
VII. RATES AND CHARGES

1. INTRASTATE ACCESS:

1.1 Outbound Service

1.1.1 Dedicated Access/Termination

- A. Intentionally omitted.
- B. Intrastate Analog Access /Termination: For Intrastate Analog Access, described in described in the tariff section on Intrastate Network Services Local Access Services, monthly and non-recurring charges in effect on the date of the invoice will apply.

1.1.2 Switched Access: A \$5 monthly minimum charge will apply to each Customer location using switched access. The Customer will be charged the difference between the Customer's actual usage charges (including surcharges) and \$5 per location during each monthly billing period. This charge does not apply to Customers who subscribe to Feature Option C-1.

- A. Calling Card charges apply.¹
- B. Intrastate Toll Free Remote Access: This feature is not available for Feature Option A. Allows access to the Customer's network via a Customer-specific toll free number from anywhere within the same state. This feature is available for calling within the Customer's private network, with both 7- and 10-digit dialing plans, via switched access only. This feature is not available via Card Access. Per-call surcharges apply in addition to applicable intrastate usage charges.

For Customers subscribing to Feature Option B, a \$0.25 per call surcharge will apply to each intrastate Toll Free Remote Access call.

For Customers subscribing to Feature Option C-1, a \$0.25 per call surcharge will apply to each intrastate Toll Free Remote Access call which originates over "Switched" facilities and terminates over "Switched" facilities.

For Customers subscribing to Feature Option C-1, a \$0.15 per call surcharge will apply to each intrastate Toll Free Remote Access call which originates over "Switched" facilities and terminates over "Dedicated" facilities.

¹Effective December 1, 2014, Calling Card Service is grandfathered and is no longer available to new customers. For existing customers, Verizon will no longer accept new orders and will no longer support requests for move, add, or change activities for calling cards, and contract renewals or extensions of Calling Card Service will no longer be permitted, effective December 1, 2014.

VII. RATES AND CHARGES (Cont'd)

1. INTRASTATE ACCESS (Cont'd)

1.2 Inbound Service

1.2.1 Intentionally omitted.

1.2.2 Business Line Termination: The following non-recurring and monthly recurring charges will apply for Business Line termination:

	Charges	
	Non-Recurring	Monthly
per service group	\$0.00	\$30

1.2.3 Additional Charges for Inbound Service Access:

- A. Special Access Surcharge: The Special Access Surcharge will apply for Dedicated Access Termination for inbound service. It will apply only to Customers subscribing to Feature Option B and Feature Option C-2. The Special Access Surcharge, imposed by the Local Exchange Carrier, will not apply to those Customers who furnish the Company with an Exemption Certificate. It will apply for each voice grade equivalent channel will apply.

1.3 Intentionally omitted.

VII. RATES AND CHARGES (Cont'd)

2. USAGE

2.1 Inbound and Outbound Service: The following per-minute rates apply based on origination type:¹

1 Year		2 Year		3 Year	
Switched (including Card Access)	Dedicated or Local	Switched (including Card Access)	Dedicated or Local	Switched (including Card Access)	Dedicated or Local
\$0.1350	\$0.0890	\$0.1302	\$0.0859	\$0.1263	\$0.0833

2.2 Intrastate Switched Digital Service.

2.2.1 Outbound: The following per-minute rates apply to outbound Switched Data service at speeds of 56 kbps and 64 kbps, at speeds in multiples of 64 kbps up to 1536 kbps and H0 and H11 services between intrastate locations, based on origination and termination types and speed:

Origination Type	Termination Type	Speed/Per-Minute Rate	
		56/64 kbps	128+ kbps
Local Number Connection	Local Number Connection	\$0.1676	\$0.1444
Local Number Connection	Dedicated	0.1726	0.1494
Local Number Connection	Switched	0.1826	0.1594
Switched	Local Number Connection	0.2284	0.1999
Switched	Dedicated	0.2284	0.1999
Switched	Switched	0.2384	0.2099

¹Effective December 1, 2014, Calling Card Service is grandfathered and is no longer available to new customers. For existing customers, Verizon will no longer accept new orders and will no longer support requests for move, add, or change activities for calling cards, and contract renewals or extensions of Calling Card Service will no longer be permitted, effective December 1, 2014.

VII. RATES AND CHARGES (Cont'd)

2. USAGE (Cont'd)

2.2 Intrastate Switched Digital Service (Cont'd)

2.2.2 Inbound: The following per-minute rates apply to inbound Switched Data service at speeds of 56 kbps and 64 kbps, at speeds in multiples of 64 kbps up to 1536 kbps and H0 and H11 services between intrastate locations, based on origination and termination types and speed:

<u>Origination Type</u>	<u>Termination Type</u>	<u>Speed/Per-Minute Rate</u>	
		<u>56/64 kbps</u>	<u>128+ kbps</u>
Local Number Connection	Local Number Connection	\$0.1676	\$0.1444
Local Number Connection	Switched	0.2284	0.1999
Switched	Local Number Connection	0.1826	0.1594
Switched	Dedicated	0.1926	0.1694
Switched	Switched	0.2384	0.2099

3. INTRASTATE OPERATOR ASSISTED ¹

The following charges apply to outbound Operator Assisted calls which originate and terminate via Switched (excluding Card) and Dedicated access only within the same state. For calls terminating via Local Network Connection facilities, a termination credit of \$0.01 per minute will apply. For calls originating over Local Network Connection facilities, an origination credit of \$0.045 per minute will apply.

3.1 Per Minute Charges: For intrastate calls within the classifications detailed below, (excluding collect calls and calls which are billed by a third party), the following call classifications and usage rates will apply:

3.1.1 Call Classifications:

- Calls made from Company presubscribed payphones or institutional phones and which are completed with the assistance of a Company operator:
- Calls made from private residential or business phones presubscribed to the Company and which are completed with the assistance of a Company operator; and
- Calls made from private residential or business phones by Casual Callers, which are completed with the assistance of a Company operator.

¹ Effective on or after August 10, 2016, MCI Communications Services LLC will no longer offer Person-to-Person, 3rd Number Billing, or Collect Call operator services throughout the United States to customers that MCI serves as an interexchange carrier or facility-based local carrier.

VII. RATES AND CHARGES (Cont'd)

3. INTRASTATE OPERATOR ASSISTED (Cont'd)

3.1 Per Minute Charges (Cont'd):

3.1.2 Operator Assisted Per Minute Usage Charges for intrastate calls.

<u>Mileage</u>	<u>Day 1st Min</u>	<u>Day Add'l Min</u>	<u>Evening 1st Min</u>	<u>Evening Add'l Min</u>	<u>Night/Weekend 1st Min</u>	<u>Night/Weekend Add'l Min</u>
99999	\$0.44	\$0.30	\$0.29	\$0.19	\$0.18	\$0.12

"Day" calls are from 8 am to 4:59 pm Mon - Fri; "Evening" calls are 5:00 pm to 10:59 pm, Mon-Fri, and Sun 5:00 PM - 10:59 PM; and, "Night/Weekend" calls are 11:00 PM Friday - 5:00 PM Sunday, 11:00 PM Sunday - 7:59 AM Monday, and 11:00 PM to 7:59 AM, Mon - Sun.

3.2 Operator Services¹ Surcharges: The following undiscountable surcharges apply at the rates as set forth in the chart below:

Collect Person to Person – Operator assisted call wherein the caller asks if a specific person is available at the terminating number. If so, that individual decides whether to accept the call. If they do accept, then the call is completed and they will be billed for the call. If the individual requested is not home or does not accept the call, then the call is not completed.

Collect Station to Station – Customer places a call through use of Company Operator Services to reach another number and, if accepted by the terminating (called) party, the call is completed and billed to the terminating number.

1st Party Person to Person – Customer asks the Company Operator Services to place a call to reach a specific person. Charges may be billed, and the call may be completed, only if the person is available.

1st Party Station to Station – Customer places call through use of Company Operator Services to reach one number. Charges may be billed only if the call is connected.

Third Party – Customer places call through use of Company Operator Services to reach one number, but bill the call to a third number which is neither the originating nor the terminating (called) number. Charges may be billed, and the call may be completed, only if the operator gains verbal acceptance from the third party.

Operator Dialed – The Company dials the number that the Customer requests.

<u>Call Type</u>	<u>Surcharge</u>
Collect Person-to-Person	\$4.29
Collect Station-to-Station	\$2.31
1 st Party Person-to-Person	\$4.29
1 st Party Station-to-Station	\$2.31
3 rd Party	\$1.32
Operator Dialed	\$1.27

¹ Effective on or after August 10, 2016, MCI Communications Services LLC will no longer offer Person-to-Person, 3rd Number Billing, or Collect Call operator services throughout the United States to customers that MCI serves as an interexchange carrier or facility-based local carrier.

VII. RATES AND CHARGES (Cont'd)

4. INTRASTATE FEATURES AND FEATURE PACKAGES: See Section III feature descriptions and charges.

5. OPTIONAL CALLING PLANS:

5.1 Verizon Business Services III – Optional Calling Plans¹

The following provisions apply to Customers who subscribe to Verizon Business Services III only. The plans are available to Feature Option 1 Customers only.

1. LD Voice Package

1.1 Monthly Recurring Charges: Customer will pay the following flat rate monthly recurring charge, fixed for the service term, for all intrastate and interstate outbound Long Distance Voice Services calls from any single Customer site up to 20,000 minutes per month originating from a T1 or PRI purchased from Company.

<u>Service Term (Years)</u>	<u>Monthly Recurring Charge</u>
1	\$725
2	685
3	650

1.2 Overage Charge: An overage charge of \$0.05 applies for each minute of intrastate and interstate outbound Long Distance Voice Services calls that exceeds 20,000 in a month.

1.3 Terms and Conditions: Customer understands that the LD Voice Package is restricted in the following manner:

- (i) International long distance, Inbound (toll free), and Calling Card minutes are NOT included.
- (ii) Customer may not utilize auto-dialers or any similar type of device in connection with the LD Voice Package.
- (iii) Customer may not utilize the LD Voice Package in any call center environment or in connection with any such similar environment.

CUSTOMER EXPRESSLY ACKNOWLEDGES THAT ANY VIOLATION OF THE FOREGOING RESTRICTIONS WILL RESULT IN THE IMMEDIATE TERMINATION OF THE LD VOICE PACKAGE BY VERIZON AND THE RESUMPTION OF STANDARD RATES FOR AFFECTED SERVICES.

¹Effective December 1, 2014, Calling Card Service is grandfathered and is no longer available to new customers. For existing customers, Verizon will no longer accept new orders and will no longer support requests for move, add, or change activities for calling cards, and contract renewals or extensions of Calling Card Service will no longer be permitted, effective December 1, 2014.

VII. RATES AND CHARGES (Cont'd)

5. OPTIONAL CALLING PLANS (Cont'd):

5.1 Verizon Business Services III – Optional Calling Plan (Cont'd)

2. Intentionally Omitted.

3. LD Voice 800 Minute Package for Verizon Business Lines or Trunks¹

(N)

3.1 Customer will pay the following flat rate monthly recurring charge, fixed for the Term of the Agreement, for all intrastate and interstate outbound Long Distance calls from any single Customer site up to 800 minutes per month originating from a Business Line or Trunk purchased from Company.

Agreement Term (Years)	Monthly Recurring Charge
One	\$28
Two	26
Three	24

3.2 Overage Charge: An overage charge of \$0.05 applies for each minute of intrastate and interstate outbound Long Distance Voice Services calls that exceeds 800 in a month.

3.3 Terms and Conditions: Customer understands that the LD Voice 800 Minute Package is restricted in the following manner:

- (i) International LD, Inbound (toll free), and Calling Card minutes are NOT included.
- (ii) Customer must have a valid Verizon Local Voice Service contract and must not have any other Verizon Outbound Domestic LD Voice service on the business line or trunk associated with the LD Voice 800 Minute Package.
- (iii) Discounting of the MRC beyond the Term rates specified is not permitted.
- (iv) The Overage Rate may be discounted only in accordance with the current Verizon Business Services III Long Distance Voice Term and Volume Discount Schedule.

CUSTOMER EXPRESSLY ACKNOWLEDGES THAT ANY VIOLATION OF THE FOREGOING RESTRICTIONS WILL RESULT IN THE IMMEDIATE TERMINATION BY VERIZON OF THE LD VOICE 800 MINUTE PACKAGE AND THE RESUMPTION OF STANDARD RATES FOR AFFECTED SERVICES.

¹ Effective November 30, 2021, pending approval from the FCC, Business Lines under the LD Voice 800 Minute Package for Verizon Business Lines or Trunks plan are no longer available to new customers. Also effective November 30, 2021, pending approval from the FCC, for existing customers with Business Lines under the LD Voice 800 Minute Package for Verizon Business Lines or Trunks plan, Verizon will no longer accept new orders And will no longer support requests for move, add, or change activities for Local Lines.

(N)
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(N)

VII. RATES AND CHARGES (Cont'd)

5. OPTIONAL CALLING PLANS (Cont'd):

5.1 Verizon Business Services III – Optional Calling Plan (Cont'd)

4. LD Voice 500 Minute Package for Verizon Business Lines or Trunks¹ (N)

- 4.1 Customer will pay the following flat rate monthly recurring charge, fixed for the Term of the Agreement, for all intrastate and interstate outbound Long Distance calls from any single Customer site up to 500 minutes per month originating from a Business Line or Trunk purchased from Company.

Agreement Term (Years)	Monthly Recurring Charge
One	\$18
Two	17
Three	16

- 4.2 Overage Charge: An overage charge of \$0.05 applies for each minute of intrastate and interstate outbound Long Distance Voice Services calls that exceeds 500 in a month.

- 4.3 Terms and Conditions: Customer understands that the LD Voice 500 Minute Package is restricted in the following manner:

- (i) International LD, Inbound (toll free), and Calling Card minutes are NOT included.
- (ii) Customer must have a valid Verizon Local Voice Service contract and must not have any other Verizon Outbound Domestic LD Voice service on the business line or trunk associated with the LD Voice 500 Minute Package.
- (iii) Discounting of the MRC beyond the Term rates specified is not permitted.
- (iv) The Overage Rate may be discounted only in accordance with the current Verizon Business Services III Long Distance Voice Term and Volume Discount Schedule.

CUSTOMER EXPRESSLY ACKNOWLEDGES THAT ANY VIOLATION OF THE FOREGOING RESTRICTIONS WILL RESULT IN THE IMMEDIATE TERMINATION BY VERIZON OF THE LD VOICE 500 MINUTE PACKAGE AND THE RESUMPTION OF STANDARD RATES FOR AFFECTED SERVICES.

¹ Effective November 30, 2021, pending approval from the FCC, Business Lines under the LD Voice 500 Minute Package for Verizon Business Lines or Trunks plan are no longer available to new customers. Also effective November 30, 2021, pending approval from the FCC, for existing customers with Business Lines under the LD Voice 500 Minute Package for Verizon Business Lines or Trunks plan, Verizon will no longer accept new orders And will no longer support requests for move, add, or change activities for Local Lines.

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(N)

VII. RATES AND CHARGES (Cont'd)

5. OPTIONAL CALLING PLANS (Cont'd):

5.1 Verizon Business Services III – Optional Calling Plan (Cont'd)

5. LD Voice 300 Minute Package for Verizon Business Lines or Trunks¹ (N)

- 5.1 Customer will pay the following flat rate monthly recurring charge, fixed for the Term of the Agreement, for all intrastate and interstate outbound Long Distance calls from any single Customer site up to 300 minutes per month originating from a Business Line or Trunk purchased from Company.

Agreement Term (Years)	Monthly Recurring Charge
One	\$12
Two	11
Three	10

- 5.2 Overage Charge: An overage charge of \$0.05 applies for each minute of intrastate and interstate outbound Long Distance Voice Services calls that exceeds 300 in a month.

- 5.3 Terms and Conditions: Customer understands that the LD Voice 300 Minute Package is restricted in the following manner:

- (i) International LD, Inbound (toll free), and Calling Card minutes are NOT included.
- (ii) Customer must have a valid Verizon Local Voice Service contract and must not have any other Verizon Outbound Domestic LD Voice service on the business line or trunk associated with the LD Voice 300 Minute Package.
- (iii) Discounting of the MRC beyond the Term rates specified is not permitted.
- (iv) The Overage Rate may be discounted only in accordance with the current Verizon Business Services III Long Distance Voice Term and Volume Discount Schedule.

CUSTOMER EXPRESSLY ACKNOWLEDGES THAT ANY VIOLATION OF THE FOREGOING RESTRICTIONS WILL RESULT IN THE IMMEDIATE TERMINATION BY VERIZON OF THE LD VOICE 300 MINUTE PACKAGE AND THE RESUMPTION OF STANDARD RATES FOR AFFECTED SERVICES.

¹ Effective November 30, 2021, pending approval from the FCC, Business Lines under the LD Voice 300 Minute Package for Verizon Business Lines or Trunks plan are no longer available to new customers. Also effective November 30, 2021, pending approval from the FCC, for existing customers with Business Lines under the LD Voice 300 Minute Package for Verizon Business Lines or Trunks plan, Verizon will no longer accept new orders And will no longer support requests for move, add, or change activities for Local Lines.

(N)
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(N)

VII. RATES AND CHARGES (Cont'd)

5. OPTIONAL CALLING PLANS (Cont'd):

5.2 Verizon Business Services II – Optional Calling Plans¹

The following provisions apply to Customers who subscribe to Verizon Business Services II only. The plans are available to Feature Option 1 Customers only.

1. LD Voice Package

- 1.1 Monthly Recurring Charges: Customer will pay the following flat rate monthly recurring charge, fixed for the service term, for all intrastate and interstate outbound Long Distance Voice Services calls from any single Customer site up to 20,000 minutes per month originating from a T1 or PRI purchased from Company.

<u>Service Term (Years)</u>	<u>Monthly Recurring Charge</u>
1	\$725
2	685
3	650

- 1.2 Overage Charge: An overage charge of \$0.05 applies for each minute of intrastate and interstate outbound Long Distance Voice Services calls that exceeds 20,000 in a month.

- 1.3 Terms and Conditions: Customer understands that the LD Voice Package is restricted in the following manner:

- (i) International long distance, Inbound (toll free), and Calling Card minutes are NOT included.
- (ii) Customer may not utilize auto-dialers or any similar type of device in connection with the LD Voice Package.
- (iii) Customer may not utilize the LD Voice Package in any call center environment or in connection with any such similar environment.

CUSTOMER EXPRESSLY ACKNOWLEDGES THAT ANY VIOLATION OF THE FOREGOING RESTRICTIONS WILL RESULT IN THE IMMEDIATE TERMINATION OF THE LD VOICE PACKAGE BY VERIZON AND THE RESUMPTION OF STANDARD RATES FOR AFFECTED SERVICES.

¹Effective December 1, 2014, Calling Card Service is grandfathered and is no longer available to new customers. For existing customers, Verizon will no longer accept new orders and will no longer support requests for move, add, or change activities for calling cards, and contract renewals or extensions of Calling Card Service will no longer be permitted, effective December 1, 2014.

VII. RATES AND CHARGES (Cont'd)

5. OPTIONAL CALLING PLANS (Cont'd):

5.2 Verizon Business Services II – Optional Calling Plan (Cont'd)

2. Intentionally omitted.

3. LD Voice 800 Minute Package for Verizon Business Lines or Trunks ¹

(N)

- 3.1 Customer will pay the following flat rate monthly recurring charge, fixed for the Term of the Agreement, for all intrastate and interstate outbound Long Distance calls from any single Customer site up to 800 minutes per month originating from a Business Line or Trunk purchased from Company.

Agreement Term (Years)	Monthly Recurring Charge
One	\$28
Two	26
Three	24

- 3.2 Overage Charge: An overage charge of \$0.05 applies for each minute of intrastate and interstate outbound Long Distance Voice Services calls that exceeds 800 in a month.

- 3.3 Terms and Conditions: Customer understands that the LD Voice 800 Minute Package is restricted in the following manner:

- (i) International LD, Inbound (toll free), and Calling Card minutes are NOT included.
- (ii) Customer must have a valid Verizon Local Voice Service contract and must not have any other Verizon Outbound Domestic LD Voice service on the business line or trunk associated with the LD Voice 800 Minute Package.
- (iii) Discounting of the MRC beyond the Term rates specified is not permitted.
- (iv) The Overage Rate may be discounted only in accordance with the current Verizon Business Services II Long Distance Voice Term and Volume Discount Schedule.

CUSTOMER EXPRESSLY ACKNOWLEDGES THAT ANY VIOLATION OF THE FOREGOING RESTRICTIONS WILL RESULT IN THE IMMEDIATE TERMINATION BY VERIZON OF THE LD VOICE 800 MINUTE PACKAGE AND THE RESUMPTION OF STANDARD RATES FOR AFFECTED SERVICES.

¹ Effective November 30, 2021, pending approval from the FCC, Business Lines under the LD Voice 800 Minute Package for Verizon Business Lines or Trunks plan are no longer available to new customers. Also effective November 30, 2021, pending approval from the FCC, for existing customers with Business Lines under the LD Voice 800 Minute Package for Verizon Business Lines or Trunks plan, Verizon will no longer accept new orders And will no longer support requests for move, add, or change activities for Local Lines.

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(N)

VII. RATES AND CHARGES (Cont'd)

5. OPTIONAL CALLING PLANS (Cont'd):

5.2 Verizon Business Services II – Optional Calling Plan (Cont'd)

4. LD Voice 500 Minute Package for Verizon Business Lines or Trunks¹

(N)

- 4.1 Customer will pay the following flat rate monthly recurring charge, fixed for the Term of the Agreement, for all intrastate and interstate outbound Long Distance calls from any single Customer site up to 500 minutes per month originating from a Business Line or Trunk purchased from Company.

Agreement Term (Years)	Monthly Recurring Charge
One	\$18
Two	17
Three	16

- 4.2 Overage Charge: An overage charge of \$0.05 applies for each minute of intrastate and interstate outbound Long Distance Voice Services calls that exceeds 500 in a month.

- 4.3 Terms and Conditions: Customer understands that the LD Voice 500 Minute Package is restricted in the following manner:

- (i) International LD, Inbound (toll free), and Calling Card minutes are NOT included.
- (ii) Customer must have a valid Verizon Local Voice Service contract and must not have any other Verizon Outbound Domestic LD Voice service on the business line or trunk associated with the LD Voice 500 Minute Package.
- (iii) Discounting of the MRC beyond the Term rates specified is not permitted.
- (iv) The Overage Rate may be discounted only in accordance with the current Verizon Business Services II Long Distance Voice Term and Volume Discount Schedule.

CUSTOMER EXPRESSLY ACKNOWLEDGES THAT ANY VIOLATION OF THE FOREGOING RESTRICTIONS WILL RESULT IN THE IMMEDIATE TERMINATION BY VERIZON OF THE LD VOICE 500 MINUTE PACKAGE AND THE RESUMPTION OF STANDARD RATES FOR AFFECTED SERVICES.

¹ Effective November 30, 2021, pending approval from the FCC, Business Lines under the LD Voice 500 Minute Package for Verizon Business Lines or Trunks plan are no longer available to new customers. Also effective November 30, 2021, pending approval from the FCC, for existing customers with Business Lines under the LD Voice 500 Minute Package for Verizon Business Lines or Trunks plan, Verizon will no longer accept new orders and will no longer support requests for move, add, or change activities for Local Lines.

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VII. RATES AND CHARGES (Cont'd)

5. OPTIONAL CALLING PLANS (Cont'd):

5.2 Verizon Business Services II – Optional Calling Plan (Cont'd)

5. LD Voice 300 Minute Package for Verizon Business Lines or Trunks¹

(N)

- 5.1 Customer will pay the following flat rate monthly recurring charge, fixed for the Term of the Agreement, for all intrastate and interstate outbound Long Distance calls from any single Customer site up to 300 minutes per month originating from a Business Line or Trunk purchased from Company.

Agreement Term (Years)	Monthly Recurring Charge
One	\$12
Two	11
Three	10

- 5.2 Overage Charge: An overage charge of \$0.05 applies for each minute of intrastate and interstate outbound Long Distance Voice Services calls that exceeds 300 in a month.

- 5.3 Terms and Conditions: Customer understands that the LD Voice 300 Minute Package is restricted in the following manner:

- (i) International LD, Inbound (toll free), and calling card minutes are NOT included.
- (ii) Customer must have a valid Verizon Local Voice Service contract and must not have any other Verizon Outbound Domestic LD Voice service on the business line or trunk associated with the LD Voice 300 Minute Package.
- (iii) Discounting of the MRC beyond the Term rates specified is not permitted.
- (iv) The Overage Rate may be discounted only in accordance with the current Verizon Business Services II Long Distance Voice Term and Volume Discount Schedule.

CUSTOMER EXPRESSLY ACKNOWLEDGES THAT ANY VIOLATION OF THE FOREGOING RESTRICTIONS WILL RESULT IN THE IMMEDIATE TERMINATION BY VERIZON OF THE LD VOICE 300 MINUTE PACKAGE AND THE RESUMPTION OF STANDARD RATES FOR AFFECTED SERVICES.

¹ Effective November 30, 2021, pending approval from the FCC, Business Lines under the LD Voice 300 Minute Package for Verizon Business Lines or Trunks plan are no longer available to new customers. Also effective November 30, 2021, pending approval from the FCC, for existing customers with Business Lines under the LD Voice 300 Minute Package for Verizon Business Lines or Trunks plan, Verizon will no longer accept new orders and will no longer support requests for move, add, or change activities for Local Lines.

(N)
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(N)

VII. RATES AND CHARGES (Cont'd)

5. OPTIONAL CALLING PLANS (Cont'd):

5.3 Verizon Business Services II – Optional Calling Plans¹

The following provisions apply to Customers who subscribe to Verizon Business Services I only. These plans are available to Feature Option 1 Customers only.

1. LD Voice Package

- 1.1 Monthly Recurring Charges: Customer will pay the following flat rate monthly recurring charge, fixed for the service term, for all intrastate and interstate outbound Long Distance Voice Services calls from any single Customer site up to 20,000 minutes per month originating from a T1 or PRI purchased from Company.

<u>Service Term (Years)</u>	<u>Monthly Recurring Charge</u>
1	\$725
2	685
3	650

- 1.2 Overage Charge: An overage charge of \$0.05 applies for each minute of intrastate and interstate outbound Long Distance Voice Services calls that exceeds 20,000 in a month.

- 1.3 Terms and Conditions: Customer understands that the LD Voice Package is restricted in the following manner:

- (i) International long distance, Inbound (toll free), and Calling Card minutes are NOT included.
- (ii) Customer may not utilize auto-dialers or any similar type of device in connection with the LD Voice Package.
- (iii) Customer may not utilize the LD Voice Package in any call center environment or in connection with any such similar environment.

CUSTOMER EXPRESSLY ACKNOWLEDGES THAT ANY VIOLATION OF THE FOREGOING RESTRICTIONS WILL RESULT IN THE IMMEDIATE TERMINATION OF THE LD VOICE PACKAGE BY VERIZON AND THE RESUMPTION OF STANDARD RATES FOR AFFECTED SERVICES.

2. Intentionally omitted.

3. Intentionally omitted.

¹Effective December 1, 2014, Calling Card Service is grandfathered and is no longer available to new customers. For existing customers, Verizon will no longer accept new orders and will no longer support requests for move, add, or change activities for calling cards, and contract renewals or extensions of Calling Card Service will no longer be permitted, effective December 1, 2014.

VII. RATES AND CHARGES (Cont'd)

6. INTRASTATE LONG DISTANCE DIRECTORY ASSISTANCE

Except as otherwise specified in this tariff, an undiscountable per call charge as set forth in the following table will apply to each call requesting Directory Assistance for a intrastate telephone number. A charge will apply to each Directory Assistance call irrespective of whether the requested telephone number can be furnished. Directory Assistance calls will not count toward, nor be calculated as part of, applicable volume discounts. Directory Assistance calls may be placed with the assistance of an operator.

Intrastate Directory Assistance Per-Call Charge
\$2.75

A credit will apply to each Directory Assistance call if the Customer notifies a Company Service representative that he or she: (1) experienced poor transmission or was cut-off during the call; (2) was given an incorrect telephone number; or (3) inadvertently misdialed and reached Directory Assistance using the wrong area code.

Presubscribed Customers who have been certified in writing as being unable to access or use a manual directory because of a visual or other physical impairment will be eligible to receive a Directory Assistance credit against the per-call charge (and any applicable operator-assistance surcharges) by dialing Area Code + 555-1212. A licensed physician, optometrist, appropriate federal or state agency, or appropriate approved private agency must make certification on a form available upon request from the Company. When completed, the written certification must be returned to a designated company service center or, at the Company's election, delivered to the Customer's Local Exchange Carrier.

Credits may be used by: 1) the visually or otherwise physically impaired customer; 2) an organization established specifically for the purpose of assisting the visually or otherwise physically impaired; or 3) a business where all owner(s) and/or employees of the business on the premises at which a call originates have been certified as visually or otherwise physically impaired. Credits will apply only to Directory Assistance calls made by dialing Area Code + 555-1212 from the telephone number of the certified visually or otherwise physically impaired person or organization. Only one telephone number per location is entitled to this credit. A maximum of fifty Directory Assistance calls per monthly billing period will be eligible for crediting, and no single credit for a Directory Assistance call may exceed \$5.00.

A Customer may request that the Directory Assistance operator complete an intrastate telephone call to a number obtained in a Directory Assistance call. For any call completed, the Customer will be charged the additional undiscountable Operator Dialed surcharge set forth in the Operator Services Surcharges tariff section above, plus the applicable per-minute rate for the Company service to which the customer is presubscribed. This feature is not available to those accessing Directory Assistance by dialing 1010, plus a Company CIC, or for calls to toll-free, 500, 700, 900 and 976 numbers.