraction thereof overtime usage rate. Usage generated by all terminals on each line at the customer's premises are aggregated for the purpose of data usage package calculations.
- m. The monthly Feature Package rate is applicable even if all the features in a package are not activated by the customer.
- n. The customer must provide customer premises equipment (CPE) that complies with the ISDN requirements of the serving the Company digital central office entity.
- o. Charges for permanent virtual circuits are in addition to any associated virtual circuit charges.
- p. Subscribers to Circuit Switched Data, Alternate Voice/Circuit Switched Data and High or Low Speed Packet Switched Data must either be served by the same switch or a switch linked by facilities capable of sending circuit switched and/or packet switched data in order to send or receive data transmission with another subscriber.

(N)
(N)

* Effective January 15, 2020, SWITCHWAY service is no longer available. Moves, additions or changes to subscribers existing service will not be permitted.

(N)
(N)

INDIVIDUAL LINE SERVICE, AUXILIARY LINES AND EXTENSIONS

H ISDN BASIC EXCHANGE SERVICE (Cont'd)

(ISDN BASIC EXCHANGE SERVICE IS NO LONGER AVAILABLE TO NEW SUBSCRIBERS. SEE NOTES H.i. AND H.ii. PRECEDING)

(T)

3. Terms and Conditions (Cont'd)

q. Individual Case Billing Arrangements

Prices for ISDN Basic Exchange Service used in conjunction with all Digital Centrex Service lines may be determined on an individual case basis using relevant costs. Customers who subscribe to Digital Centrex Services under Individual Case Billing arrangements may also obtain Individual Case Billing Arrangements for associated ISDN Basic Exchange Service. Customer specific prices will be made available to similarly situated customers on a non-discriminatory basis.

4. Rates And Charges

- a. Monthly Rates - The following rates and charges are in addition to the appropriate digital Centrex Services for Business subscribers, and Individual Message Business Service, rates and charges.

	<u>Monthly Rate</u>	<u>USOC</u>
(1) <u>Digital Service Line</u>	\$12.00	SDS
Per ISDN Basic Exchange Service Line		

(2) Basic Service Capabilities

a. Business Subscribers to Digital Centrex Services

	<u>Monthly Rate</u>	<u>USOC</u>
1. Circuit Switched Voice, each**	No Charge	LTH5X
2. Circuit Switched Data Only (64 kbps), each	\$ 8.00	LTH6X
3. Alternate Circuit Switched Voice or Circuit Switched Data (64 kbps), each	8.00	LTH1X

** Subscribers purchasing Circuit Switched Voice must also purchase one of the other Basic Service Capabilities or the Optional Service, Digital Electronic Telephone Service***.

(N)

*** Effective January 15, 2020, Digital Electronic Telephone Service is no longer available. Moves, additions or changes to subscribers existing service will not be permitted.

(N)

(N)

Effective: January 15, 2020

INDIVIDUAL LINE SERVICE, AUXILIARY LINES AND EXTENSIONS

H. ISDN BASIC EXCHANGE SERVICE (Cont'd)

(ISDN BASIC EXCHANGE SERVICE IS NO LONGER AVAILABLE TO NEW SUBSCRIBERS. SEE NOTES H.i. AND H.ii. PRECEDING)

(T)

4. Rates And Charges (Cont'd)

a. Monthly Rates – (Cont'd)

(2) Basic Service Capabilities (Cont'd)

a. Business Subscribers to Digital Centrex Services (Cont'd)

	<u>Monthly Rate</u>	<u>USOC</u>
4. High Speed Packet Switched Data only (64 kbps), each	\$65.00	LTH3X
5. Low Speed Packet Switched Data only 9.6 kbps), each	5.00	LTH4X

b. Subscribers to Individual Message Business Service

	<u>Monthly Rate</u>	<u>USOC</u>
1. Circuit Switched Voice Only, each**	No Charge	LTH5X
2. Circuit Switched Data Only (64 kbps), each	\$ 2.00	LTH6X
3. Alternate Circuit Switched Voice or Circuit Switched Data (64 kbps), each	2.00	LTH1X
4. High Speed Packet Switched Data only (64 kbps), each	20.00	LTH3X
5. Low Speed Packet Switched Data only (9.6 kbps), each	2.00	LTH4X

(3) Optional Features

	<u>Monthly Rate</u>	<u>USOC</u>
a. <u>Digital Electronic Telephone Service***</u> Basic DETS Service with up to...		
10 Call Appearances/Features	\$ 2.50	FPG1X
20 Call Appearances/Features	3.00	FPG2X
30 Call Appearances/Features	3.50	FPG3X
40 Call Appearances/Features	4.00	FPG4X
50 Call Appearances/Features	4.50	FPG5X
60 Call Appearances/Features	5.00	FPG6X
Intercom, per Intercom Arrangement	1.00	NZVPA
Group Intercom, per group	2.00	NZVPG
b. <u>Display Service</u> Per primary directory number	3.00	NZP

(N)

** Subscribers purchasing Circuit Switched Voice must also purchase one of the other Basic Service Capabilities or the Optional Service, Digital Electronic Telephone Service***.

(N)

*** Effective January 15, 2020, Digital Electronic Telephone Service is no longer available. Moves, additions or changes to subscribers existing service will not be permitted.

(N)

(N)

INDIVIDUAL LINE SERVICE, AUXILIARY LINES AND EXTENSIONS

H. ISDN BASIC EXCHANGE SERVICE (Cont'd)

(ISDN BASIC EXCHANGE SERVICE IS NO LONGER AVAILABLE TO NEW SUBSCRIBERS. SEE NOTES H.i. AND H.ii. PRECEDING)

(T)

4. Rates And Charges (Cont'd)

a. Monthly Rates – (Cont'd)

(3) Optional Features (Cont'd)

	<u>Monthly Rate</u>	<u>USOC</u>
c. <u>Packet Switching Service</u>		
Additional Virtual Circuits, each	\$1.00	VCY
Permanent Virtual Circuit, each	3.00	GXP
Closed User Groups, each	1.00	XMPG
Flow Control Parameter Negotiation, per line	1.00	GXG
d. <u>Modem Pools (Customer Premises)</u>		
Modem Pooling - Customer		
Premise, per modem	30.00	MP3
Terminating Access Directory		
Telephone Number, per number	3.00	DZNDX
e. <u>Circuit Switched Services</u>		
Secondary Only Directory Number		
- per directory number	\$ 3.00	DO7
Multiline Hunt Groups		
- per hunt group	3.00	GXHPG
Call Forwarding Variable		
- per directory number	2.00	NU4
Call Forwarding Don't Answer		
- per directory number	2.00	NQM
Call Forwarding Busy		
- per directory number	2.00	NV3
Additional Call Offering		
- per directory number	2.00	NCO
Associated Groups		
- per terminal	2.00	NWW

(4) Optional Feature Packages

a. Internet Access Feature Package	3.25	OFPPX
b. Home Office Feature Package	3.75	OFPWX
c. Deluxe Feature Package	4.25	OFP9X

INDIVIDUAL LINE SERVICE, AUXILIARY LINES AND EXTENSIONS

H. ISDN BASIC EXCHANGE SERVICE (Cont'd)

(ISDN BASIC EXCHANGE SERVICE IS NO LONGER AVAILABLE TO NEW SUBSCRIBERS. SEE NOTES H.i. AND H.ii. PRECEDING)

(T)

4. Rates And Charges (Cont'd)

a. Monthly Rates (Cont'd)

	<u>Monthly Rate</u>	<u>USOC</u>
(5) <u>Optional Local Data Usage Packages</u>		
a. 20 Hour Package	\$12.00	UMKAF
Each Additional Minute or Fraction Thereof of Overtime Usage	.01	
b. 60 Hour Package	28.80	UMKAG
Each Additional Minute or Fraction Thereof of Overtime Usage	.008	
c. 140 Hour Package	\$50.40	UMKAH
Each Additional Minute or Fraction Thereof of Overtime Usage	.006	
(6) All Digital Centrex Data Usage		
Per Minute or Fraction Thereof	.006	

- b. Non-Recurring Charges - Apply for the preparation and entry of translations that activate initially, or subsequently change or rearrange features. The following charges apply in addition to other applicable non-recurring charges and one or more may apply at the same time.

Service connection charges apply for ISDN Basic Exchange Service as specified in Part B, Section 12 of this Product Guide.

(1) Basic Service Capabilities:

a. Business Subscribers to Digital Centrex Services:

	<u>*Initial Installation</u>	<u>*Subsequent Installation</u>
1. Circuit Switched Voice, each,**	\$ 15.00	\$ 15.00
2. Circuit Switched Data Only (64 kbps), each	15.00	15.00
3. Alternate Circuit Switched Voice or Circuit Switched Data (64 kbps), each	20.00	20.00

* In addition, a Service Order Charge applies, as specified in Part B, Section 12 of this Product Guide.

** Subscribers purchasing Circuit Switched Voice must also purchase one of the other Basic Service Capabilities or the Optional Service, Digital Electronic Telephone Service*.

(N)

*** Effective January 15, 2020, Digital Electronic Telephone Service is no longer available. Moves, additions or changes to subscribers existing service will not be permitted.

(N)

(N)

INDIVIDUAL LINE SERVICE, AUXILIARY LINES AND EXTENSIONS

H. ISDN BASIC EXCHANGE SERVICE (Cont'd)

(ISDN BASIC EXCHANGE SERVICE IS NO LONGER AVAILABLE TO NEW SUBSCRIBERS. SEE NOTES H.i. AND H.ii. PRECEDING)

(T)

4. Rates And Charges (Cont'd)

b. Non-Recurring Charges – (Cont'd)

(1) Basic Service Capabilities:

a. Business Subscribers to Digital Centrex Services:

	<u>*Initial Installation</u>	<u>*Subsequent Installation</u>
4. High Speed Packet Switched Data only (64 kbps), each	\$35.00	\$35.00
5. Low Speed Packet Switched Data only (9.6 kbps), each	35.00	35.00

b. Subscribers to Individual Message Business Service:

	<u>*Initial Installation</u>	<u>*Subsequent Installation</u>
1. Circuit Switched Voice, each,**	\$15.00	\$15.00
2. Circuit Switched Data Only (64 kbps), each	15.00	15.00
3. Alternate Circuit Switched Voice or Circuit Switched Data (64 kbps), each	20.00	20.00
4. High Speed Packet Switched Data only (64 kbps), each	35.00	35.00
5. Low Speed Packet Switched Data only (9.6 kbps), each	35.00	35.00

* In addition, a Service Order Charge applies, as specified in Part B, Section 12 of this Product Guide.

** Subscribers purchasing Circuit Switched Voice must also purchase one of the other Basic Service Capabilities or the Optional Service, Digital Electronic Telephone Service***.

*** Effective January 15, 2020, Digital Electronic Telephone Service is no longer available. Moves, additions or changes to subscribers existing service will not be permitted.

(N)
(N)
(N)

INDIVIDUAL LINE SERVICE, AUXILIARY LINES AND EXTENSIONS

H. ISDN BASIC EXCHANGE SERVICE (Cont'd)

(ISDN BASIC EXCHANGE SERVICE IS NO LONGER AVAILABLE TO NEW SUBSCRIBERS. SEE NOTES H.i. AND H.ii. PRECEDING)

(T)

4. Rates And Charges (Cont'd)

b. Non-Recurring Charges (Cont'd)

(2) Optional Features

	<u>*Initial Installation</u>	<u>*Subsequent Installation</u>	
a. <u>Digital Electronic Telephone Service**</u>			(N)
Basic DETS Service with up to...			
10 Call Appearances/Features	\$ 30.00	\$ 7.00#	
20 Call Appearances/Features	50.00	7.00#	
30 Call Appearances/Features	70.00	7.00#	
40 Call Appearances/Features	90.00	7.00#	
50 Call Appearances/Features	100.00	7.00#	
60 Call Appearances/Features	110.00	7.00#	
Intercom, per Intercom Arrangement	20.00	15.00	
Group Intercom, per group	20.00	15.00	
Non-Standard Configuration, per request	400.00	400.00	
b. <u>Display Service</u>			
Per primary directory number	15.00	10.00	
c. <u>Packet Switching Service</u>			
Additional Virtual Circuits, each	25.00	20.00	
Permanent Virtual Circuit, each	50.00	40.00	
Closed User Groups, each	25.00	20.00	
Flow Control Parameter Negotiation, per line	25.00	20.00	
d. <u>Modem Pools (Customer Premises)</u>			
Modem Pooling - Customer			
Premises, per modem	125.00	50.00	
Terminating Access Directory			
Telephone Number, per number	20.00	15.00	

* In addition, a Service Order Charge applies, as specified in Part B, Section 12 of this Product Guide.

When a change or rearrangement causes a modification of the configuration group, initial installation charges apply.

** Effective January 15, 2020, Digital Electronic Telephone Service is no longer available. Moves, additions or changes to subscribers existing service will not be permitted.

(N)

(N)

INDIVIDUAL LINE SERVICE, AUXILIARY LINES AND EXTENSIONS

H. ISDN BASIC EXCHANGE SERVICE (Cont'd)

(ISDN BASIC EXCHANGE SERVICE IS NO LONGER AVAILABLE TO NEW SUBSCRIBERS. SEE NOTES H.i. AND H.ii. PRECEDING)

(T)

4. Rates And Charges (Cont'd)

b. Non-Recurring Charges (Cont'd)

(2) Optional Features (Cont'd)

	<u>*Initial Installation</u>	<u>*Subsequent Installation</u>
e. <u>Circuit Switched Services</u>		
Secondary Only Directory Number		
- per directory number	\$20.00	\$15.00
Multiline Hunt Group		
- per hunt group	20.00	20.00
Call Forwarding Variable - Data		
- per directory number	20.00	20.00
Call Forwarding Busy - Data		
- per directory number	20.00	20.00
Call Forwarding - Don't Answer - Data		
- per directory number	20.00	20.00
Additional Call Offering		
- per directory number	20.00	20.00
Associated Groups		
- per terminal	20.00	20.00

(3) Optional Feature Packages

	<u>Nonrecurring Charge</u>	<u>USOC</u>
a. Internet Access Feature Package	\$20.00	OFPPX
b. Home Office Feature Package	20.00	OFPPX
c. Deluxe Feature Package	20.00	OFPPX

(4) Usage Charge - Packet Switched Data

	<u>Monthly Accumulated Rate</u>	<u>USOC</u>
a. Call set-up packet, each	\$.0125	
b. 1) Each kilopacket or part thereof (8AM to 8PM Monday thru Friday):		
Monthly total:**		
1-1,000	.70	
1,001-5,000	.60	
2) Each kilopacket or part thereof (all other times***):	.45	

* In addition, a Service Order Charge applies, as specified in Part B, Section 12 of this Product Guide.

** The rate paid for all kilopackets transmitted during the 8AM to 8PM time period, Monday thru Friday is determined by the total number of kilopackets transmitted in one (1) monthly period, during that 12 hour window, Monday thru Friday.

*** All other times: 8PM to 8AM Monday thru Friday, all day(s) Saturday, Sunday and Holidays: New Year's Day, Independence Day, Labor Day, Thanksgiving, and Christmas.

INDIVIDUAL LINE SERVICE, AUXILIARY LINES AND EXTENSIONS

H. ISDN BASIC EXCHANGE SERVICE (Cont'd)

(ISDN BASIC EXCHANGE SERVICE IS NO LONGER AVAILABLE TO NEW SUBSCRIBERS. SEE NOTES H.i. AND H.ii. PRECEDING)

(T)

4. Rates And Charges (Cont'd)

b. Non-Recurring Charges (Cont'd)

(4) Usage Charge - Packet Switched Data (Cont'd)

	<u>Monthly Accumulated Rate</u>	<u>USOC</u>
c. Transaction Service, each transaction	\$.01	TAN

5. Virtual Office ISDN

a. General

Virtual Office ISDN (VOI) is an optional feature package which provides ISDN Basic Service features for the remote access market, for a single monthly rate. This service is offered as a supplement to Digital Centrex Service and Individual Message Rate Business (IMB). The total monthly rate applies whether or not all of the optional features in the package are activated or utilized.

(1) VOI Basic Service features include:

- a. Digital Service Line
- b. Alternate Circuit Switched Voice/ Circuit Switched Data
- c. Circuit Switched Data

(2) VOI Optional Features include:

- a. Digital Electronic Telephone Service* (see Terms and Conditions)
- b. ISDN Flexible Calling (drop, transfer, hold and conference)
- c. Display Incoming Call Identification
- d. Call Forwarding Variable
- e. Additional Call Offering.
- f. Call Appearance (three Call Appearances)

(N)

VOI also includes unlimited circuit switched data local usage.

b. Terms and Conditions

(1) VOI is available only where facilities permit.

(2) VOI is an optional service offering under the provisions of ISDN Basic Service in this Product Guide. VOI is a supplement to Digital Centrex Service and Individual Message Rate Business (IMB) Service.

(3) The total monthly applicable rate applies whether or not all Virtual Office ISDN features are activated or utilized.

* Effective January 15, 2020, Digital Electronic Telephone Service is no longer available. Moves, additions or changes to subscribers existing service will not be permitted.

(N)

(N)

INDIVIDUAL LINE SERVICE, AUXILIARY LINES AND EXTENSIONS

H. ISDN BASIC EXCHANGE SERVICE (Cont'd)

(ISDN BASIC EXCHANGE SERVICE IS NO LONGER AVAILABLE TO NEW SUBSCRIBERS. SEE NOTES H.i. AND H.ii. PRECEDING)

(T)

5. Virtual Office ISDN (Cont'd)

b. Terms and Conditions (Cont'd)

(4) Termination Liability

Month-to-Month: The minimum service period for the month-to-month rate is one month.

Contracts: If a customer selecting a 24, 36 or 60 month contract terminates service during the first 12 months of the contract, the customer must pay an early termination charge equal to the difference between the month-to-month rate and the contract rate for each month that VOI was in service. The customer will not pay an early termination charge if service is terminated after 12 months of service. The customer must contact the Company prior to the end of the contract in order to renew the contract. The customer may renew for a 24 month, 36 month or 60 month contract. If the customer does not renew before the end of the contract, the rate will revert to the month-to-month rate.

(5) Customers may subscribe to a maximum of two packages per premise.

(6) Customers can select any one of the Digital Electronic Telephone Service (DETS)* options from 10 Features/Call Appearances to 60 Features/Call Appearances.

(N)

(7) Toll calls will be billed at the applicable rates.

c. Rates and Charges

<u>Element</u>	<u>Recurring</u>	<u>Nonrecurring</u>	<u>USOC</u>
Per Line, Mo.-to-Mo.*	\$70.00	\$100.00	BAKYN
Per Line, 24 months	50.00	100.00	BAKYN
Per Line, 36 months	50.00	75.00	BAKYN
Per Line, 60 months	47.00	75.00	BAKYN

The total monthly rate applies whether or not all of the optional features in the package are activated or utilized.

The rates and charges are in addition to the applicable Individual Message Business Service rates and charges and Service Connection charges.

* No minimum termination liability.

*** Effective January 15, 2020, Digital Electronic Telephone Service is no longer available. Moves, additions or changes to subscribers existing service will not be permitted.

(N)

(N)

INDIVIDUAL LINE SERVICE, AUXILIARY LINES AND EXTENSIONS

I. WORKSMART PACKAGEsm

1. Description

WorkSmart Packagesm (WorkSmart) provides business customers with the option to subscribe to one of six preset feature packages of network services and provides discounts to subscribers who commit to a term agreement offer. WorkSmart is available only to individual line message rate small business customers excluding Analog and Digital Centrex Service, ISDN Service, and PBX trunks subscribers. WorkSmart is available in suitably equipped central offices.

2. Feature Packages

WorkSmart consists of six feature packages comprised of the following services.

Feature Package 1

- * Call Waiting
- * Call Forwarding
- * Caller ID with Name

Feature Package 4

- * Call Waiting
- * Threeway Calling
- * Call Forwarding
- * Call Waiting ID with Name

Feature Package 2

- * Call Waiting
- * Call Forwarding
- * Threeway Calling
- * Caller ID with Name

Feature Package 5

- * Call Waiting
- * Threeway Calling
- * Call Waiting ID with Name

Feature Package 3

- * Call Forwarding
- * Threeway Calling
- * Call ID with Name

Feature Package 6

- * Call Waiting
- * Call Forwarding
- * Call Waiting ID with Name

3. Terms and Conditions

- a. WorkSmart is available only to customers who use Verizon New York Inc. as their local service provider.
- b. All terms and conditions apply for the Custom Calling Services features (Call Waiting, Call Forwarding, and Threeway Calling), PhoneSmart Services features (Caller ID with Name and Call Waiting ID with Name) as specified in Part B, Section 2 of this Product Guide.
- c. WorkSmart is available on a 12-month, 24-month, and 36-month commitment period. All rates and charges apply as specified in Paragraph I.4 of this Section following.
- d. The features within each package are sold at their individual feature rate if no service agreement is selected. The applicable rates for each feature are specified in Part B, Section 2 of this Product Guide for each specific service.

sm Service Mark of Verizon New York Inc.

INDIVIDUAL LINE SERVICE, AUXILIARY LINES AND EXTENSIONS

I. WORKSMART PACKAGE (Cont'd)

3. Terms and Conditions (Cont'd)

e. Discounts Upon Entering into a Service Agreement

- (1) The feature package monthly rate is discounted 10% for a 12-month commitment period, 15% for a 24-month commitment period, and 20% for a 36-month commitment period.
- (2) A 50% Service Order Charge discount applies when a customer orders a WorkSmart feature package as a new access line subscriber or other change.
- (3) The customer receives an additional discount of 10% off the WorkSmart feature package if a new additional business access line is ordered equipped with a WorkSmart feature package.

- f. Monthly rates for WorkSmart are in addition to the rates and charges for the associated main telephone exchange service, and for other associated services.

g. Termination Liability

- (1) The termination liability for customers who terminate their service agreement prior to its expiration is as follows: (1) up to 60 days – none, (2) between 60 days but prior to the end of the commitment period – a \$50 termination fee will be applied.
- (2) The termination liability does not apply:
 - when a customer changes the commitment period to a commitment period which is shorter or longer than the time remaining in the existing WorkSmart commitment period,
 - when a customer changes to a different WorkSmart Feature Package, or
 - where facilities are not available to provide a WorkSmart Feature Package.
- (3) The termination liability does not apply when a customer subscribes to Digital Centrex Plus Service prior to the expiration of their WorkSmart service agreement.

- h. WorkSmart may be relocated to a different premises. The number of access lines in service at the new location must be greater than or equal to the number of lines in service at the previous location.

- i. WorkSmart is not available with temporary suspension of service.

- j. The customer may be required to purchase customer premises equipment applicable to the service selected in the appropriate feature package as specified in the Product Guide terms and conditions for the services contained in the specific feature packages to which the customer is subscribing.

INDIVIDUAL LINE SERVICE, AUXILIARY LINES AND EXTENSIONS

I. WORKSMART PACKAGE (Cont'd)

4. Rates and Charges

<u>WorkSmart Feature Packages 1 through 6</u>	<u>Rate</u>
*No Service Agreement – No Additional Line	Individual feature monthly rate for the specific service applies as specified in Part B, Section 2 of this Product Guide.
+12-Month Service Agreement	10% Discount
+24-Month Service Agreement	15% Discount
+36-Month Service Agreement	20% Discount
+Additional Line Feature Package	10% Discount
Per Applicable Service Order Charge	50% Discount

* A Service Order Charge as specified in Part B, Section 12 of this Product Guide applies.

+ A Service Order Charge as specified in Part B, Section 12 of this Product Guide applies at a 50% discount. The Service Order Charge does not apply when customers change between WorkSmart packages or commitment periods.

INDIVIDUAL LINE SERVICE, AUXILIARY LINES AND EXTENSIONS

J. UNLIMITED LOCAL USAGE AND UNLIMITED LOCAL AND TOLL USAGE FOR BUSINESS

1. Description

Unlimited Local Usage and Unlimited Local and Toll Usage for Business are optional business usage plans that provide customers with (1) unlimited local voice usage or (2) unlimited local and direct distance-dialed Message Toll Telephone voice usage for one flat monthly rate. The Exchange Access Line rate is not included and customers subscribing to Unlimited Local Usage or Unlimited Local and Toll Usage for Business will be subject to this rate.

2. Terms and Conditions

- a. Unlimited Local Usage and Unlimited Local and Toll Usage for Business plans are available to Individual Message Business and Digital Centrex Plus customers located within the Company's serving area in the State of Connecticut where Individual Message Business and Digital Centrex Plus services are offered.
- b. Unlimited Local Usage and Unlimited Local and Toll Usage for Business plans are available only to any customers who presubscribe to Verizon New York Inc. as their carrier for all local and Message Toll Telephone calls.
- c. Unlimited Local Usage and Unlimited Local and Toll Usage for Business plans are available to any business customer at any location for which the customer, at the time of the initiation of services, subscribes to 25 or fewer lines (voice grade or voice grade equivalent).
- d. Business customers who are eligible for Unlimited Local Usage and Unlimited Local and Toll Usage for Business plans at particular locations may subscribe to a maximum of ten lines with Unlimited Local Usage or Unlimited Local and Toll Usage at each such location.
- e. Unlimited Local Usage or Unlimited Local and Toll Usage for Business applies separately on each individual telephone line.
- f. All terms and conditions applicable to Digital Centrex Plus Service, as specified in Part B, Section 4 of this Product Guide, apply when Digital Centrex Plus Service is offered with Unlimited Local Usage and Unlimited Local and Toll Usage for Business.
- g. Unlimited Local Usage and Unlimited Local and Toll Usage for Business plans are not available with the Virtual WATS or ICBs.
- h. Unlimited Local Usage and Unlimited Local and Toll Usage for Business plans do not apply to the following calling types or services: Directory Assistance, Directory Assistance Call Completion, Operator-Handled Station-to-Station Calls, Busy Line Verification, Emergency Interrupt, Calling Card calls, Intercept Call Completion, Time/Lottery/Weather Calls, calls to any information service including 555/700/900/976 Service Calls, IDS Type Calls, Three-Way Calling (per activation), Repeat Calls/Return Calls (per activation).
- i. Unlimited Local Usage and Unlimited Local and Toll Usage for Business plans are not available with Public Access Smart-pay Lines, PBX trunks, ground start* lines or trunks, ISDN Primary Service, ISDN Basic Service, Remote Call Forwarding Service, Foreign Exchange Service*, Foreign Central Office* and Foreign Zone*.

* Ground start may not be provided over fiber facilities and is only available where suitable facilities exist.

* Effective January 15, 2020, Foreign Exchange Service, Foreign Central Office and Foreign Zone services are no longer available. Moves, additions or changes to subscribers existing services will not be permitted.

(N)
(N)

(N)
(N)
(N)

INDIVIDUAL LINE SERVICE, AUXILIARY LINES AND EXTENSIONS

J. UNLIMITED LOCAL USAGE AND UNLIMITED LOCAL AND TOLL USAGE FOR BUSINESS (Cont'd)
2. Terms and Conditions (Cont'd)

- j. Service Connection Charges will not apply to existing customers who choose to add Unlimited Local Usage or Unlimited Local and Toll Usage for Business to their line(s).
- k. Service Order Charges will be waived in the event a class of service change is required in order to have Unlimited Local Usage or Unlimited Local and Toll Usage for Business.
- l. If for any reason the Company withdraws the Unlimited Local Usage or Unlimited Local and Toll Usage for Business plan, all customer subscriptions will be cancelled.
- m. Unlimited Local Usage and Unlimited Local and Toll Usage for Business plans may only be used for voice applications and incidental non-broadcast facsimile usage, and may not be used for the transmission of data, for internet connections, or for any other non-voice application. These services may also not be used for autodialing, predictive dialers, or facsimile broadcasting, blasting, or spamming. The Company reserves the right to restrict the number of other services and/or equipment furnished or used in connection with any particular class of service in order to prevent any impairment in the quality of service furnished. If the customer uses these services for any non-eligible purpose, including, but not limited to, the examples noted above, the Company may suspend, restrict or cancel the services. Details on calls made will not be made available for these services.
- n. Feature Packages

Feature Packages are available to eligible customers, who subscribe to the Unlimited Local and Toll Usage for Business plan, subject to the availability of facilities.

The rates for the Feature Packages are in addition to the monthly rate for the Unlimited Local and Toll Usage plan. Service Connection Charge(s) will not apply to existing Unlimited Local and Toll Usage for Business customers who choose to add a Feature Package. No termination charges apply when a customer removes the package.

Feature Packages must be on the same line as the Unlimited Local and Toll Usage for Business plan.

(1) Feature Package 1

- a. Feature Package 1 consists of Call Forwarding, Call Waiting and Three-Way Calling.
- b. Feature Package 1 is available to Individual Message Business customers who meet the requirements of the Unlimited Local and Toll Usage for Business plan, subject to the availability of facilities.
- c. The customer can select any single feature, any combination of two features, or all three features in this package to qualify.

INDIVIDUAL LINE SERVICE, AUXILIARY LINES AND EXTENSIONS

J. UNLIMITED LOCAL USAGE AND UNLIMITED LOCAL AND TOLL USAGE FOR BUSINESS (Cont'd)

2. Terms and Conditions (Cont'd)

n. Feature Packages (Cont'd)

(2) Feature Package 2

- a. Feature Package 2 consists of Voice Messaging and Caller ID.
- b. Feature Package 2 is available to Individual Message Business and Centrex Plus customers who meet the requirements of the Unlimited Local and Toll Usage for Business plan, subject to the availability of facilities.
- c. The customer can select one feature, or both features, in this package to qualify.
- d. If the customer selects the Voice Messaging component of the package, the customer can also select (if the Voice Messaging mailbox does not already include it) either or both of the following two features: Call Forwarding – Busy and Call Forwarding – Don't Answer. (Currently, Centrex Plus customers can order Call Forwarding – Busy and Call Forwarding – Don't Answer at no additional charge.)
- e. If the customer selects the Caller ID component of the package, and already has Call Waiting, the customer can choose to add Call Waiting ID with Name.

3. Rates and Charges

	<u>Monthly Rate</u>	<u>USOC</u>
Unlimited Local Usage		
Per Exchange Access Line	\$37.50	PGOKJ
Per Digital Centrex Plus Access Line	37.50	PGOKL, PGOKK
Unlimited Local and Toll Usage		
Per Exchange Access Line	44.00	PGOKM
Per Digital Centrex Plus Access Line	44.00	PGOKO, PGOKN
Feature Packages		
Feature Package 1 (Call Forwarding, Call Waiting, Three-Way Calling)		
- per Exchange Access line	24.00	PGOKS,PGOKT
Feature Package 2 (Voice Messaging, Caller ID)		
- per Exchange Access line	25.00	PGOKU,PGOKX
- per Digital Centrex Plus Access Line	25.00	PGOKV,PGOKY PGOKW,PGOKZ

Service Connection Charges apply except when Unlimited Local Usage or Unlimited Local and Toll Usage for Business is added to an existing account and no other work is requested.

INDIVIDUAL LINE SERVICE, AUXILIARY LINES AND EXTENSIONS

K. CUSTOM REDIRECT SERVICE

1. General

Custom Redirect Service enables customers to redirect all or a part of their incoming switched voice and data calls to other telephone numbers. The redirection may be on a permanent basis, automatically according to predetermined parameters, and/or upon command by the customer. This service may be used in the event of a communications failure, cable cut, fire, flood, or any other event requiring calls to be handled from alternate telephone numbers or an alternate location.

Basic Custom Redirect Service offers three options to redirect calls. The first option is usually a basic redirect to the dialed number. The customer may designate that the basic redirection feature be used in each of the options or, the customer may select a Custom Redirect Optional Feature as described herein.

2. Feature Definitions

a. Standard Features

(1) Equipped Number

Equipped Number is the subscriber's called telephone number that has Custom Redirect Service.

(2) Group

A group is the collection of Equipped Numbers that will be redirected in the same way, at the same time. For example, if redirection is requested, all telephone numbers within that group will be redirected. If the customer chooses to have option three "active" in a particular group, then all equipped numbers in the group will be redirected according to the direction in option three.

Every group must have the same optional features in each of the options. For example, if the option column has time-of-day redirection, then the times that the numbers are redirected are the same for all the numbers in that group. The actual telephone numbers that the calls are redirected to do not have to be the same. For all optional features, the telephone number that the calls are redirected to may be different.

INDIVIDUAL LINE SERVICE, AUXILIARY LINES AND EXTENSIONS

K. CUSTOM REDIRECT SERVICE (Cont'd)

2. Feature Definitions (Cont'd)

a. Standard Features (Cont'd)

(3) Option Column

An option column is a table of telephone numbers that are treated the same. Custom Redirect has three option columns per group, with the basic service. Up to six additional options may be provisioned as an enhancement. If more than three options are chosen the Additional Option charge applies per additional option chosen. Only one option is active for a group at any given time. For example, in a particular group the first option may be the original dialed number, the second option may be the home telephone number, and the third might be a telephone number in an affiliate office in another city. If option two were selected (i.e., "active"), all telephone numbers in this group would be redirected to the respective telephone number in option column two. Similarly, if the customer selected option column three to be in effect, and if option three were provisioned with a Custom Redirect Service optional feature then all telephone numbers in this option column would have the optional feature.

(4) Redirecting Telephone Number

A redirecting telephone number will have no office equipment associated with it and will be used solely for the purposes of redirecting call traffic from the telephone number dialed to the Custom Redirect Service customer's intended destination.

(5) Modification of Active Option

When the customer elects to redirect calls, the customer calls into the Company platform. Upon reaching the platform, the customer must pass through a series of security blocks to get into the system. Calls may also be redirected by calling a live attendant, who, after verifying security information, will establish the redirection of the calls.

After authorization is confirmed, the customer specifies which group and which option the customer wishes to activate. A group may be a floor, department, building, or some other customer-defined list of numbers. These groups are pre-assigned upon the establishment of the service.

The customer may call in to have the active option modified as frequently as desired. When calls are terminated to any number other than the originally dialed number redirection charges will apply.

INDIVIDUAL LINE SERVICE, AUXILIARY LINES AND EXTENSIONS

K. CUSTOM REDIRECT SERVICE (Cont'd)

2. Feature Definitions (Cont'd)

b. Optional Features

(1) Time-of-Day/Day-of-Week Redirection

An optional feature which allows customers to redirect the customer's calls to another location at predesignated times. For example, particular numbers can be redirected to another location after 5 PM, or, just on Saturdays. The system will automatically route these calls until the customer changes the specifications. This will allow the customer to use a single office to perform the work of many locations during the off-peak hours. Time-of-Day/Day-of-Week Redirecting may be used with any of the option columns. If this feature is used in more than one option, the optional feature charge applies to each option utilizing the feature.

(2) Percentage Redirection

Redirecting may be done by percentages. For example, when Percentage Redirecting is activated, the customer may direct 20% of the incoming calls to location A, 30% to location B, and 50% to location C. The customer may choose up to ten percentages, but the total must always equal 100%. The Percentage Redirecting feature may be used with any of the option columns. If this feature is used in more than one option, the optional feature charge applies to each option utilizing the feature.

(3) Number Identification Redirecting

Number Identification Redirecting allows the customer to redirect calls based upon the originating telephone number, NXX, LATA, or NPA of the incoming caller. This allows the customer to direct particular callers to specific numbers, based upon their telephone number. If an incoming caller's number is on the list, the call will be redirected to the "on-list" number. If the incoming caller's telephone number is not on the list, the call may be completed as dialed.

The customer may have as many numbers as desired on the list. The customer will be billed for each 100 numbers or any fraction thereof. Number Identification Redirecting may be used with any of the option columns. If this feature is used in more than one option, the optional feature charge applies to each option utilizing the feature.

Number Identification may not be used to pass the calling party's number to the customer.

INDIVIDUAL LINE SERVICE, AUXILIARY LINES AND EXTENSIONS

K. CUSTOM REDIRECT SERVICE (Cont'd)

2. Feature Definitions (Cont'd)

b. Optional Features (Cont'd)

(4) SuperGroups

The customer may choose to group their groups into SuperGroups. A SuperGroup is similar to a distribution list of groups and will allow the customer to modify the active option of multiple groups at the same time. For example; if groups 101, 102, and 105 belong to SuperGroup 001, setting SuperGroup 001 to option 3 would set 101, 102 and 105 to option 3.

The same group may belong to multiple SuperGroups and the active option would be the last option set. For example, using the definition of SuperGroup 001 above and an additional SuperGroup 002 includes groups 103, 104 and 105. If after SuperGroup 001 is set to option 3, SuperGroup 002 is set to option 2. Group 105 would be set to option 2.

(5) Single Number Destination Service

This feature will allow customers to redirect an entire group to a single number provided at the time of activation. At the time of provisioning, customers must designate an inter-exchange carrier of their choice to carry the redirected traffic.

(6) Custom Applications

Although most customer applications are provided using the optional features listed above, custom applications may also be provisioned. Custom applications will include the inclusion in the call processing record, a single table or single field manipulation, to meet a specific customer's need. Next Event List (NEL) and Dialed Number Recovery (DNR) are examples of Custom Applications.

Next Event List (NEL) is a Custom Application that provides the redirection of numbers conditional upon network status, i.e., complete this number as dialed unless the following condition is encountered. NEL triggers are placed in the terminating office. NEL is used to monitor PRI outages and does not monitor for Central Office outages or station busy or no answer conditions.

Dialed Number Recovery (DNR) is a Custom Application where the original dialed number is presented to a new customer location.

It is not the intent to provide all custom applications through this Product Guide item. Very complex applications, and applications for purposes other than the directing of incoming calls will not be considered part of this feature and will require special assemblies.

INDIVIDUAL LINE SERVICE, AUXILIARY LINES AND EXTENSIONS

K. CUSTOM REDIRECT SERVICE (Cont'd)

2. Feature Definitions (Cont'd)

b. Optional Features (Cont'd)

(7) Alternate Central Office Triggering

The ability to place triggers in central office switches, other than the original terminating central office allows customers to redirect from the office in which the call originates without requiring the call to complete to the terminating central office. In the event that the terminating central office is out of service, Custom Redirect Service may be activated and all call processing in an office with an alternate office trigger will be redirected per the current active option at that time. A trigger is associated with a specific customer NPA-NXX.

Allowing triggers to be placed in more than the terminating central office may increase the call volumes processed because a portion of the calls may actually be processed by more than one office. The customer's Group charges would be reflective of this increased query volume.

3. Terms and Conditions

- a. Custom Redirect Service is available where Company facilities permit.
- b. Custom Redirect Service may be provisioned with group sizes as small as one.
- c. Product Guide rates will not apply to numbers requiring excessive translations work. Individual Case Basis pricing may be available to customers whose numbers meet this criteria.
- d. Each group may have up to three options for the basic rate. In most cases, the first option will be the called number leaving two additional options for the customer to define. If more than three options are requested, the Additional Option charges apply per additional option chosen. Up to six additional options may be provisioned as an enhancement to the Basic service.
- e. Calls to telephone numbers associated with Custom Redirect Service must be redirected to a customer-assigned number terminating in either a customer location, an inter-exchange carrier's point of presence, a voice mail system, an auto attendant system, or an announcement frame within the LATA of call termination. A redirecting telephone number cannot be used to trigger another redirecting telephone number.
- f. It is the responsibility of the Custom Redirect customer redirecting calls to a third party to obtain, when appropriate, the third party's permission prior to the calls being redirected.
- g. Charges for calls between the Custom Redirect Service equipped telephone number and the telephone number to which these calls are redirected are the responsibility of the Custom Redirect customer.

INDIVIDUAL LINE SERVICE, AUXILIARY LINES AND EXTENSIONS

K. CUSTOM REDIRECT SERVICE (Cont'd)

3. Terms and Conditions (Cont'd)

- h. The customer must have sufficient lines and associated facilities to handle the estimated or actual number of calls without interfering with exchange or toll service. The Company reserves the right to disconnect the service immediately in accordance with the Terms and Conditions contained in Part A, Section 1 of this Product Guide.
- i. Custom Redirect Service is not to be used by customers to avoid toll charges. If a customer is using this service to avoid such charges, the Company reserves the right to disconnect the service immediately and bill all appropriate toll charges.

j. Termination Liability

When the service is originally ordered, a twelve-month termination liability will apply. If Custom Redirect Service is cancelled prior to the twelve-month period, the full monthly rate for each remaining month, or part thereof, will be charged. Changes to the original configuration shall not constitute a cancellation.

k. 5 Year Contract

Customers with more than 500 lines provisioned may choose to sign a five-year contract, which will lower the monthly line rate. In the event the customer wishes to terminate the service prior to the end of the commitment period the rate will be recalculated to the month-to-month rate and the twelve-month termination liability will apply.

- l. Initial Average Monthly Query Volumes are estimates only. After installation, the Company will periodically and at its discretion complete audits of number of queries and billing will be corrected if necessary to adjust the monthly charges based upon the results of the audit.

INDIVIDUAL LINE SERVICE, AUXILIARY LINES AND EXTENSIONS

K. CUSTOM REDIRECT SERVICE (Cont'd)

4. Rates and Charges

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	<u>USOC</u>
<u>Service Establishment Charge</u> <u>(Per Service Order per Account)</u>		\$500.00	SEPRL
<u>Equipped Number</u>			R8SLX/R8SDX
1 – 50	\$2.50	2.35	
51 – 100	2.35	2.35	
101 – 500	2.00	2.35	
501 – 1000	1.50	2.35	
over – 1000	1.10	2.35	
<u>Equipped Number w/5-yr.</u> <u>Contract (min. 500 lines)</u>	1.10	2.35	R8SCE/R8SDL
<u>Average Monthly Group Volume (Queries/Mo./Grp.)</u>			
	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	<u>USOC</u>
Up to 1,000	25.00	50.00	R8G1K
Up to 10,000	80.00	50.00	R8G1A
Up to 25,000	150.00	50.00	R8G2A
Up to 50,000	280.00	50.00	R8G5A
Up to 75,000	425.00	50.00	R8G7A
Up to 100,000	550.00	50.00	R8G1B
Up to 250,000	1,300.00	50.00	R8G2B
Up to 500,000	2,500.00	50.00	R8G5B
Up to 750,000	3,600.00	50.00	R8G7B
Up to 1,000,000	4,500.00	50.00	R8G1C
Over 1,000,000	Multiples of the above may be applied. EX: 1,500,000 R8G1C and R8G5B may be applied for a monthly total of \$7,000.00		

INDIVIDUAL LINE SERVICE, AUXILIARY LINES AND EXTENSIONS

K. CUSTOM REDIRECT SERVICE (Cont'd)

4. Rates and Charges (Cont'd)

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	<u>USOC</u>
Password Initialization, Per Occasion	-	\$50.00	NR91P
Rearrangement/Change, Per Occasion	-	250.00	NR9AD
Rearrangement/Change, Per Number	-	2.35	NR9CD
Time-of-Day, Day-of-Week Redirection	\$ 25.00	100.00	R8T
Percentage Redirecting	25.00	100.00	R8P
Number Identification Redirection Feature (Includes first 100)	50.00	500.00	R8N1X
Number Identification Redirection Feature Per 100 Numbers after Initial 100	10.00	100.00	R8NAX
Redirecting Telephone Number (Per Number)	1.00	5.00	R8W
Additional Option (Per Option over 3)	25.00	200.00	R88
SuperGroups Per SuperGroup	1.00	50.00	R8XBX
Single Number Destination Per Group	10.00	50.00	R8XCX
Custom Application	25.00	200.00	R8XAX
Alternate Central Office Trigger Per Switch, Per Customer NPA-NXX	1.00	500.00	TGRAC
Special Custom Redirect Service Transaction		Special Charges Apply	R8F

INDIVIDUAL LINE SERVICE, AUXILIARY LINES AND EXTENSIONS

K. CUSTOM REDIRECT SERVICE (Cont'd)

4. Rates and Charges (Cont'd)

a. Application of Rates

(1) Service Establishment Charge

Charges will apply for the original order for Custom Redirect Service per Service Order per Account. This charge will apply to New Orders of Custom Redirect Service. If a customer is modifying the existing order, including adding additional numbers, the Rearrangement Charge would apply. The addition of a new group, or a request for additional security forms, will result in a Service Establishment Charge.

(2) Equipped Number

There will be a monthly rate, in addition to a nonrecurring charge, for each equipped number. The monthly rate per number will be based on the quantity of equipped numbers within the customer's account. In addition to the monthly rate, a nonrecurring charge will apply to each number installed.

(3) Average Monthly Group Volume (Partition/Group Charges)

A monthly rate, in addition to a nonrecurring charge, will apply for each group of equipped numbers the customer designates. The monthly rate will be based on the estimated monthly volume of queries expected by the equipped numbers. A query is launched to the AIN database when a trigger is encountered. In basic implementations, query volume is equal to the call volume. As enhancements to the call processing logic are added and additional triggers placed, the query volume may exceed the call volume.

(4) Rearrangement Charges

A nonrecurring charge will apply to each rearrangement. This is in addition to any normal service order charge. Each change to an equipped number will result in a nonrecurring charge for each equipped number modified.

(5) Password Initialization

This charge applies each time, after service establishment, that the customer requests that the Company reinitializes the pass code to the default pass code or is requested to modify existing security profiles.

(6) Redirection Charges

There is no charge associated with modifying the active option. Customers may select to activate options as frequently as desired.

When calls are redirected, the Custom Redirect subscriber will pay the portion of the call from the original called office to the termination number. The rate charged will be in accordance with the customer's current usage plan similar to a call transfer or a call forward.

INDIVIDUAL LINE SERVICE, AUXILIARY LINES AND EXTENSIONS

K. CUSTOM REDIRECT SERVICE (Cont'd)

4. Rates and Charges (Cont'd)

a. Application of Rates (Cont'd)

(7) Redirecting Telephone Numbers

A monthly rate and a nonrecurring installation charge for each telephone number assigned that will be used solely for the purpose of provisioning Custom Redirect Service. This telephone number will have no office equipment associated with it and will be used solely for the purposes of generating a trigger.

(8) Optional Feature Charges

Time-of-Day/Day-of-Week

A nonrecurring charge will apply at the time of the establishment of this feature and a flat monthly rate will be billed for each option with this feature. For changes made by the Company on behalf of the customer, rearrangement charges will apply.

Percentage Redirecting

A nonrecurring charge will apply at the time of the establishment of this feature and a flat monthly rate will be billed for each option with this feature. For changes made by the Company on behalf of the customer, rearrangement charges will apply.

Auto Attendant Redirection

Due to the custom nature of this feature, pricing will be developed for each application on an Individual Case Basis.

Number Identification Redirection

A monthly rate and a nonrecurring charge will apply for the first 100 telephone numbers listed for Number Identification Redirecting. Each additional 100 numbers or fraction thereof, will incur a nonrecurring charge and a monthly recurring charge.

SuperGroups

A nonrecurring charge will apply at the time of the establishment of this feature and a flat monthly rate will be billed for each group with this feature. For changes made by the Company on behalf of the customer, rearrangement charges will apply.

Single Number Destination

A monthly and nonrecurring charge will apply for each group on which this feature is ordered.

Custom Application

A nonrecurring charge will apply at the time of the establishment of this feature and a flat monthly rate will be billed for each option with this feature. For changes made by the Company on behalf of the customer, rearrangement charges will apply.

Alternate Central Office Trigger

A nonrecurring charge will apply at the time of the establishment of the trigger and a flat monthly rate will be billed for each central office switch in which a trigger is placed, per customer NPA-NXX. For changes made by the Company on behalf of the customer, rearrangement charges will apply.

INDIVIDUAL LINE SERVICE, AUXILIARY LINES AND EXTENSIONS

K. CUSTOM REDIRECT SERVICE (Cont'd)

4. Rates and Charges (Cont'd)

a. Application of Rates (Cont'd)

(9) Special Custom Redirect Service Transactions

Occasionally customers will require a one-time effort related to their Custom Redirect Service. This may include the generation of a special report, out of hours programming support for testing, or other special handling of the service that was not included in the rate development for the service. This item will allow customers to request such services and the Company to recover the costs associated with these special requests. Special charges will apply.

INDIVIDUAL LINE SERVICE, AUXILIARY LINES AND EXTENSIONS

L. SOLUTIONS FOR BUSINESS

1. General

Solutions for Business is an optional flat-rated usage package for business customers which provides, subject to the terms and conditions set forth below, a network access line (primary line), additional line(s) (optional), unlimited usage and certain calling features for one flat monthly rate, when the customer also subscribes to an unlimited nationwide calling plan through Verizon Long Distance LLC.

The Solutions for Business Primary Line includes the following:

- one Individual Message Rate Business Service Line or first CustoPAK Line (Centrex Plus with Assume Dial 9),
- unlimited local usage,
- unlimited intraLATA toll usage,
- choice of any or all of the following calling features: Call Waiting, Three-Way Calling, Call Forwarding, Caller ID and standard business Voice Messaging Mailbox.

Additional Line options are as follows:

- Additional Bundle Line(s) – CustoPAK line(s) or Individual Message Rate Business Service Line with Call Waiting, Call Forwarding, Three-Way Calling
- Additional Bundle Line(s) Plus – CustoPAK line(s) with Caller ID or Individual Message Rate Business Service Line with Call Waiting, Call Forwarding, Three-Way Calling, and standard business Voice Messaging Mailbox
- Additional Bundle Line(s) Unlimited – CustoPAK line(s) with Caller ID or Individual Message Rate Business Service Line with Call Waiting, Call Forwarding, Three-Way Calling, standard business Voice Messaging Mailbox, unlimited local usage and unlimited intraLATA toll usage

2. Terms and Conditions

- a. Solutions for Business is available only where facilities are available and conditions permit.
- b. Solutions for Business is available only to business customers that are presubscribed to Verizon New York Inc. as their carrier for all intraLATA toll calls.
- c. Customers will be provisioned with CustoPAK or Individual Message Rate Business Service Lines. In instances where the switch is not provisioned with CustoPAK, lines will be provided with Individual Message Rate Business Service.
- d. Solutions for Business is available only to business customers that subscribe to 25 or fewer lines (voice grade or voice grade equivalent) per location. A maximum of ten (10) such lines may have unlimited local and toll usage, either with the Solutions for Business package or under any other unlimited usage plan or package offered by Verizon New York Inc.
- e. Solutions for Business is available only to customers that subscribe to a business unlimited nationwide long distance calling plan through Verizon Long Distance LLC.

INDIVIDUAL LINE SERVICE, AUXILIARY LINES AND EXTENSIONS

L. SOLUTIONS FOR BUSINESS (Cont'd)

2. Terms and Conditions (Cont'd)

- f. Solutions for Business is not available with the following services/line types: Centrex Plus Service, Public Access Smart-pay Lines, PBX trunks, ground start* lines or trunks, ISDN Primary Service, ISDN Basic Service, Remote Call Forwarding Service, Foreign Exchange Service and Foreign Zone**.
- g. Solutions for Business is not available with the following business packages/plans: Virtual WATS, ICBs, and Toll-Free Discount Plan.
- h. Solutions for Business is not available in combination with other optional calling plans or virtual private network services.
- i. Call detail listings are not available for usage provided as part of the Solutions for Business.
- j. The unlimited usage provided as part of the Solutions for Business does not apply to the following calling types or services: Directory Assistance, Directory Assistance Call Completion, Operator-Handled Station-to-Station Calls, Calling Card calls, calls to a chat-line, calls to any information service including 555/700/900/976 Service Calls, IDS Type Calls, Three-Way Calling (per activation), and Repeat Calls/Return Calls (per activation).
- k. The unlimited usage provided as part of the Solutions for Business package may only be used for voice applications and incidental non-broadcast facsimile usage, and may not be used for the transmission of data, for internet connections, or for any other non-voice application. This service may also not be used for autodialing, predictive dialers, or facsimile broadcasting, blasting, or spamming. The Company reserves the right to restrict the number of other services and/or equipment furnished or used in connection with any particular class of service in order to prevent any impairment in the quality of service furnished. If the customer uses this service for any non-eligible purpose, the Company may suspend, restrict or cancel the service.
- l. If the customer selects the Voice Messaging component of the package, it can also select (if the Voice Messaging mailbox does not already include it) either or both of the following two features: Call Forwarding – Busy and Call Forwarding – Don't Answer.
- m. If the customer selects the Caller ID component of the package, and already has Call Waiting, it can choose to add Call Waiting ID with Name at no additional charge.
- n. All terms and conditions applicable to access lines, usage and calling features as specified in this Product Guide apply to customers that select such access line, usage and features in conjunction with the Solutions for Business package.
- o. The Solutions for Business package primary line is offered under a two-year agreement or on a month-to-month basis. Additional lines are offered on a month-to-month basis or two-year term basis. Additional lines provided on a two-year term basis are subject to early termination charges as described in Paragraph 2.L.2.t.(2) Plan 2 of this Section, following.

* Ground start may not be provided over fiber facilities and is only available where suitable facilities exist.

** Effective January 15, 2020, Foreign Exchange and Foreign Zone services are no longer available. Moves, additions or changes to subscribers existing services will not be permitted.

(N)
(N)

(N)
(N)

INDIVIDUAL LINE SERVICE, AUXILIARY LINES AND EXTENSIONS

L. SOLUTIONS FOR BUSINESS (Cont'd)

2. Terms and Conditions (Cont'd)

- p. End of Term Options—Customers that subscribe to the Solutions for Business two-year term may elect Plan 1 or Plan 2 at the time they order or renew.

Plan 1— The customer must contact the Company prior to the end of the term agreement in order to renew it. The rate for the new term shall be the term rate in effect at the time of renewal. If the customer does not renew the term agreement before it expires, after expiration the customer shall pay, on a month-to-month basis, the term rate as it may change from time to time, until the customer cancels the service or requests a new term agreement. Failure to cancel service or request a new term will constitute the customer's acceptance of the continued service. Customers will be subject to all prevailing terms and conditions of the package as they may change from time to time.

Plan 2 – At the end of each term, the plan will automatically renew for another two-year term under the same terms, except that the monthly rate will be adjusted to the prevailing plan rate in effect at the time of renewal. Alternately, the customer may contact the Company anytime within the period beginning 30 days before the end of a term and ending 60 days after the term auto renews to arrange for termination of the service or conversion to a month-to-month service without incurring an early termination charge.

Solutions for Business lines subscribed to under Plan 2 may not be combined with other voice services or features under a term commitment. Other voice services and features may only be combined with lines under Plan 2 when these other voice services and/or features are purchased on a month-to-month basis.

- q. Applicable Service Connection Charges as specified in Section 12 of this Product Guide will be waived : 1) for customers subscribing to a two-year agreement, 2) in the event a class of service change is required in order to obtain a Solutions for Business package and 3) for customers subscribing to a two-year agreement and adding lines to an existing Solutions for Business Package in order to qualify for the Multi-Line Discount.
- r. If in addition to the Solutions for Business Package and an unlimited nationwide calling plan, the customer subscribes to a Basic Internet service or FiOS Internet service provided by Verizon Online, a monthly credit, as specified in the Rates and Charges section following, will be applied to the Solutions for Business package monthly rate.

(T)

INDIVIDUAL LINE SERVICE, AUXILIARY LINES AND EXTENSIONS

L. SOLUTIONS FOR BUSINESS (Cont'd)

2. Terms and Conditions (Cont'd)

- s. Multi-Line Discount* – A multi-discount applies to the Solutions for Business Package Additional Bundle Line(s) Plus or Additional Bundle Line(s) Unlimited as follows:

- (1) The discount will be provided on the Additional Bundle Line(s) Plus or Additional Bundle Line(s) Unlimited line(s) when the total lines in the bundle equal four or more. The discount will be provided beginning with the fourth qualifying line up to the bundle maximum of 25 lines. The main line and the second and third lines are not eligible.
- (2) Customers with four or more Solutions for Business Package lines prior to April 17, 2011, must add at least one new line to qualify for the Multi-Line Discount.
- (3) Only one Multi-Line Discount shall apply per line. If any lines are removed from the Solutions for Business Package such that the account has less than four lines, the Multi-Line Discount will be automatically removed.

t. Termination Liability

(1) Plan 1

Subject to Paragraphs 2.L.2.t.(3) and L.3. of this Section following, a one-time Termination Charge of \$50 applies under the following circumstances:

- a. Early termination by the customer of the Solutions for Business package term agreement.
- b. If the customer cancels the unlimited nationwide calling service or the access line.

(2) Plan 2

Subject to Paragraphs 2.L.2.t.(3) and L.3. of this Section following, a one-time early termination charge per line will be assessed under the following circumstances:

- a. Early termination by the customer of the Solutions for Business package term agreement.
- b. If the customer cancels the unlimited nationwide calling service or the access line.

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. The remainder of the term will be the number of days left in the 24-month term divided by 30. The term of all lines subscribed to or renewed under Plan 2 and within the same account will be coterminous based upon the date of the first line established.

All lines within the same Solutions for Business Bundle must be under the same Plan - either Plan 1 or Plan 2.

* The Multi-Line Discount is not available to new subscribers. It will continue to be provided to customers who subscribe to the services as of February 3, 2012.

INDIVIDUAL LINE SERVICE, AUXILIARY LINES AND EXTENSIONS

L. SOLUTIONS FOR BUSINESS (Cont'd)

2. Terms and Conditions (Cont'd)

t. Termination Liability (Cont'd)

- (3) An early termination charge will not apply under the following circumstances:
- a. Customer moves existing service either to a new location within the same address and/or same building (inside move) or to a new location (outside move) and maintains that service for the remainder of the term.
 - b. Customer moves existing service to a location where the service is not available.
 - c. Customer changes from a month-to-month to a two-year term.
 - d. Customer renegotiates a new term commitment plan for the same service before the current term commitment expires, and the revenue value of the new term commitment to Verizon is equal to or greater than the remaining revenue value of the current term commitment.
 - e. Customer changes to another service or usage plan or upgrades service or usage under a term commitment, and the revenue value of the new term commitment to Verizon is equal to or greater than the remaining revenue value of the current term commitment.
 - f. Customer terminates service within the first 30 days, starting on the order completion date. Monthly charges, however, will apply.
 - g. Company withdraws, for any reason, the Solutions for Business package. All customer subscriptions will be cancelled as of the date of such withdrawal.

3. Satisfaction Guarantee

- a. If the customer notifies the Company within the first thirty (30) days of service installation that it is not satisfied with the service(s) and wishes to discontinue the service(s), the customer will be entitled to a full credit of one (1) month's monthly recurring charge (MRC), or portion thereof if subscription is less than thirty (30) days. The Customer will also be entitled to a full credit of any one-time charges directly associated with the establishment of the service.
- b. Early termination liability will be waived for customers requesting discontinuation of the service pursuant to this offer.
- c. This offer applies on two-year term subscriptions for new customers only. It does not apply to customers subscribing to the service on a month-to-month basis.
- d. No customer will be entitled to discontinue service pursuant to this offer more than once per service.
- e. The Company will remove the service(s) from the account of a customer requesting discontinuation pursuant to this offer.
- f. The customer is responsible for notifying the Company to disconnect the service(s) within thirty (30) calendar days of installation.
- g. The monthly recurring charges and one-time charges directly associated with the establishment of service will be applied as a credit on the bill of a customer discontinuing service pursuant to this offer.

INDIVIDUAL LINE SERVICE, AUXILIARY LINES AND EXTENSIONS

L. SOLUTIONS FOR BUSINESS (Cont'd)

3. Satisfaction Guarantee (Cont'd)

- h. Credits are limited to the charges identified above. No credits will be issued for other charges billed to the customer, including but not limited to toll and local usage charges, E911 surcharges, or other surcharges.
- i. This offer applies only to the charges for the service as a whole and not any charges for optional features offered with this service.
- j. This offer does not extend to any Customer Provided Equipment (CPE) used in conjunction with this service, nor does it apply to Time and Material charges.
- k. This offer does not apply to service(s) to be used for less than thirty (30) consecutive days.
- l. This offer does not apply to any customers with voice services already provisioned.

4. Voice Non-Recurring Charge (NRC) Activation Waiver

- a. Applicable Service Connection Charges (Service Order Charge, Records Order Charge, Central Office Line Charge, Premises Visit Charge, and Standard Network Interface Charge), as specified in Part B, Section 12 of this Product Guide, will be waived for customers who meet the following criteria:

- (1) new business customers who agree to subscribe to a month-to-month or two-year term Solutions for Business package with new Verizon Basic Internet service or new Verizon Fios Internet service; OR (T)
- (2) existing customers with Fios Internet service that upgrade to a new month-to-month or two-year term Solutions for Business Bundle with a qualifying month-to-month or two-year term Fios Internet plan; OR
- (3) existing voice customers without Basic Internet or Fios Internet service who purchase new voice lines with a Solutions for Business bundle that includes Basic Internet or Fios Internet service. (T)
(T)

- b. This waiver is subject to the following conditions:

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

INDIVIDUAL LINE SERVICE, AUXILIARY LINES AND EXTENSIONS

L. SOLUTIONS FOR BUSINESS (Cont'd)

5. Rates and Charges

	<u>Monthly Rate</u>	
	<u>MTM</u>	<u>2-Year Term</u>
Solutions for Business Package		
Customers who subscribed:		
(a) on or before February 3, 2012		
- Primary Line (Individual Message Rate Business Service line or first Custopak line), per line	\$53.00	\$55.00**
(b) on or after February 4, 2012		
- Primary Line (Individual Message Rate Business Service line or first Custopak line), per line	60.00	62.00
- Additional Line options:		
Customers who subscribed:		
(a) on or before February 3, 2012		
- Additional Bundle Line, per line	20.00	-
- Additional Bundle Line Plus, per line	30.00	-
- Additional Bundle Line – Unlimited, per line	53.00**	-
(b) on or after February 4, 2012 and before October 18, 2014		
- Additional Bundle Line, per line	20.00	-
- Additional Bundle Line Plus, per line	30.00	-
- Additional Bundle Line – Unlimited, per line	60.00	-
(c) on or after October 18, 2014		
- Additional Bundle Line, per line	25.00	20.00
- Additional Bundle Line Plus, per line	35.00	30.00
- Additional Bundle Line – Unlimited, per line	65.00	62.00

	<u>Monthly Credit</u>	(T)
- Basic Internet 3.0M or higher or FiOS Internet service 15M/5M		
Customers who subscribed:		
(a) on or before February 3, 2012**		
- Primary Line 2-Year Term, per line	\$10.00	
- Additional Bundle Line-Unlimited, per line	33.00	
(b) on or after February 4, 2012		
- Primary Line 2-Year Term, per line	10.00	
- Additional Bundle Line-Unlimited, per line	25.00	

	<u>Monthly Multi-Line Discount</u>
<u>Credit*</u>	
- Additional Bundle Line Plus, per line	\$ 8.00
- Additional Bundle Line – Unlimited, per line	10.00

* The Multi-Line Discount is not available to new subscribers. It will continue to be provided to customers who subscribed to the services as of February 3, 2012.

** These rates shall continue to apply to a customer's lines, which were purchased prior to February 4, 2012, when the customer elects on or after December 14, 2014 to subscribe to a new two-year term with Plan 2 termination liability as described previously in Part B, Section 2.L.2.t.(2) of this Product Guide.

INDIVIDUAL LINE SERVICE, AUXILIARY LINES AND EXTENSIONS

M. BUSINESS TRAFFIC STUDY SERVICE

1. Description

Business Traffic Study Service provides performance reports of call capacity for originating and terminating traffic on access lines or hunt groups. The traffic study report enables business customers to determine how many calls terminate successfully as opposed to the number of calls that reach a station-busy condition. The Company provides a recommendation of required lines to accommodate the studied call traffic based on industry standards for call traffic handling. Calculations for the recommendation are derived from traffic engineering tables. The recommendation is a close estimate and cannot be guaranteed.

Traffic study reports may be requested for the following services and products:

Business Lines/Trunks	Multiline Hunt Group
Intellipath II Digital Centrex Service	NYNEX Digital Centrex Plus Service
ISDN Basic Exchange Service	Remote Call Forwarding
ISDN Primary Rate Service	WorkSmart Package

A separate traffic study report is required for each access line or hunt group. Traffic study reports may be requested for more than one access line or hunt group at a single customer location.

2. Terms and Conditions

- a. Business Traffic Study Service is available to business customers only.
- b. Calls must be carried by the Company, and billed by or on behalf of the Company to the customer requesting the study.
- c. Traffic studies are performed on Verizon access lines or hunt groups with local exchange numbers. Studies cannot be performed on toll-free or pay-per-call type telephone numbers.
- d. Traffic studies are performed, at the customer's request, per exchange, per customer account. For customers with access lines or hunt groups at more than one location, a nonrecurring charge would apply for traffic studies at each location.
- e. Traffic studies are provided on a weekly, bi-weekly or monthly basis. The monthly rate is determined by the number of traffic study reports provided within a four-week billing cycle. A one-week traffic study may be performed per customer location, per access line or hunt group, per calendar year, at no nonrecurring charge and no monthly charge. Any additional traffic studies requested during the calendar year will be billed in accordance with the rates and charges as specified in Paragraph M.3. of this Section following.
- f. Traffic study report features may vary by Central Office switching system type.

INDIVIDUAL LINE SERVICE, AUXILIARY LINES AND EXTENSIONS

M. BUSINESS TRAFFIC STUDY SERVICE (Cont'd)

3. Rates and Charges

	<u>Monthly Rate</u>	<u>Non Recurring Charge</u>
Traffic Study Reports*, per access line or hunt group, per calendar year		
Initial one-week study report	No Charge	No Charge
Additional one-week study report	No Charge	\$120.00
Each additional study report, per 4-week billing cycle		
Weekly reporting (4 reports)	\$80.00	120.00
Bi-weekly reporting (2 reports)	60.00	120.00
Monthly reporting (1 report)	40.00	120.00

* Applicable Service Order charges will apply in addition to the nonrecurring charge for initial setup and for any subsequent additions or changes to Traffic Study Reports in a calendar year.

INDIVIDUAL LINE SERVICE, AUXILIARY LINES AND EXTENSIONS

N. BUSINESS DIRECT BILL CREDIT

1. Description

The Business Direct Bill Credit is an offering under which eligible customers may receive, subject to the limitations described below, a one-time or monthly discount as specified in Paragraph N.3 of this Section following.

A customers is eligible for the discount if the customer is an existing business customer and

- a. **(i)** contacts Verizon to disconnect its Verizon dial-tone service or to disconnect one or more individual message business lines, one or more Centrex Plus with Assume Dial 9 (a/k/a CustoPAK) lines or one or more Centrex Plus with Dial 9 lines; **and** agrees not to discontinue such service or disconnect such lines; **or (ii)** has an existing retention offer from Verizon that is expiring or has expired; **and**
- b. has no less than the average billed revenue specified in Paragraph N.3 of this Section for combined services offered by Verizon, DSL service offered by Verizon Online, and long distance service offered by a Verizon affiliate.

2. Terms and Conditions

- a. The average monthly billed revenue used to determine the amount of the Business Direct Bill Credit is based upon the last six months total billed account revenue. In cases where six months of billed revenue is not available, the total billed account revenue for a preceding period of less than six months will be used, subject to a minimum period of three months. The discount will not be provided if at least three preceding months of data is not available.
- b. The Business Direct Billed Credit applies per account from the date it is implemented on the customer's account and will continue for a maximum of 12 months.
- c. Customers will not automatically be enrolled in this offering. The Business Direct Bill Credit will be provided to qualifying customers only upon customer request or upon customer acceptance of a suggestion, recommendation, or offer of the discount made by Verizon.
- d. Customers are limited to one (1) discount only and cannot combine discounts.
- e. Eligible customers do not include customers who are disconnecting their service through the Verizon website or customers disconnecting service as a result of a move outside of or within the Verizon service territory, disconnecting as a result of death of the customer, or the disconnecting of seasonal service.

INDIVIDUAL LINE SERVICE, AUXILIARY LINES AND EXTENSIONS

N. BUSINESS DIRECT BILL CREDIT (Cont'd)

3. Rates and Charges

Average Billed Revenue	Maximum One-Time Credit	Maximum Monthly Credit
\$40	\$50	\$5
\$100	\$75	\$15
\$200	\$100	\$25
\$300	\$125	\$35
\$400	\$125	\$50
\$800	\$125	\$80

INDIVIDUAL LINE SERVICE, AUXILIARY LINES AND EXTENSIONS

O. PREFERRED VOICE

1. General

Preferred Voice is an optional business service package which provides customers a package of offerings at a flat monthly rate. The service includes unlimited domestic, local and toll voice usage, select voice features with CustoSak Service, as further set forth below.

Subject to the requirements of O.2. below, including but not limited to Section O.2.k, Preferred Voice customers may also subscribe to Preferred Voice Additional Line which includes unlimited local and toll voice usage. 1
(N)
J

2. Terms and Conditions

a. Preferred Voice and Preferred Voice Additional Line(s) are available on CustoSak lines located within the Company's serving area in the State of Connecticut where facilities permit. (C)

b. Preferred Voice is available only to customers who subscribe to Verizon or its affiliate as their carrier for all local and message toll telephone calls, plus unlimited long distance calling. Preferred Voice Additional Line is available only to Preferred Voice customers who subscribe to Verizon as their carrier for all local and intraLATA toll calls. (N)
(N)

c. Preferred Voice and Preferred Voice Additional Line(s) apply per telephone line. (C)

d. Preferred Voice and Preferred Voice Additional Line(s) are available on a two-year term only. Term agreements are applied per line. At the end of the 2-year term period or any subsequent renewal, the agreement will automatically be renewed for successive 2-year terms on the same terms and conditions, unless either party provides 30-days' advance notice that it does not wish to renew the term. As explained more fully in subparagraph e., below, each subsequent renewal will allow for a 60-day grace period for subscribers to remove the plan without an early termination charge. Pricing for the renewal term will be the same as those that applied during the prior term unless Verizon has provided 30-days' notice of any change. (C)

e. In the event the customer terminates either the Preferred Voice Additional Line(s) or the 2-year term service within the first 60 days, starting on the Order Completion Date, the customer will be liable for the Month-to-Month charges that would have applied to the individual offerings included in Preferred Voice, up to the date of termination, and any termination liability will be waived. If the customer terminates service after 60-calendar days, but prior to the completion of the term commitment period, the customer shall be liable for an early termination charge of 35% of the monthly Preferred Voice recurring charge per line for each month remaining during the term. (C)

Preferred Voice Additional Line(s) will run concurrent with existing Preferred Voice Lines(s). When disconnecting Preferred Voice Line(s), all related Preferred Voice Additional Lines(s) must maintain the relationships stated in O.2.k. following. 1
(N)
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INDIVIDUAL LINE SERVICE, AUXILIARY LINES AND EXTENSIONS

O. PREFERRED VOICE (Cont'd)

2. Terms and Conditions (Cont'd)

e. (Cont'd)

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

- (i) Customer moves existing service either to a new location within the same address and/or same building (inside move) or to a new address or building (outside move) and maintains that service for the remainder of the term;
 - (ii) Customer renegotiates a new term commitment plan for the same service before the current term commitment expires and the value (total rate paid to Verizon) of the new term commitment is equal to or greater than the remaining value of the current term commitment; or
 - (iii) Customer changes to another service or usage plan or upgrades service or usage under a term commitment, and the value (total rate paid to Verizon) of the new term commitment is equal to or greater than the remaining value of the current term commitment.
- f. Detailed IntraLATA toll billing is not provided with Preferred Voice or Preferred Voice Additional Line(s).
- g. Preferred Voice and Preferred Voice Additional Line(s) are not available with business exchange service, PBX trunks, ground start* lines or trunks, ISDN Basic Service, ISDN Primary Service, and Public Access Smart-pay Lines. (C)
- h. Preferred Voice is not available with the following business packages or optional plans: Corporate Rewards, ICBs, Virtual Private Network Service (VPNS), Virtual WATS and discontinued Optional Calling Plans.
- i. Preferred Voice consists of the following offerings:
- CustoPAK line with unlimited usage
 - Unlimited Nationwide calling
 - Call Waiting
 - Three-Way Calling
 - Call Forwarding
 - Caller ID
 - Voice Mailbox
 - Waiver of the non-recurring service charges

* Ground start may not be provided over fiber facilities and is only available where suitable facilities exist. (N)
(N)

INDIVIDUAL LINE SERVICE, AUXILIARY LINES AND EXTENSIONS

O. PREFERRED VOICE (Cont'd)

2. Terms and Conditions (Cont'd)

j. Preferred Voice Additional Line(s) consists of the following offerings:

- Local exchange or CustopAK line with unlimited local usage
- Unlimited direct dialed intraLATA toll
- Waiver of the non-recurring service charges
- All standard features currently available with CustopAK lines.

(N)

k. The Preferred Voice Additional Line requirements are as follows:

- Maximum of 5 Additional Lines with Dialtone
- Maximum of 5 Additional Lines with CustopAK (25 Main CustopAK lines plus 5 Additional lines maximum).

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l. Customers subscribing to Preferred Voice or Preferred Voice Additional Line(s) cannot have Unlimited Local and Toll Usage for Business on their account.

(C)

m. Preferred Voice and Preferred Voice Additional Line(s) are flat rate unlimited service options only. There is no message/measured service option available. These are included into the monthly price of the Preferred Voice Service. Preferred Voice Additional Line(s) includes unlimited local and local toll usage. Long Distance usage must be purchased separately.

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(C)

n. Preferred Voice and Preferred Voice Additional Line(s) apply to voice-grade traffic only. Verizon reserves the right to terminate a customer's service for use with inappropriate non-voice traffic or violations of this Product Guide.

(C)

3. Rates and Charges

(M)

a. Service and Equipment connection charges do not apply to existing customers who choose to add Preferred Voice or Preferred Voice Additional Line(s) to their line or change from Basic Exchange Business Unlimited usage service to enroll in Preferred Voice or Preferred Voice Additional Line(s).

J

(C)

b. No separate nonrecurring charges apply for Preferred Voice.

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Monthly Rate
2-Year Term

Preferred Voice, per line \$46.00

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Preferred Voice for Business
- per Exchange Access Line or
CustopAK Line

20.00

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(N)

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