

GENERAL REGULATIONS

A. APPLICATION OF TARIFF

1. This Tariff governs the furnishing of telephone service and facilities by the GTE MTO Inc., hereinafter referred to as the Telephone Company. The general regulations in this section of the Tariff are supplemental to regulations contained in other sections of this Tariff.
2. The Company does not transmit telephone messages, but offers, subject to the terms and conditions specified in this Tariff, the use of the facilities where available for communication between parties, each of whom is present at the telephone.
3. LONG DISTANCE TELECOMMUNICATIONS SERVICE

The regulations contained in this tariff supplement the Regulations and Rates for Long Distance Telecommunications Services from and to exchanges of this Company, as specified in the following tariffs:

Pennsylvania Independent Telephone Association Pa. P.U.C. No. 8
- intrastate messages over facilities of this Company or jointly over facilities of this Company and other independent telephone companies.

Bell Telephone Company Pa. P.U.C. - Toll No. 1A
- intrastate messages jointly over facilities of this Company and Bell Telephone Company.

American Telephone and Telegraph Company F.C.C. No. 263
- interstate messages jointly over facilities of this Company and facilities of the American Telephone & Telegraph Company Long Lines Department and/or jointly with its concurring, connecting or participating carriers.

4. WIDE AREA TELECOMMUNICATIONS SERVICE

(C)

The regulations contained in this tariff supplement the regulations and rates for Wide Area Telecommunications Services from and to exchanges of this Company, as specified in the following tariffs:

Bell Telephone Company Pa. P.U.C. No. 296
- Wide Area Telecommunications Service furnished between points in Pennsylvania.

American Telephone and Telegraph Company F.C.C. No. 259
- interstate Wide Area Telecommunications Service furnished between points within the United States.

GENERAL REGULATIONS

B. APPLICATIONS AND CONTRACTS

1. APPLICATIONS

Applications for service, additions to present service, or changes in existing service, may be made verbally or in writing. The Telephone Company reserves the right to require an application for service to be written. The accepted application becomes a contract between the customer and the Telephone Company to which the provisions of this tariff apply.

Written agreements on standard forms of the Telephone Company may be required for special services, construction of facilities, right-of-way permits and other matters not specifically described in this tariff.

The use of service without an application is considered to be an application for service and an agreement by the customer to pay the established rates for the service being used.

Any change in rates or regulations lawfully made will modify the terms of the service contract to the extent of such change.

GENERAL REGULATIONS

B. APPLICATIONS AND CONTRACTS (Cont'd)

2. DISCONTINUANCE OF SERVICE

Unless otherwise provided under the several section headings of this Tariff, service arrangements may be terminated by notice in writing by the customer to the Company, or vice versa, subject to the minimum charges indicated below.

If service or supplemental equipment is discontinued for any cause whatsoever:

- Within a period less than one month following the date of installation, the minimum charge is the charge for one month's use of the service, equipment and facilities at the rate in effect during the period of service, plus any charges for toll service, service connection, installation or construction charges that may be applicable.
- When one service supersedes another at the same location and both services have been consecutively furnished the same customer within the initial month, a pro rata charge is made for the actual amount of each of the services furnished, but, if service is discontinued within the initial month, the rate for the last furnished service is charged for the balance of the unexpired minimum period. If in connection with a supersedure from one service to another, it is necessary to discontinue a part of the existing equipment and facilities, the minimum charge for one month applies to the discontinued equipment and facilities.
- After the customer has received continuous service for one month or more, the charges are for the period during which service, equipment or facilities are furnished. The charge for a fractional part of a month is a pro rata portion of the monthly charge.

Minimum charges for service do not apply to service facilities discontinued when such service and facilities are assumed in another name without lapse in rendition of or charges for service and when no service connection charge is made for the transfer of the service and facilities as covered in Section 3 of this Tariff.

In the event of the abandonment of the station, the Telephone Company may, without notice, terminate the service of a customer.

Termination Liability

Early termination charges will not be assessed on voice services, when customer changes to another service or upgrades, within the Company or its affiliates, under a term commitment provided the following conditions are met:

- The value of the new term commitment is equal to or greater than the remaining value of the current term commitment,
- The Company or its affiliates provides both the existing and the new service via tariff, similar documents, commercial agreements or on an individual case basis (ICB), and
- The order to discontinue the existing service and the order for the new or upgraded service are received by the Company or its affiliates at the same time.

(C)

(C)

GENERAL REGULATIONS

B. APPLICATIONS AND CONTRACTS (Cont'd)

3. TRANSFER OF CONTRACTS - CONTINUATION OF SERVICE

Please refer to Transfer of Service, Section 3, Service Charges

(C)

4. SUPERSEDING CONTRACTS

Superseding contracts may be taken to cover changes in, or changes to or from, any type of service furnished the same subscriber, whether service is continued at the same or at a different location within the subscriber's local service area, subject to the proper moving charges, and also to the proper service connection charges in cases of changes of location to different premises or buildings, or in cases of additions to the facilities furnished, in accordance with Tariff provisions.

Superseding contracts involving a change in equipment, location, type or grade of service are made effective on completion of work.

GENERAL REGULATIONS

C. BILLING AND PAYMENT

1. DEPOSITS

- a. When an applicant's credit is not established or indications are that the applicant will make extensive use of local or toll service, or where the credit of a customer who uses local or toll service extensively has become doubtful, a deposit may be required as security for the payment of future bills for telephone service, returnable with interest after the customer shall have paid undisputed bills promptly for twelve consecutive months or after service has been discontinued and payment has been made in full for all amounts due the Telephone Company, provided, however, that if the amounts due the Telephone Company have not been paid in full, the Telephone Company will deduct unpaid amounts from the amount of the deposit plus interest and refund the difference. (C)

Deposits may be required from customers taking service for a period of less than thirty days, in an amount equal to the estimated gross bill for such temporary period. Deposits may be required from all other customers provided that, in no instance, may deposits be required in excess of the estimated gross bill for any single billing period plus one month (the maximum period not to exceed four months) with a minimum of \$5.00.

The fact that a deposit has been made in no way relieves the applicant or customer from complying with the Telephone Company's regulations as to the prompt payment of bills nor constitutes a waiver or modification of the regular practices of the Telephone Company providing for the discontinuance of service for non-payment of any sums due the Telephone Company for service rendered.

- b. For business customers, interest at the rate determined by the average rate of one-year Treasury bills for the months of September, October and November of the previous year will be paid by Verizon Pennsylvania Inc. on the amount of the deposit, for the period it is retained and, where the deposit is retained for a period in excess of one year, interest will be paid annually through a credit to the customer's account. The interest paid is without deduction for any taxes. (C)
- c. For residence customers, interest will be paid by Verizon Pennsylvania Inc. on the amount of the deposit, for the period it is retained and, where the deposit is retained for a period in excess of one year, interest will be paid annually through a credit to the customer's account. The interest paid is without deduction for any taxes. For the rate at which interest is paid, see 52 Pa. Code §64.41.

GENERAL REGULATIONS

C. BILLING AND PAYMENT (Cont'd)

2. BILLING AND PAYMENT

Monthly recurring charges for service, facilities and equipment are billed monthly in advance and are due and payable upon the expiration of the period for which service has been rendered, except that charges for toll message service are billed after the service has been rendered and are payable upon request.

Nonrecurring charges for connection of service are payable when the service is established, except that, nonrecurring charges for establishment of Residence or Business single line primary exchange telephone service will be billed in equal monthly installments spread over three consecutive billing periods, upon request of the customer.

Charges for telephone service, equipment and facilities are payable monthly except that:

Construction charges are payable at the time the patron's application for service is accepted.

Charges for toll messages and Pay Telephone Line Service are payable upon request.

If objection in writing is not received by the Company within thirty days after a statement of account is rendered, such statement shall be deemed to be correct and binding upon the customer.

When service is established, the initial charge for local service, equipment and facilities for the fractional part of the current billing month is a pro rata share of the monthly charge.

When a customer's telephone number is changed, for any reason, if such change involves a difference in the billing date, but no change in the class of service furnished, the charge for local service, equipment and facilities for the interim between the date to which local service charges were billed on the last bill and the date to which local service charges are billed on the next succeeding bill is a pro rata share of the monthly charge.

The customer assumes responsibility for all charges for local messages and toll messages sent from customer's station and for toll messages received at such station on which the charges are reversed with the consent of the person called.

The due date for payment of a monthly bill shall be no less than 20 days from the date of mailing by the Telephone Company to the customer.

(C)
|

GENERAL REGULATIONS

C. BILLING AND PAYMENT (Cont'd)

3. ALLOWANCES FOR TELEPHONE SERVICE INTERRUPTIONS

When main telephone service is interrupted for a period of at least 24 hours, the company, after due notice by the customer, shall apply the following schedule of allowances except in situations as provided for in Paragraph b.

- a. 1/30 of the tariff monthly rate of all services and facilities furnished by the company rendered inoperative to the extent of being useless for each of the first three (3) full 24-hour periods during which the interruption continues after notice by the customer to the company conditioned that the out-of-service extends beyond a minimum of 24 hours.

2/30 of each full 24-hour period beyond the first three 24-hour periods. However, in no instance shall the allowance for the out-of-service period exceed the total charges in a billing period for the service and facilities furnished by the company rendered inoperative to the extent of being useless.

- b. When service is interrupted for a period of at least 24 hours, due to such factors as storms, fires, floods or other conditions beyond the control of the company, an allowance of 1/30 of the tariff monthly rate for all services and facilities furnished by the company rendered inoperative to the extent of being useless shall apply for each full 24 hours during which the interruption continues after notice by the customer to the company.

* * *

(C)

The foregoing allowances shall not be applicable where service is interrupted by the negligence or willful act of the customer to service or where the company pursuant to the terms of the contract for service suspends or terminates service for nonpayment of charges or for unlawful or improper use of the facilities or for any other reason provided for in the filed and effective tariff.

(C) Indicates Change

Issued: December 2, 1987

Effective: January 1, 1988

GENERAL REGULATIONS

C. BILLING AND PAYMENT (Cont'd)

4. RETURNED CHECK CHARGE

The customer will be billed a charge of \$30.00 for the special handling of each check returned by the bank to the Telephone Company for the following reasons: nonsufficient funds, no account, account closed, payment stopped, drawn against uncollected funds, balance held, account garnished, two signatures required, unauthorized signature, post dated, stale dated.

5. LATE PAYMENT CHARGE

a. Business Service

Any unpaid balance carried forward to the next month's bill is subject to a Late Payment Charge in the amount of the greater of \$5.00 or 1.50% of the unpaid balance. (C)

b. Residential Service

Where payment of any billed amount is not received within 5 days after the due date, the unpaid balance carried forward to the next month's bill may be subject to a Late Payment Charge in the amount of 1.25% of the unpaid balance.

(C) Indicates Change. (I) Indicates Increase.

GENERAL REGULATIONS

D. CLASSIFICATION OF SERVICE

Determination as to whether subscriber service should be classified as business, pay telephone line service or residence service is based (C) on the character of the use to be made of the service.

Service is classified as business service where the use is primarily or substantially of a business, professional, institutional or otherwise occupational nature. Where the business use, if any, is merely incidental and where the major use is of a social or domestic nature, service is classified as residence service.

An important index of the character of use of a service is found in the application of the subscriber as to the form of the directory listing desired. In any case where other than a residence designation is desired except as qualified in 2 below the use is presumed to be of an occupational nature.

1. Business rates apply at the following locations:

- a. In offices, stores, factories and all other places of a strictly business nature.
- b. In boarding houses, offices of hotels, halls of apartment buildings, colleges, clubs (including college fraternity houses), hospitals and other institutions, and in churches (except when the station is located in the clergyman's study and listed in the clergyman's name - not in the name of the church).
- c. At any location when the listing of "office" is provided, or when any title indicating a trade or profession is listed, or when the substantial use of the service is occupational rather than domestic; and at any location when extension service is provided to a point not a part, of the subscriber's domestic establishment.

2. Residence rates apply at the following locations:

- a. In private residences or residential apartments of hotels and apartment houses when business listings are not provided and when all stations are in locations which are a part of the subscriber's domestic establishment.
- b. In the studies of clergymen located in churches when listed in the clergyman's name.
- c. In a private stable or garage when strictly a part of the subscriber's domestic establishment.

GENERAL REGULATIONS

E. ESTABLISHMENT AND FURNISHING SERVICE

1. PROVISION OF EQUIPMENT

* * *

(C)

In case any unauthorized attachment or connection is made, the Telephone Company shall have the right to remove or disconnect the same, or to terminate the service. Any equipment furnished by the Company shall remain the property of the Company and upon termination of service for any cause whatsoever be returned to it, in good condition, reasonable wear and tear thereof expected.

2. RIGHT OF ACCESS

For the purpose of making collections or of installing, inspecting, repairing or removing any part of its equipment on the premises of the customer, the Company and its representatives may have access thereto at any reasonable hour.

GENERAL REGULATIONS

E. ESTABLISHMENT AND FURNISHING SERVICE (Cont'd)

3. TELEPHONE NUMBERS

The Company reserves the right to change the telephone number or numbers of the customer's telephone station or stations, of the central office name associated with such telephone number or numbers, or both, as the exigencies of the business may require.

4. DIRECTORIES (See Product Guide for Competitive Services)

(C)

GENERAL REGULATIONS

F. LIABILITY OF COMPANY

1. In view of the possibility of errors and difficulties occurring in the transmission of messages by telephone, and the impossibility of fixing the cause thereof, the customer assumes all risks connected with the service except as follows: If the initial installation is defective or if service is interrupted otherwise than by the negligence or willful act of the customer, a reduction in charges as provided in Paragraph C.3 of this section will be made for the time that the service is inoperative. No other liability shall in any case be attached to the Telephone Company.
2. While the telephone company's basic exchange access line service may be used by the customer for dial-up access, the advertised (C) speeds of the customer's modem may not be attainable with this service and are not guaranteed by the telephone company.
3. Customer will defend and indemnify the Company, its affiliates, agents and contractors from all third-party claims, liabilities, fines, penalties, costs and expenses, including reasonable attorneys' fees, arising from or related to any acts or omissions by the customer, customer's end users or customer's third-party provider(s) that give rise to any claims of non-compliance of the Company with any applicable law, including the failure to purchase or implement features that enable compliance with laws.

GENERAL REGULATIONS

G. OBLIGATION TO FURNISH SERVICE

1. The Company's obligation to furnish service is dependent upon its ability to secure and retain, without unreasonable expense, suitable facilities and rights for the construction and maintenance of the necessary circuits and equipment.

2. TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM

The installation and restoration of services shall be subject to the regulations, rates and charges set forth in Section 2 and Section 8 of the Tariff Telephone-Pa. P.U.C. No. 22, Facilities for Intrastate Access, concerning the Telecommunications Service Priority (TSP) System.

(C)

3. TOLL MESSAGES

In case a shortage of facilities exists at any time either for temporary or protracted periods, the furnishing of message toll telephone service shall take precedence over the use of trunk lines between central offices for the furnishing of the following types of channels: extension, branch exchange station, tie, private, leased, Morse, teletypewriter, program transmission, short period talking, secretarial, toll terminal and foreign exchange.

4. LOCAL MESSAGES

In case a shortage of facilities exists at any time either for temporary or protracted periods, the furnishing of telephone local service shall take precedence over the use of interoffice trunks, between central offices in the same exchange or in different exchanges in the same local service area, for furnishing the following types of channels: extension, branch exchange station, tie, private, leased, Morse, teletypewriter, program transmission, short period talking, secretarial, toll terminal and foreign exchange.

GENERAL REGULATIONS

H. SUSPENSION OF SERVICE FOR CAUSE

The Telephone Company may disconnect without advance notice, any telephone which is used in such a manner as to interfere with the service of other telephone users or that is used for any purpose other than as a means of communication. Following such disconnection, the Company will immediately notify the customer thereof.

In the event of the nonpayment of any sum due, the failure to make a deposit as security for the payment of future bills for service when required, or any other violation by the customer of the rules and regulations under which service is furnished, the Telephone Company may, after reasonable advance notice to the customer, suspend the service until all charges due to the time of the restoration of service, including the established monthly rental charge for the service during the period of partial or complete suspension for nonpayment, have been paid and all violations have ceased, or terminate the service without suspension of service or following suspension, and sever the connection and remove its equipment from the customer's premises.

GENERAL REGULATIONS

I. USE OF SERVICE

* * *

(C)

1. Service is furnished subject to the condition that it will not be used for any unlawful purpose. Service will not be furnished if any law enforcement agency, acting within its jurisdiction, advises that such service is being used or will be used in violation of law. (C)

2. ABUSE OR FRAUDULENT USE

(C)

Service is furnished subject to the condition that there will be no abuse or fraudulent use of the service. Abuse or fraudulent use of service includes:

- a. Use of service or facilities of the Telephone Company to transmit a message or to locate a person, or otherwise to give or obtain information without payment of the charge applicable for the service.
- b. The obtaining or attempting to obtain service, assisting another to obtain or to attempt to obtain service, by rearranging, tampering with, or making connection with any facilities of the Telephone Company, or by means of any trick, scheme, false representation, false credit device, or by or through any other fraudulent means or device whatsoever, with the intent to avoid payment, in whole or in part, of the regular charge for such service.
- c. The use of service or facilities for a call or calls, anonymous or otherwise, in such manner as to reasonably be expected to frighten, abuse, torment or harass another person or persons.
- d. The use of profane or obscene language.
- e. The use of service or facilities in such a manner as to interfere unreasonably with the use of service by one or more other customers, or infringe on the privacy of conversation of others.
- f. Failure of the customer or other calling party using his service to identify himself upon request, by the called party or an operator or other employee of the Telephone Company.

(C) Indicates Change

Issued: September 30, 1983

Effective: September 19, 1983

GENERAL REGULATIONS

I. USE OF SERVICE (Cont'd)

3. USE OF TELEPHONE COMPANY FACILITIES FOR PUBLIC ANNOUNCEMENTS

(C)

For purposes of identification, subscribers to telephone service who transmit recorded public announcements over facilities provided by the Telephone Company must include in the recorded message the name of the organization or individual responsible for the service and the address at which the service is provided. Customers transmitting factual public announcements such as Time, Weather, Stock Market quotations, Airline schedules and similar information are excluded from the preceding condition.

For customers not complying with the foregoing, the announcing device will be subject to disconnection from the telephone lines.

The Telephone Company reserves the right to release, upon request, the names and addresses of customers who transmit recorded or taped public announcements over Telephone Company facilities when the announcing device is provided by either the Telephone Company or the customer.

(C) Indicates Change

Issued: September 30, 1983

Effective: September 19, 1983

GENERAL REGULATIONS

J. RESERVED FOR FUTURE USE

* * *

(C)

GENERAL REGULATIONS

J. RESERVED FOR FUTURE USE

* * *

(C)

GENERAL REGULATIONS

LIFELINE SERVICE

A. DESCRIPTION

Lifeline Service is a Residence offering for low-income customers who qualify for this service in accordance with the following regulations.

B. REGULATIONS

1. Lifeline Service is available to qualified Residence customers and is provided via a Residence individual dial tone line. Lifeline Service is limited to only one service per qualified customer or household, where a household is defined as any individual or group of individuals who are living together at the same address as one economic unit. An economic unit is all adult individuals contributing to and sharing in the income and expenses of a household. A potential Lifeline customer who has an outstanding final bill for telephone service which is less than four (4) years must pay the entire balance of any basic service final bill before being eligible for Lifeline Service. (C)
2. Residence Lifeline Service consists of the following tariffed standard features and optional customer elected services at the applicable rates, charges and regulations for each feature and service provided.
 - a. One-Party Residence line flat rate or local measured service option, if available.
 - b. Directory Listing (standard only).
 - c. Private or Semi-Private Telephone Number Service (only when the Telephone Company has determined customer need).
 - d. Access to Directory Assistance Service.
 - e. Touch Calling Service.
 - f. Access to Message Toll Telephone Service and optional dial station-to-station calling plan services. However, the Residence Lifeline dial tone line will be blocked from dial station access to 976/556/900 and any other type of Audiotex Service.
 - g. Access to operator services.
 - h. Voluntary Toll Restriction option.
 - i. Access to 800/700 services.
 - j. Access to Call Tracing Services.
 - k. Access to alerting and reporting systems (9-1-1 dialing)
 - l. Access to the Pennsylvania Telecommunications Relay Service.
 - m. Caller ID Selective Blocking (per line) and Complete Blocking (per line). (C)

GENERAL REGULATIONS

LIFELINE SERVICE

B. REGULATIONS (Cont'd)

3. An applicant for Lifeline Service must be a current participant in one of the following Pennsylvania Department of Human Services (DHS) programs or able to provide proof of income which is at or below the annual Federal Poverty Income Guidelines For All States (Except Alaska and Hawaii) and the District of Columbia. Applicants who wish to be certified for Lifeline Service via the low income option will need to provide the following proof of eligibility: 1) currently filed State Income Tax Form; 2) currently filed Federal Income Tax Form, or 3) other equivalent documentation as prescribed by the Company. Verizon is required to annually certify all Lifeline participants to ensure continued eligibility. Lifeline customers have the responsibility to notify the Company within thirty (30) days of a change in eligibility status if they no longer qualify for Lifeline Service.

(C)
|

Pennsylvania Department of Human Services Lifeline Service Program (in compliance with FCC Order WC Docket No. 11-42, released April 27, 2016) to be implemented December 2, 2016:

(C)
|

- * * *
- Supplemental Security Income (SSI)

(C)
|

Applicants who apply for Lifeline Service and who receive benefits from SSI can obtain DHS certification prior to enrollment. The DHS certification is stamped on the Lifeline application which must be completed and returned to Verizon. If Lifeline applicants do not have DHS certify their participation in SSI, the applicants must provide the required documentation to Verizon, along with the Lifeline application, to determine if they qualify for Lifeline. Lifeline applications are available from Verizon North and DHS County Assistance Offices.

(C)
|

Such certification by DHS will be provided only when a DHS client requests Lifeline Service based on the client's status as a participant in any of the above eligibility programs. Certification by DHS will be limited to confirmation of the client's program status (i.e., participation or non-participation).

4. Lifeline Service will be provided to a customer only so long as such customer continues to meet the participation and certification guidelines in B.3. above. Verizon is required to annually certify all Lifeline participants to ensure continued eligibility. Lifeline Service customers will be notified that they must certify their eligibility within thirty (30) days. If a customer either fails to certify eligibility within 30 days or notifies Verizon that he/she no longer meets the eligibility criteria, or is no longer a participant in the DHS program in B.3. above or is otherwise not low-income eligible, the customer's Lifeline Service will be changed to the applicable Exchange Area Dial Tone Line service at existing tariff rates (no connection charges will apply to existing services or options retained).
5. A Lifeline Service customer may not subscribe to any other type of Residence local exchange service at the same or other premises. Lifeline Service will not be provided via foreign exchange or foreign central office service arrangements.
6. All existing tariffed dial tone line miscellaneous charges apply to Lifeline Service customers.
7. Verizon North will provide a \$20 credit to Lifeline Service customers for the Dial Tone Line Service Connection Charge for a new residence exchange access line as specified in the Telephone Company's tariffs.

(C)
|

GENERAL REGULATIONS

LIFELINE SERVICE

B. REGULATIONS

8. Customer requested temporary suspension of Lifeline Service is not permitted.
9. Lifeline Service does not apply to applicants who are fulltime students living in university or college controlled housing.
10. * * *
11. Lifeline customers are subject to all Residence Service regulations in this and other tariffs of the Company.
12. All outstanding charges, account balances and service restrictions apply to existing customers who qualify for Lifeline Service. Service restrictions will remain until the arrearage(s) have been paid in full.
13. * * *

The residence toll restoral charge applies to Lifeline customers who are suspended for non-payment and who subsequently pay their outstanding toll charges and request toll restoral. If a Lifeline customer is toll suspended twice for non-payment the Telephone Company may, at its discretion, place the Lifeline customer on permanent toll termination.

14. Qualified Lifeline Service customers can choose to receive the Lifeline Service – Voluntary Toll Restriction Option which includes the following features at no charge (the Toll Restoral Charge in Section 3 of this tariff applies to Lifeline Service customer).

Calls Which Will Be Completed

Local Calling
0 (Includes Collect¹ and Calling
Card Calls with a valid number)
N11 (Service Codes, i.e., 911, 611)
1 + toll free
Local Directory Assistance
950 (Feature Group B)

Calls Which Will Be Blocked

00 (Included 00-/00+)
Collect Calls¹
01+
011+
10XXX or 101XXXX
0 + 7 digit toll
0 + 10 digit toll
Non-Local Directory Assistance
1 + 900
1 + 700
7 digit toll
1 + 7 digit toll
1 + 10 digit toll
556 and 976
Directory Connect Plus

Time of Day (0)
Third Number Billing¹ Requests

(C)

(C)

¹ Effective August 8, 2016, Collect Calls and Third Number Billing will be discontinued and will not be accepted as a billing arrangement for calls.

(C)

GENERAL REGULATIONS

LIFELINE SERVICE

B. REGULATIONS (Cont'd)

15. Residence Lifeline Service cannot be resold by the Lifeline customer or the Lifeline customer's agent.
16. As of February 9, 2016, Lifeline Service and Link Up are not available for Resale.

C. LIFELINE SERVICE APPLICABLE RATES

1. Applicable Residence dial tone cell monthly rate minus a state discount of \$2.50 and a federal discount of 5.25² (C)
2. Lifeline Service customers will pay the monthly rate associated with their selected local usage package option.
3. Lifeline Service – Voluntary Toll Restriction Option (No charge, USOC RLVXX).
4. Lifeline Service is subject to all applicable state, local and federal taxes and surcharges, and to all applicable tariff rates, charges surcharges and regulations

² The voice Lifeline support authorized by the FCC in the Lifeline and Link Up Reform and Modernization et al., WC Docket Nos. 11-42 et al., Third Report and Order, Further Report and Order, and Order on Reconsideration, 31 FCC Rcd 3962 (2016) (2016 Lifeline Modernization Order). (C)

GENERAL REGULATIONS
LIFELINE 135 SERVICE

A. DESCRIPTION

Lifeline 135 Service is a residence offering for low-income customers who qualify for this service in accordance with the following regulations.

B. REGULATIONS

1. Lifeline 135 Service is available to qualified residence customers and is provided via a residence individual dial tone line. Lifeline 135 Service is limited to only one service per qualified customer or household, where a household is defined as any individual or group of individuals who are living together at the same address as one economic unit. An economic unit is all adult individuals contributing to and sharing in the income and expenses of a household. A potential Lifeline 135 customer who has an outstanding final bill for telephone service which is less than four (4) years old must pay the entire balance of any basic and non-basic service final bill before being eligible for Lifeline 135 Service.
2. Residence Lifeline 135 Service consists of the following tariffed standard features and optional customer elected services at the applicable rates, charges and regulations for each feature and service provided:
 - a. One-Party Residence line flat rate or local measured service option, if available.
 - b. Directory listing (standard only).
 - c. Private or Semi-Private Telephone Number Service (only when the Telephone Company has determined customer need).
 - d. Access to Directory Assistance Service.
 - e. Touch Calling Service.
 - f. Access to Message Toll Telephone Service and optional dial station-to-station calling plan services (Note: the Residence Lifeline dial tone line will be blocked from dial station access to 976/556/900 and any other type of Audiotex Service)
 - g. Access to operator services.
 - h. Lifeline 135 Service – Voluntary Toll Restriction option.
 - i. Access to 800/888 services.
 - j. Access to Call Tracing Service.
 - k. Access to alerting and reporting systems (9-1-1 dialing).
 - l. Access to the Pennsylvania Telecommunications Relay Service.
3. An applicant for residence Lifeline 135 Service may choose any of the Company's tariffed optional customer-elected services at the applicable rates, charges and regulations for each service provided. Lifeline 135 customers may subscribe to one (1) of the following packages: Verizon Local PackageSM, Regional Essentials or Verizon Freedom Essentials (Regional Essentials plus an unlimited long distance plan)¹.
4. An applicant for Lifeline 135 Service is a customer whose income level is at or below 135% Federal Poverty Income Guidelines or is enrolled in one of the following Pennsylvania programs (in compliance with FCC Order WC Docket No. 11-42, released April 27, 2016) to be implemented December 2, 2016:

*	*	*
-	Supplemental Security Income (SSI)	
-	Medicaid	
-	Supplemental Nutrition Assistance Program (SNAP)	
-	Federal Public Housing Assistance	
-	Veterans Pension Benefit	
-	Veterans Survivors Pension Benefit	

SM Service Mark of Verizon Communications Inc.

¹ See Section 24, Sheet 11 of the Product Guide for Competitive Services (FGTE No. 11) available at www.verizon.com/tariffs under Pennsylvania Non-Tariff Documents.

(C) Indicates Change

GENERAL REGULATIONS

LIFELINE 135 SERVICE

B. REGULATIONS (Cont'd)

4. (Cont'd)

Verizon is required to annually certify all Lifeline participants to ensure continued eligibility. Lifeline 135 customers have the responsibility to notify the Company within thirty (30) days of a change in eligibility status if they no longer qualify for Lifeline 135 Service.

Applicants who apply for Lifeline 135 Service and who receive benefits from SSI can obtain Department of Human Services (DHS) certification prior to enrollment. The DHS certification is stamped on the Lifeline application which must be completed and returned to Verizon. If Lifeline 135 applicants do not have DHS certify their participation in SSI, the applicants must provide the required documentation to Verizon, along with the Lifeline application, to determine if they qualify for Lifeline 135. Lifeline applications are available from Verizon North and DHS County Assistance Offices.

5. Lifeline 135 Service will be provided to a customer only so long as such customer continues to meet the participation and certification guidelines in B.4. above. Verizon is required to annually certify all Lifeline 135 participants to ensure continued eligibility. Lifeline Service customers will be notified that they must certify their eligibility within thirty (30) days. If a customer either fails to certify eligibility within 30 days or notifies Verizon that he/she no longer meets the eligibility criteria, or is no longer a participant in the DHS programs in B.4. above or is otherwise not low-income eligible, the customer's Lifeline 135 Service will be changed to the applicable Exchange Area Dial Tone Line service at existing tariff rates (no connection charges will apply to existing services or options retained).
6. A Lifeline 135 Service customer may not subscribe to any other type of Residence local exchange service at the same or other premises. Lifeline 135 Service will not be provided via foreign exchange or foreign central office service arrangements.
7. All existing tariffed dial tone line miscellaneous charges apply to Lifeline 135 Service customers.
8. Verizon North will provide a \$20 credit to Lifeline 135 Service customers for the Dial Tone Line Service Connection Charge for a new residence exchange access line as specified in the Telephone Company's tariffs.
9. All existing tariffed non-recurring charges apply for optional services, if applicable.
10. Customer requested temporary suspension of Lifeline 135 Service is not permitted.
11. Lifeline 135 Service does not apply to applicants who are full-time students living in university or college controlled housing.
12. * * *
13. Lifeline 135 customers are subject to all residence service regulations in this and other tariffs of the Company.
14. All outstanding charges, account balances and service restrictions apply to existing customers who qualify for Lifeline 135 Service. Service restrictions will remain until the arrearage(s) have been paid in full.
15. * * *
The residence toll restoral charge applies to Lifeline 135 customers who are suspended for non-payment and who subsequently pay their outstanding toll charges and request toll restoral. If a Lifeline 135 customer is toll suspended twice for non-payment the Company may, at its discretion, place the Lifeline 135 customer on permanent toll termination.

(C) Indicates Change

Issued: October 13, 2016

Effective: November 12, 2016

GENERAL REGULATIONS

LIFELINE 135 SERVICE

B. REGULATIONS (Cont'd)

16. Qualified Lifeline 135 Service customers can choose to receive the Lifeline 135 Service - Voluntary Toll Restriction Option which includes the following features at no charges (the Toll Restoral Charge in Section 3 of this tariff applies to Lifeline 135 Service customers).

Calls Which Will Be Completed

0 Local Calling (includes Collect² and Calling Card with valid number)
N11 (Service Codes, i.e., 911, 611)
1 + toll free
Local Directory Assistance (i.e. 411)
950 (Feature Group B)

Calls Which Will Be Blocked

00 - Toll/Long Distance
0 + Dialing
101XXXX
Non-Local Directory Assistance (i.e. 1+XXX+555-1212)
1 + 900
1 + 700
556
976 – Directory Connect Plus

Time of Day (0)
Third Number Billing² Requests

17. Residence Lifeline 135 Service cannot be resold by the Lifeline 135 customer or the Lifeline 135 customer's agent.
18. As of February 9, 2016, Lifeline 135 Service and Link Up are not available for Resale.
19. No Lifeline 135 Service customer with a balance due for optional non-basic services will be permitted to choose the Lifeline Service program, as referenced in this section of Pa. P.U.C. No.4, until the non-basic charges are paid in full.

C. APPLICABLE RATES

1. Applicable residence dial tone cell monthly rate minus \$5.25³ (C)
2. Lifeline 135 Service customers will pay the monthly rate associated with their selected local usage package option.
3. Lifeline 135 Service - Voluntary Toll Restriction option (No charge).
4. Lifeline 135 Service is subject to all applicable State, Local and Federal taxes and surcharges, and to all applicable tariff rates, charges, surcharges and regulations.

² Effective August 8, 2016, Collect Calls and Third Number Billing will be discontinued and will not be accepted as a billing arrangement for calls.

³ The voice Lifeline support authorized by the FCC in the Lifeline and Link Up Reform and Modernization et al., WC Docket Nos. 11-42 et al., Third Report and Order, Further Report and Order, and Order on Reconsideration, 31 FCC Rcd 3962 (2016) (2016 Lifeline Modernization Order). (C)

(C) Indicates Change

Issued: December 1, 2020

Effective: January 1, 2021

GENERAL REGULATIONS

L. ADVANCED CREDIT MANAGEMENT

1. Advanced Credit Management is a process whereby the Company will establish credit limits for new and existing customers. The Company will utilize Credit Scoring for new customers and Behavioral Scoring for existing customers.
2. Credit Scoring will be provided through the use of a third party credit reporting service for new service requests. The credit rating will determine a credit limit for toll usage. The credit limit will be based initially on a credit score assigned by a commercial credit reporting service and be adjusted periodically as a result of the customer's payment history. Customers will be informed of their credit limits during the application process. The account credit limit will appear on the first bill and on any subsequent bill in the billing cycle in which a customer's credit limit is automatically changed. Changes in credit limits will be conveyed by mailed notices to the customers.
3. Credit levels and credit limits as a result of the scoring will be categorized as follows:
 - a. Low Risk - Unlimited Credit
 - No Collection judgements
 - No collection accounts
 - No charge off accounts
 - No delinquency history over 30 days past due
 - b. Medium Risk - \$300 up to an Unlimited Credit (C)
 - No collection judgements
 - Collection accounts have been paid
 - No or minimal charge off accounts
 - Various degrees of delinquency history from 30-180 days, but paid in full or current at time of scoring
 - Customer provides positive identification to Company following a "No Match" on a credit inquiry
 - c. High Risk - \$200 Credit Limit
 - Collection judgements
 - Charge off accounts
 - Outstanding collection accounts
 - Various degrees of delinquency history from 30-180 days, and not paid in full or current at time of scoring
4. Behavioral Scoring will establish credit limits on existing customers based on Company payment history. Customers will be notified of their initial credit limit amount and subsequent credit limit changes through credit limit notices mailed to the billing address. A behavioral score will be established and maintained on each customer when the program is initiated and/or after service has been established. The behavioral scoring will be updated monthly, based on billing and payment behavior during the preceding twelve months.
5. Behavioral Scoring levels and credit limits as a result of the scoring will be categorized as follows:
 - a. Low Risk - Unlimited Credit
 - All bills during the past 12 months paid in full and by the due date
 - No dishonored checks during the past 12 months
 - No service denials due to non-payment during the preceding 12 months
 - No more than 2 reminder notices on account during the preceding 12 months
 - b. Medium Risk - \$300 up to an Unlimited Credit (C)
 - Telephone bills not paid on time and in full 5 or more times during the preceding 12 months
 - No more than 2 nonsufficient funds (NSF) checks for telephone bill payments during the preceding 12 months
 - No more than 1 service denial due to non-payment during the preceding 12 months
 - No more than 5 reminder notices on account during preceding 12 months

(C) Indicates Change

Issued: April 17, 1998

Effective: July 11, 1998

GENERAL REGULATIONS

L. ADVANCED CREDIT MANAGEMENT

5. Behavioral Scoring levels and credit limits as a result of the scoring will be categorized as follows: (Cont'd)

c. High Risk - \$200 Credit Limit

- Six or more telephone bills not paid by the due date or in full during the preceding 12 months
 - Three or more NSF checks for telephone bill payments during the preceding 12 months
 - Two or more service denials due to non-payment during the preceding 12 months
 - Six or more reminder notices on account during the preceding 12 months
6. When a customer exceeds the established credit limit, the Company will send him a Notice of Credit Limit Exceeded. If the customer does not make payment by the Final Date for Payment, his access to 1+, O+, and all 900/976/700 calls will be blocked where facilities are available. In addition, the Company will restrict all collect, credit card and third number bill calls. Access to the local calling area, emergency services, and toll-free 800 and 888 numbers will not be blocked. Notification that such blocking has been established will be mailed to the customer. A recording will advise the customer that blocking has been imposed when dialing or billing attempts are initiated. A recording will advise the customer and provide a telephone number of directions for service restoral. A service restoral charge is not applicable when the customer's toll service is unblocked.
7. Amounts due for non-basic service charges, including, but not limited to, pay-per-call services such as 900, 976 or 700 calls, will not be used to determine when customers have exceeded their established credit limits.
8. When a customer, for good cause shown, contacts the Company to request a change in the established credit limit, the Company will review the request on a case-by-case basis to try to accommodate the needs of the customer. Only in extenuating circumstances should any agreement reached by the Company to increase the established credit limit be for a limited period of time.
9. In areas served by central offices lacking the capability to toll block, affected customers will receive notices informing them that their toll credit limit has been exceeded and requesting that payment be made pursuant to either a complete payment or payment arrangement before basic service is terminated.
10. The Advanced Credit Management process will not be used as a substitute for the normal collection/suspension activity under 52 Pa. Code Chapter 64.

* * * * *

(C)

(C) Indicates Change

Issued: April 17, 1998

Effective: July 11, 1998

GENERAL REGULATIONS

M. PROMOTIONAL OFFERINGS

The Company may, from time to time, offer services at reduced rates and/or charges or at no rate or charge for promotional, market research, training or experimentation purposes. These Promotional Offerings may be limited to certain dates, times, and/or locations, but will not have a duration of longer than six (6) months in any rolling twelve (12) month period which commences as of the effective date of the filed promotion (multiple promotions can occur during this twelve month period). The Company will notify the Commission ten (10) days in advance of any such customer promotional offering.

Customers will be allowed to participate in a promotional offering upon request, provided the Company has the necessary facilities and billing capabilities to permit such participation.

For all promotional offerings which involve usage or monthly rates, the Company will provide customers with a notice of the promotional and post-promotional rate(s) for the promoted service(s) at the time the promotional offering is made.

The Company will file promotional offerings in a manner which complies with the Pennsylvania Public Utility Commission's Opinion and Order in Docket No. R-00984552, entered January 28, 1999.

1. The Company will offer to waive the following non-recurring charge for new and existing business customers subscribing to Analog CentraNet® lines as long as upon completion of the order the customer has a minimum of three (3) existing CentraNet® lines in service. This promotion will begin August 15, 2002 ending November 8, 2002.

Initial Service Order Charge	\$28.40
Subsequent Service Order Charge	14.80
Premises Visit Charge	11.10
Minor Software Charge	25.00
M-T-M Line NRC	33.00
Term Line NRC	16.50

Or

CO Line Connection	28.70
Line Connect Secondary	15.00

2. The Company will offer to waive the non-recurring charges with all the tariff installation costs to the demarcation point for new and existing business customers who purchase Integrated Service Digital Network – Basic Rate Interface (ISDN-BRI) Single Line Services for a twelve (12) month term. This promotion will begin April 1, 2002 ending June 28, 2002.

(C) Indicates Change

Issued: August 12, 2002

Effective: August 15, 2002

GENERAL REGULATIONS

M. PROMOTIONAL OFFERINGS (Continued)

3. The Company will offer to waive the following non-recurring charges for new and existing business customers who purchase CentraNet CustoPAK with month-to-month service beginning August 15, 2002 ending November 8, 2002.

Initial Service Order Charge	\$28.40
Subsequent Service Order Charge	14.80
Line Connection Charge	28.70
CustoPAK Premises Visit Charge	11.10
Minor Software Charge	25.00

4. The Company will offer a Type II Caller ID box without additional charge, while supplies last, to business customers who subscribe to WorkSmart, beginning April 15, 2002 ending July 13, 2002.
5. The Company will offer a Logistics International Resources T708 Phone free to new and existing business customers who subscribe to one of the WorkSmart packages during the promotional period. The offer will be for one phone per customer, while supplies last. The promotional period will be from October 1, 2002 through November 29, 2002.
6. The Telephone Company will waive the \$500.00 nonrecurring charge for new installations of CyberDS1 Service from November 18, 2002 through February 14, 2003.
7. During the Win Cities Offer promotional period, Business customers who order Frame Relay Service or Private Line Service with a minimum speed of 384 Kbps and a minimum term of at least three years will receive up to \$750.00 on data customer premises equipment used in conjunction with the ordered service. There is a limit of three such offers per customer. The promotional period will be from January 15, 2003 through April 18, 2003.
8. The Telephone Company will waive the associated nonrecurring charges for new installations of CentraNet CustoPAK Service to new and existing business customers who subscribe on a month-to-month basis. The waiver period is January 20, 2003 through April 4, 2003.
9. The Telephone Company will waive the associated nonrecurring charges to new and existing business customers who subscribe to CentraNet analog lines. The waiver period is January 20, 2003 through April 4, 2003.
10. The Telephone Company will offer a Calling Certificate to qualified business customers who change their Local Service Provider to Verizon, payable to Verizon Pennsylvania Inc., equal to the value of the applicable nonrecurring charge(s) for changing their Local Service Provider only. One Calling Certificate per customer will be available in association with this promotion. The waiver period is April 7, 2003 through July 3, 2003.
11. The Telephone Company will waive the associated nonrecurring charges for new installations of CentraNet CustoPAK Service to new and existing business customers who subscribe to a two year term option. The waiver period is May 1, 2003 through July 28, 2003.
12. The Telephone Company will waive the associated nonrecurring charges to new and existing business customers who subscribe to CentraNet analog lines and who subscribe to a term commitment plan. The waiver period is May 1, 2003 through July 28, 2003. (C)
13. During the Win Cities Offer promotional period, Business customers who order Frame Relay Service or Private Line Service with a minimum speed of 384 Kbps and a minimum term of at least three years are eligible to receive a check payable to Verizon Pa. of up to \$900.00, which may be used toward the purchase of an item of merchandise and /or service determined by the Telephone Company.. There is a limit of three such offers per customer. The promotional period will be from May 1, 2003 through July 28, 2003.

(C) Indicates Change

Issued: April 30, 2003

Effective: May 1, 2003

GENERAL REGULATIONS

M. PROMOTIONAL OFFERINGS (Continued)

14. The Telephone Company will waive the nonrecurring charge for ISDN PRI ACCESS for new installations of ISDN PRI Service from July 1, 2003 through September 26, 2003.
15. The Telephone Company will waive the nonrecurring charge for new installations of CyberDS1 Capacity from July 1, 2003 through September 28, 2003.
16. The Telephone Company will waive the nonrecurring charge for new installations of ISDN BRI Service, subscribed to on a 12-month term option, from August 19, 2003 through November 14, 2003.
17. The Telephone Company will offer a Certificate to qualified business customers who change their Local Service Provider to Verizon, payable to Verizon North Inc., equal to the value of the applicable nonrecurring charge(s) for changing their Local Service Provider only. Each eligible customer may receive only one Certificate per eligible business account per twelve-month period prior to and after changing to Verizon North for local service. The promotion period is October 15, 2003 through January 11, 2004.
18. The Telephone Company will waive the nonrecurring charges associated with DID Number group and DID Trunk terminations for business customers who order a new digital communications service for a term of at least one , from April 15, 2004 through July 14, 2004.
19. The Telephone Company will waive the nonrecurring charges associated with DID Number group and DID Trunk terminations for business customers who order a new T-1 service such as ISDN PRI, Cyber DS1, Digital Hand Off or Flexgrow for a term of at least one year, from October 15, 2004 through January 11, 2005.
20. The Telephone Company will offer a rebate for qualifying business customers who purchase Customer Premise Equipment (CPE) when purchasing IntelliLinQ® PRI from Verizon North Inc. Eligible customers must have an annual total billing of \$120,000 or less. The rebate cannot exceed the purchase price of the CPE. Qualifying customers are eligible to receive a check up to \$750 on Voice CPE when CPE is purchased with IntelliLinQ® PRI with a term contract. This offer will be extended to select qualifying customers or to any qualifying customer who requests to participate. The promotional period will be from January 27, 2005 through April 27, 2005.
21. The Telephone Company will offer a promotional offering for qualifying residential customers who call Verizon North, Inc. to disconnect dial tone service. Qualifying customers who agree not to disconnect dial tone service will receive an American Express Gift Check valued at \$50.00. Eligible customers are those who have proactively contacted Verizon North Inc. to disconnect dial tone service. Qualifying customers will be routed to, and requests handled by, the Verizon Pennsylvania Save Team. Only a Verizon Pennsylvania Save Team representative can extend this promotion to eligible customers. This promotional offer does not apply to qualifying customers who are disconnecting dial tone service with a Verizon representative from their local Business Office, through the Voice Response Unit (VRU) system or the Verizon website (<http://www.verizon.com>). This offer is not available to customers disconnecting dial tone service for any following reasons: (1) Misdirected call, (2) Disconnect as result of death, (3) Customer moving out of Verizon serving territory, (4) Customer moving within Verizon serving territory, (5) Seasonal service (not returning), (6) Additional line disconnect or (7) Employees (concession and non-concession). Qualifying customers are limited to one promotional offer for the period of the promotion plus 60 days. This promotional offering cannot be combined with any other discount or promotion except as authorized by Verizon North Inc. This promotional offering will be made under the terms and conditions of the Tariff and will not extend beyond May 6, 2005. The promotional period will be from April 11, 2005 through May 6, 2005.

(C)

GENERAL REGULATIONS

M. PROMOTIONAL OFFERINGS (Continued)

22. The Telephone Company will offer a rebate for qualifying business customers who purchase Customer Premise Equipment (CPE) when purchasing IntelliLinQ® PRI from Verizon North Inc. Eligible business customers must have an annual total billing of \$120,000 or less. The rebate cannot exceed the purchase price of the CPE. Qualifying business customers are eligible to receive a check up to \$1,000 on Voice CPE when CPE is purchased with IntelliLinQ® PRI with a term contract. This offer will be extended to select qualifying customers or to any qualifying customer who requests to participate. The promotional period will be from April 28, 2005 through July 25, 2005.
23. The Telephone Company will offer a promotional offering for qualifying residential customers who call Verizon North Incorporated to disconnect dial tone service. Qualifying customers who agree not to disconnect service will receive an American Express Gift Check valued at \$25.00. Eligible customers are those who have proactively contacted Verizon North Incorporated to disconnect dial tone service. Qualifying customers will be routed to, and requests handled by, the Verizon Pennsylvania Save Team. Only a Verizon Pennsylvania Save Team representative can extend this promotion to eligible customers. This promotional offer does not apply to qualifying customers who are disconnecting dial tone service through the Voice Response Unit (VRU) system or the Verizon website (<http://www.verizon.com>). This offer is not available to customers disconnecting dial tone service for any following reasons: (1) Misdirected call, (2) Disconnect as result of death, (3) Customer moving out of Verizon serving territory, (4) Customer moving within Verizon serving territory, (5) Seasonal service (not returning), (6) Additional line disconnect or (7) Employees (concession and non-concession). Qualifying customers are limited to one promotional offer for the period of the promotion plus 60 days. The promotional period will be from May 9, 2005 through July 29, 2005. This promotional offering will be made under the terms and conditions of the Tariff and will not extend beyond July 29, 2005. (C)
24. The Telephone Company will offer a promotional offering for qualifying business customers who purchase IntelliLinQ® PRI from Verizon Pennsylvania Inc. Eligible customers must have an annual total billing of \$120,000 or less. Qualifying business customers are eligible to receive an AMEX gift card valued at \$750.00 per circuit. Qualifying customers are new or upgrading IntelliLinQ® PRI customers who purchase a minimum two-year agreement or existing customers who renew their current IntelliLinQ® PRI service for a term agreement of three or more years. The promotional period will be from July 5, 2005 through September 30, 2005. This promotional offering will be made under the terms and conditions of the Tariff and will not extend beyond September 30, 2005. (C)

GENERAL REGULATIONS

M. PROMOTIONAL OFFERINGS (Continued)

25. The Telephone Company will offer a promotional offering for qualifying business customers who change to Verizon North Incorporated for local service from another local service provider as a result of Verizon's outbound telemarketing, direct mail, or customers' inbound calls to Verizon's business offices.

Business customers who change to Verizon for local exchange service or CustoPAK¹ 24-Month Term Plan and subscribe to at least one Unlimited Local Usage for Business² 12-Month Term Plan or Unlimited Local Usage and Toll for Business² 12-Month Term Plan will receive a credit for the applicable nonrecurring charge(s) associated with the change and a Calling Certificate valued at \$33.00 for each Unlimited Local Usage for Business or Unlimited Local Usage and Toll for Business subscription. PBX trunks are not eligible for the 12-Month Term Plans.

The nonrecurring charge for establishing DID Line Numbers is not included in this promotional offering.

Calling Certificates are to be applied towards the Verizon North Incorporated portion of the customer's Verizon North Incorporated telephone bill. These Calling Certificates are made payable to Verizon North Incorporated and are redeemable with bill payment by mail.

Business customers who do not qualify for either the Unlimited Local Usage for Business 12-Month Term Plan or Unlimited Local and Toll Usage for Business 12-Month Term Plan will only be eligible to receive a credit for the nonrecurring charge(s).

Customers are qualified to receive one Calling Certificate and Service Connection Credit per eligible business line within a 12-month period after signing up for local service. Calling Certificates cannot be applied to any of the Local Package offerings. This promotional offering will be made under the terms and conditions of the Tariff and will not extend beyond June 30, 2006.

If the customer leaves Verizon North Incorporated within twelve months after signing up for service the Full Service Connection Credit amount will be charged back to the customer. The customer will also be subject to the termination liability associated with the Unlimited Local Usage for Business 12-Month Term Plan, Unlimited Local and Toll Usage for Business 12-Month Term Plan and/or CustoPAK 24-Month Term Plan.

The promotional period will be from April 3, 2006 through June 30, 2006.

¹ See Pa. P.U.C.-No. 11, Section 4F

² See Pa. P.U.C.-No. 11, Section 21

GENERAL REGULATIONS

M. PROMOTIONAL OFFERINGS (Continued)

26. The Telephone Company will offer the following promotional offerings for qualifying Verizon North Incorporated business customers, from February 6, 2007 through March 31, 2007, who agree not to disconnect their Verizon North Incorporated dial tone service and satisfy one or more of the below eligibility criteria. Qualifying business customers will be eligible to receive a one-time \$75.00 credit, appearing on their monthly telephone bill.

Qualified customers are business customers who:

1. currently subscribe to no less than two (2) Verizon North Incorporated business exchange lines (i.e., any combination of voice and/or data service lines or their equivalents) per account and currently spend no less than \$60 per month total billed revenue for Verizon North Incorporated services, based on three month average spend;
2. have been identified by the Company as likely to disconnect based upon criteria determined by the Company, who proactively contact Verizon North Incorporated during the promotional period;
3. satisfy at least one of the following eligibility criteria:
 - a. state they intend to disconnect their dial tone service;
 - b. cite a competitive offer from another provider;
 - c. experience at least one of the following events:
 - i. contacts Verizon North Incorporated more than once on an installation, repair or service outage;
 - ii. contacts the Verizon Business office more than once to resolve a billing problem;
 - iii. and/or subscribes to a term contract for any Verizon PA service or subscribes to certain non-regulated services determined by the Company.

The above promotions apply to customers who agree not to disconnect their local services with Verizon North Incorporated. These promotions do not apply to customers who are disconnecting their dial tone service through the Verizon website (<http://www.verizon.com>).

These offers are not available to customers disconnecting dial tone service for any of the following reasons:

- Customer moving out of Verizon serving territory
- Customer moving within Verizon serving territory
- Seasonal service (not returning)
- Additional line disconnect
- Death of customer

These offers are not available to employees of Verizon Communications Inc. or its subsidiaries.

Eligible customers are limited to a maximum of one (1) direct bill credit offer per rolling 6 months.

These offers cannot be combined with any other discount or promotion except as authorized by Verizon North Incorporated.

This filing fully complies with the safety, adequacy, reliability and privacy considerations required.

GENERAL REGULATIONS

M. PROMOTIONAL OFFERINGS (Continued)

27. Not Ready for Service

A. GENERAL

Qualified customers are residential package customers who disconnect service with Verizon North Incorporated due to changes in residence, that also indicate they are not ready for service in the new location will receive a coupon redeemable for \$50 off their first telephone bill when they reestablish service.

B. REGULATIONS

1. This promotion will begin on March 12, 2007 and end on June 8, 2007.
2. Qualifying residential customers who are moving to a new location within Verizon serving area and who contact Verizon directly to disconnect service at their existing location, but are not ready to place an order for service at their new location are eligible to receive a Not Ready For Service coupon.
3. The coupon will be sent to customers by mail or email during the promotional offer period, and must be redeemed before the date printed on the coupon's mailing label. The redemption period will be 90 days from the service order date disconnecting service at the customer's existing location. Customers must call the toll-free number printed on the coupon and provide the offer code printed on the mailing label to receive the Not Ready for Service credit at the time they initiate service at their new residential location.
4. The coupon will provide for a \$50.00 credit to the customer's Verizon North Incorporated bill for the new residential location.
5. Verizon North Incorporated will honor Not Ready for Service coupons issued by Verizon from other Verizon jurisdictions.
6. This offer is not transferable or redeemable for cash. Qualifying customers are limited to one coupon per move. The coupon may not be used to satisfy delinquent balances owed to Verizon North Incorporated or any other Verizon affiliate.

GENERAL REGULATIONS

M. PROMOTIONAL OFFERINGS (Continued)

28. The Telephone Company will offer the following promotional offering for qualifying Verizon North Incorporated (C) residential customers from March 16, 2007 through June 13, 2007.

Eligible customers are residence customers who, during the promotional period, contact Verizon North Incorporated and express a desire to disconnect their dial-tone service as a result of a repair issue. The nature of the complaint could consist of, but is not limited to, missed appointments or a repair not completed as agreed.

Customers who agree not to disconnect their dial tone service will be eligible to receive a \$20 credit appearing on their Verizon North Incorporated monthly telephone bill for three (3) consecutive months.

Eligible customers are limited to one offer per unsatisfactory repair event during this promotional period.

These offers cannot be combined with any other discount or promotion except as authorized by Verizon North Incorporated.

GENERAL REGULATIONS

M. PROMOTIONAL OFFERINGS (Continued)

29. The Telephone Company will offer the following promotional offerings for qualifying Verizon North Incorporated business customers, from May 14, 2007 through August 10, 2007, who agree not to disconnect their Verizon North Incorporated dial tone service and satisfy one or more of the below eligibility criteria. Qualifying business customers will be eligible to receive one of the following monthly credits, appearing on their monthly telephone bill. (C)
1. One (1) line in jeopardy of disconnect and one line is saved the account will receive a \$10 credit for five (5) consecutive months;
 2. Two (2) to four (4) lines in jeopardy of disconnect and 2 to 4 lines are saved the account will receive a \$15 credit for five (5) consecutive months or
 3. Five (5) lines or more in jeopardy of disconnect and 5 or more lines are saved the account will receive a \$20 credit for five (5) consecutive months.

Qualified customers are business customers who:

1. currently subscribe to at least one (1) voice line;
2. have been identified by the Telephone Company as likely to disconnect based upon criteria determined by the Telephone Company, who proactively contact Verizon North Incorporated. during the promotional period;
3. satisfy at least one of the following eligibility criteria:
 - a. state they intend to disconnect their dial tone service
 - b. cite a competitive offer from another provider
4. This offer does not apply to customers who are disconnecting service through the Verizon website (<http://www.verizon.com>).
5. This offer is not available to customers disconnecting dial tone service for any of the following reasons:
 - a. Customer moving out of Verizon serving territory,
 - b. Customer moving within Verizon serving territory,
 - c. Seasonal service (not returning),
 - d. Additional line disconnect or
 - e. Death of customer.
6. This offer is not available to employees of Verizon Communications Inc. or its subsidiaries.
7. Qualifying business customers are limited to a maximum of one (1) direct bill credit offer per rolling six (6) months period.
8. This offer may not be combined with any other discount or promotion.

GENERAL REGULATIONS

M. PROMOTIONAL OFFERINGS (Continued)

30. The Telephone Company will offer the following promotional offerings for qualifying Verizon North Incorporated business customers, from June 12, 2007 through August 10, 2007, who agree not to disconnect their Verizon North Incorporated dial tone service; who spend no less than \$60 per month total billed revenue for services and satisfy one or more of the below eligibility criteria. Qualifying business customers will be eligible to receive one of the following monthly credits, appearing on their monthly telephone bill. (C)
1. One (1) line in jeopardy of disconnect and one line is saved the account will receive a \$10 credit for six (6) consecutive months;
 2. Two (2) to four (4) lines in jeopardy of disconnect and 2 to 4 lines are saved the account will receive a \$20 credit for six (6) consecutive months or
 3. Five (5) lines or more in jeopardy of disconnect and five (5) or more lines are saved the account will receive a \$30 credit for six (6) consecutive months.

Qualified customers are business customers who:

1. currently subscribe to at least one (1) voice line;
2. have been identified by the Telephone Company as likely to disconnect based upon criteria determined by the Telephone Company, who proactively contact Verizon North Incorporated. during the promotional period;
3. spend no less than \$60 per month total billed revenue for services and satisfy at least one of the following eligibility criteria:
 - a. state they intend to disconnect their dial tone service
 - b. cite a competitive offer from another provider
4. This offer does not apply to customers who are disconnecting service through the Verizon website (<http://www.verizon.com>).
5. This offer is not available to customers disconnecting dial tone service for any of the following reasons:
 - a. Customer moving out of Verizon serving territory,
 - b. Customer moving within Verizon serving territory,
 - c. Seasonal service (not returning),
 - d. Additional line disconnect or
 - e. Death of customer.
6. This offer is not available to employees of Verizon Communications Inc. or its subsidiaries.
7. Qualifying business customers are limited to a maximum of one (1) direct bill credit offer per rolling six (6) months period.
8. This offer may not be combined with any other discount or promotion.

GENERAL REGULATIONS

M. PROMOTIONAL OFFERINGS (Continued)

31. The Telephone Company will offer the following promotional offering for qualifying Verizon North Incorporated residential customers from June 1, 2007 through July 30, 2007. (C)

This promotion will be offered to qualified residential customers who temporarily suspend their dial tone service during the promotional period.

Qualified customers who temporarily suspend their Verizon service will be eligible for a nonrecurring credits of \$7.90 and \$10.10 applied to the Subsequent Service Order and Access Line Connection (Central Office Work) charges, respectively and a monthly credit of \$7.30 for up to six (6) months, during the requested temporary suspension period.

Any customer requesting less than two (2) months suspension of service will be ineligible for this promotion.

At the end of the requested temporary suspension period, normal tariff rates will apply.

This promotion is not available through the Verizon website (<http://www.verizon.com>).

Eligible customers are limited to one (1) offer during the promotional period.

This promotional offer may not be combined with any other discount or promotion except as authorized by Verizon North Incorporated.

GENERAL REGULATIONS

M. PROMOTIONAL OFFERINGS (Continued)

32. The Telephone Company will offer the following promotional offering for qualifying Verizon North Incorporated residential customers from June 22, 2007 through September 18, 2007. (C)

Eligible customers are residential customers who, during the promotional period, contact Verizon North Incorporated and express:

- 1) a desire to disconnect their dial-tone service as a result of a network related repair issue, or
- 2) report a chronic network related repair problem/poor installation experience that resulted in at least three (3) visits, or
- 3) report a network related repair/installation problem within 30 days of a new, change, or move order.

The nature of the complaint could consist of, but is not limited to, missed appointments or a repair not completed as agreed. The repair/installation experience must end within the promotional period.

Customers who meet the above criteria and agree not to disconnect their service will be eligible to receive a \$20 credit on their monthly telephone bill for three (3) consecutive months.

Eligible customers are limited to one offer.

This offer cannot be combined with any other discount or promotion except as authorized by Verizon North Incorporated.

GENERAL REGULATIONS

M. PROMOTIONAL OFFERINGS (Continued)

33. The Telephone Company will offer the following promotional offering for qualifying Verizon North Incorporated business customers from July 2, 2007 through September 28, 2007. (C)

A. Promotion Description:

Qualifying customers are business customers who: (i) never had local service in PA and sign up with Verizon North Incorporated, or (ii) change to Verizon North Incorporated from another local service provider, as a direct result of Verizon North Incorporated's outbound telemarketing, direct mail or other targeted marketing activities, for the 24-month local exchange term plan, or a term commitment of at least 36-months of **CustoPAK** service, will receive one of the following:

- an American Express Branded Reward card valued at \$40 per account;
- an American Express Branded Reward card valued at \$80 per account and a Calling Certificate valued at \$66 per usage plan purchased if the customers subscribe to at least one (1) Unlimited Local Usage for Business 12-Month term or Unlimited Local & Toll Usage for Business 12-Month term plan; or
- an American Express Branded Reward card valued at \$120 per account and a Calling Certificate valued at \$66 per usage plan purchased if the customers subscribe to at least one Unlimited Local Usage for Business 12-Month term or Unlimited Local & Toll Usage for Business 12-Month term plan, and at least one Verizon DSL or FiOS data term service.

Qualifying customers will also receive a credit on the customer bill for the applicable nonrecurring charge(s) associated with each local exchange term line purchased in connection with the change to Verizon North Incorporated. Installation charge for DID service is not included in this promotion.

B. Regulations:

1. The applicable nonrecurring charge may differ depending on the "type" of Local Service Provider the qualifying business customer subscribed to before changing to Verizon North Incorporated. If the customer is changing from a Reseller, the applicable nonrecurring charge is a record order charge, per Billing Telephone Number. If the customer is changing from a competitive local exchange carrier ("CLEC"), the applicable nonrecurring charge equates to New Connect charges, which include a Service Order charge per Billing Telephone Number and a Line charge per dial tone line. The full non-recurring charge will be applied to the customer's bill if the customer transfers from Verizon North Incorporated within twelve months after subscribing to Verizon North Incorporated for local service.
2. Calling Certificates are to be applied towards the Verizon North Incorporated portion of the qualifying business customer's Verizon North Incorporated telephone bill. These calling certificates are made payable to Verizon North Incorporated and are redeemable with bill payment by mail.
3. Qualifying business customers may receive no more than one American Express Branded Reward Card per account, one Calling Certificate, and/or one credit for applicable nonrecurring charges per eligible business line within a twelve-month period after changing to Verizon North Incorporated for local service.
4. Full nonrecurring credit will be charged back when customers leave Verizon North Incorporated within 12 months after signing up for local service. In addition, customer will be subject to termination liability of the Unlimited Local Usage for Business 12-Month Term service, Unlimited Local & Toll Usage for Business 12-Month Term service, 24-month local exchange term service, **CustoPAK** 36-Month Term service, and DSL or FiOS term service.
5. These promotional offerings will be made under the terms and conditions of the Tariff and will not extend beyond September 28, 2007. The tariffed rates, terms and conditions for the services in these promotional offers apply except to the extent provided in this promotion. These promotional offerings cannot be combined with any other discount or promotion except as authorized by Verizon North Incorporated.

GENERAL REGULATIONS

M. PROMOTIONAL OFFERINGS (Continued)

34. The Telephone Company will offer the following promotional offering for qualifying Verizon North Incorporated (C) residential customers from July 9, 2007 through September 28, 2007.

A. Promotion Description:

During the promotional period, qualifying residential customers who order dial tone service on-line will receive a waiver of the ordering and line connection charges. Other installation charges that may be incurred, such as inside wiring, are not waived.

Qualifying customers are residential customers who order new service, including changes of location, as well as those who order additional lines.

B. Regulations:

1. This promotion only applies to customers who are ordering their dial tone service through the Verizon website (<http://www.verizon.com>).
2. Customers ordering packages, such as Local Package, that already waive non-recurring charges are not eligible for this offer.
3. Existing customers who go on-line to order additional features for their current service are not eligible for this offer.
4. Customers are limited to one offer during the promotional period.
5. This promotion may not be combined with any other promotional offer unless specified by Verizon North Incorporated.

GENERAL REGULATIONS

M. PROMOTIONAL OFFERINGS (Continued)

35. The Telephone Company will offer the following promotional offering for qualifying Verizon North Incorporated business customers from August 13, 2007 through November 10, 2007.

A. Promotion Description:

During the promotional period, qualifying existing Verizon business customers who have decided to disconnect dial tone service and subsequently agree not to disconnect their service will receive one (1) of the following credit offers, which will appear on their monthly telephone bill over four (4) consecutive billed months:

- 1 line = \$15.00 (total of \$60.00 per account)
- 2 to 4 lines = \$25.00 (total of \$100.00 per account)
- 5 to 9 lines = \$35.00 (total of \$140.00 per account)

B. Promotion Regulations:

1. This offer does not apply to customers who disconnect service through the Verizon website (<http://www.verizon.com>)
2. Qualifying customers are limited to one (1) direct bill credit offer per rolling six (6) months.
3. This promotional offer cannot be combined with any other discount or promotion except as authorized by Verizon.
4. This offer is not available to employees of Verizon or its subsidiaries.
5. Verizon reserves the right to withdraw this promotion before its expiration date in the event an alternative promotion is offered.

GENERAL REGULATIONS

M. PROMOTIONAL OFFERINGS (Continued)

36. The Telephone Company will offer the following promotional offering for qualifying Verizon North Incorporated residential customers from August 13, 2007 through November 9, 2007.

A. Promotion Description:

Eligible customers for this promotion are residence customers who proactively contact Verizon North Incorporated during the promotional period to disconnect their dial tone service and/or cite a competitive offer from another provider.

Eligible customers who agree not to disconnect their dial tone service and who currently subscribe to or purchase: (a) a Voice Only service (any basic exchange service excluding Lifeline Service, Local Package or Regional Package); or (b) a Voice Only service and one (1) Verizon affiliate service specified Verizon North Incorporated.

Customers who qualify will receive a \$6 credit for nine (9) consecutive months or \$10 credit for seven (7) consecutive months, respectively.

B. Promotion Regulations:

1. This promotion does not apply to customers who are disconnecting their dial tone service through the Verizon website (<http://www.verizon.com>).
2. This offer is not available to customers disconnecting dial tone service for any following reasons:
 - Customer moving out of Verizon serving territory
 - Seasonal service (not returning)
 - Death of customer
3. Eligible customers are limited to one (1) offer during the promotional period.
4. This promotion may not be combined with any other Verizon North Incorporated. promotional offer unless otherwise specified by Verizon North Incorporated.

GENERAL REGULATIONS

M. PROMOTIONAL OFFERINGS (Continued)

37. The Telephone Company will offer the following promotional offering for qualifying Verizon North Incorporated residential customers from September 4, 2007 through November 21, 2007.

This promotion will be offered to qualified residential customers who temporarily suspend their dial tone service during the promotional period.

Qualified customers who temporarily suspend their Verizon service will be eligible for a nonrecurring credits of \$7.90 and \$10.10 applied to the Subsequent Service Order and Access Line Connection (Central Office Work) charges, respectively and a monthly credit of \$7.30 for up to six (6) months, during the requested temporary suspension period.

Any customer requesting less than two (2) months suspension of service will be ineligible for this promotion.

At the end of the requested temporary suspension period, normal tariff rates will apply.

This promotion is not available through the Verizon website (<http://www.verizon.com>).

Eligible customers are limited to one (1) offer during the promotional period.

This promotional offer may not be combined with any other discount or promotion except as authorized by Verizon North Incorporated.

GENERAL REGULATIONS

M. PROMOTIONAL OFFERINGS (Continued)

38. The Telephone Company will offer the following promotional offering for qualifying Verizon North Incorporated residential customers from September 10, 2007 through March 6, 2008.

A. Promotion Description:

Eligible customers for this promotion are residence customers who disconnect their Verizon telephone service and subsequently return to Verizon, customers who contact Verizon to disconnect their service but ultimately retain Verizon or customers who contact Verizon citing offers for voice telephone service from Verizon's competitors.

Verizon may offer a one time benefit of either \$25 or \$50, which may either take the form of a gift card or bill credit. Customers who disconnect their Verizon telephone service and subsequently return to Verizon, customers who contact Verizon to disconnect their service but ultimately retain Verizon or customers who contact Verizon citing offers for voice telephone service from Verizon's competitors are eligible for the \$25 benefit. Customers are eligible for the \$50 benefit if they are responding to a Verizon marketing letter, sent after their disconnection request, offering this benefit.

B. Program Regulations:

1. The offer is not redeemable for cash and may not be used to satisfy delinquent balances owed to Verizon or any Verizon affiliate. Bill credit offers mailed to qualifying customers must be redeemed prior to the expiration date specified in the mailing.
2. This offer is limited to one per customer and cannot be combined with any other promotional offers except as authorized by Verizon.
3. This offer is only available through Verizon designated sales channels for Verizon designated marketing campaigns.

GENERAL REGULATIONS

M. PROMOTIONAL OFFERINGS (Continued)

39. Repair and Churn Promotion

A. Promotion Description:

Eligible customers are residence customers who, during the promotional period, contact or are contacted by Verizon North Incorporated and:

- 1) request to have voice service disconnected as a result of a network related repair problem, or
- 2) report a chronic network related repair problem or poor installation problem that resulted in multiple visits, or
- 3) have been identified by Verizon North Incorporated as likely to disconnect service based upon criteria determined by the Telephone Company.

The nature of the complaint could consist of, but is not limited to, missed appointments or a repair not completed as agreed. The repair/installation experience must end within the promotional period.

Eligible customers who meet the above criteria and agree not to disconnect their service will receive a one-time \$25.00 credit on their next month's telephone bill.

A. Promotion Period:

The Telephone Company will offer the following promotional offering for qualifying Verizon North Incorporated residential customers from September 17, 2007 through March 14, 2008.

B. Promotion Regulations:

1. Eligible customers are limited to one (1) offer during the promotional period.
2. This promotion may not be combined with any other Verizon North Incorporated. promotional offer unless otherwise specified by Verizon North Incorporated.

GENERAL REGULATIONS

M. PROMOTIONAL OFFERINGS (Continued)

40. The Telephone Company will offer the following promotional offering for qualifying Verizon North Incorporated residential customers from October 3, 2007 through December 30, 2007.

A. Promotion Description:

During the promotional period, qualifying residential customers who order dial tone service on-line will receive a waiver of the ordering and line connection charges. Other installation charges that may be incurred, such as inside wiring, are not waived.

Qualifying customers are residential customers who order new service, including changes of location, as well as those who order additional lines.

B. Regulations:

1. This promotion only applies to customers who are ordering their dial tone service through the Verizon website (<http://www.verizon.com>).
2. Customers ordering packages, such as Local Package, that already waive non-recurring charges are not eligible for this offer.
3. Existing customers who go on-line to order additional features for their current service are not eligible for this offer.
4. Customers are limited to one offer during the promotional period.
5. This promotion may not be combined with any other promotional offer unless specified by Verizon North Incorporated.

GENERAL REGULATIONS

M. PROMOTIONAL OFFERINGS (Continued)

41. The Telephone Company will offer the following promotional offering for qualifying Verizon North Incorporated residential customers from November 12, 2007 through February 8, 2008.

A. Promotion Description:

Eligible customers for this promotion are residence customers who proactively contact Verizon North Incorporated during the promotional period to disconnect their dial tone service and/or cite a competitive offer from another provider.

Eligible customers who agree not to disconnect their dial tone service and who currently subscribe to or purchase: (a) a Voice Only service (any basic exchange service excluding Lifeline Service, Local Package or Regional Package); or (b) a Voice Only service and one (1) Verizon affiliate service specified Verizon North Incorporated.

Customers who qualify will receive a \$6 credit for nine (9) consecutive months or \$10 credit for seven (7) consecutive months, respectively.

B. Promotion Regulations:

1. This promotion does not apply to customers who are disconnecting their dial tone service through the Verizon website (<http://www.verizon.com>).
2. This offer is not available to customers disconnecting dial tone service for any following reasons:
 - Customer moving out of Verizon serving territory
 - Seasonal service (not returning)
 - Death of customer
3. Eligible customers are limited to one (1) offer during the promotional period.
4. This promotion may not be combined with any other Verizon North Incorporated. promotional offer unless otherwise specified by Verizon North Incorporated.

GENERAL REGULATIONS

M. PROMOTIONAL OFFERINGS (Continued)

42. The Telephone Company will offer the following promotional offering for qualifying Verizon North Incorporated business customers from November 22, 2007 through December 18, 2007. (C)

A. Promotion Description:

During the promotional period, qualifying existing Verizon business customers who have decided to disconnect dial tone service and subsequently agree not to disconnect their service will receive one (1) of the following credit offers, which will appear on their monthly telephone bill over four (4) consecutive billed months:

- 1 line = \$15.00 (total of \$60.00 per account)
- 2 to 4 lines = \$25.00 (total of \$100.00 per account)
- 5 to 9 lines = \$35.00 (total of \$140.00 per account)

B. Promotion Regulations:

1. This offer does not apply to customers who disconnect service through the Verizon website (<http://www.verizon.com>)
2. Qualifying customers are limited to one (1) direct bill credit offer per rolling six (6) months.
3. This promotional offer cannot be combined with any other discount or promotion except as authorized by Verizon.
4. This offer is not available to employees of Verizon or its subsidiaries.
5. Verizon reserves the right to withdraw this promotion before its expiration date in the event an alternative promotion is offered.

GENERAL REGULATIONS

M. PROMOTIONAL OFFERINGS (Continued)

43. The Telephone Company will offer the following promotional offering for qualifying Verizon North Incorporated residential customers from December 5, 2007 through February 15, 2008.

This promotion will be offered to qualified residential customers who temporarily suspend their dial tone service during the promotional period.

Qualified customers who temporarily suspend their Verizon service will be eligible for a nonrecurring credits of \$7.90 and \$10.10 applied to the Subsequent Service Order and Access Line Connection (Central Office Work) charges, respectively and a monthly credit of \$8.00 for up to five (5) months, during the requested temporary suspension period.

Any customer requesting less than five (5) months suspension of service will be ineligible for this promotion.

At the end of the requested temporary suspension period, normal tariff rates will apply.

This promotion is not available through the Verizon website (<http://www.verizon.com>).

Eligible customers are limited to one (1) offer during the promotional period.

This promotional offer may not be combined with any other discount or promotion except as authorized by Verizon North Incorporated.

GENERAL REGULATIONS

M. PROMOTIONAL OFFERINGS (Continued)

44. The Telephone Company will offer the following promotional offering for qualifying Verizon North Incorporated business customers from December 17, 2007 through June 13, 2008.

A. Promotion Description:

During the promotional period, qualifying existing Verizon business customers who state their intent to disconnect dial tone service and subsequently agree not to disconnect their service will receive one (1) of the following credit offers, which will appear on their monthly telephone bill over five (5) consecutive billed months:

- Customers must subscribe to at least one voice line and maintains a monthly minimum spend level of \$ 50.00 per month based, based on a three-month spending average of voice services, shall receive a monthly bill credit of \$ 10.00 (total of \$50.00 per account)
- Customers must subscribe to at least one voice line and maintains a monthly minimum spend level of \$ 70.00 per month based, based on a three-month spending average of voice services, shall receive a monthly bill credit of \$ 20.00 (total of \$100.00 per account)
- Customers must subscribe to at least one voice line and maintains a monthly minimum spend level of \$ 90.00 per month based, based on a three-month spending average of voice services, shall receive a monthly bill credit of \$ 30.00 (total of \$150.00 per account)

B. Promotion Regulations:

1. This offer does not apply to customers who disconnect service through the Verizon website (<http://www.verizon.com>)
2. Qualifying customers are limited to one (1) direct bill credit offer per rolling six (6) months.
3. This promotional offer cannot be combined with any other discount or promotion except as authorized by Verizon.
4. This offer is not available to employees of Verizon or its subsidiaries.
5. Verizon reserves the right to withdraw this promotion before its expiration date in the event an alternative promotion is offered.
6. This offer is not available to customers disconnecting dial tone service for any of the following reasons:
 - Customer moving out of Verizon serving territory
 - Customer within Verizon serving territory
 - Seasonal service (not returning)

GENERAL REGULATIONS

M. PROMOTIONAL OFFERINGS (Continued)

45. The Telephone Company will offer the following promotional offering for qualifying Verizon North Incorporated residential customers from March 7, 2008 through July 20, 2008.

(C)

A. Promotion Description:

Eligible customers for this promotion are residence customers who meet one (1) of the following three (3) criteria.

- A) Current residence customers of Verizon local service who: i) contact Verizon to disconnect their local service; or ii) have otherwise taken steps to accept a competitive offer; and who in either case (i or ii) agree to retain their Verizon local service may be eligible to receive a one-time bill credit of \$25.00.
- B) Individuals who change their existing local exchange service from another local service provider to Verizon as a direct result of Verizon's outbound telemarketing or direct mail campaigns, and who agree to subscribe to any Verizon voice-only service, may be eligible for a one-time bill credit of \$25.00.
- C) Current residence customers who contact Verizon to disconnect their local service due to a move, and indicate that they are not ready to order service at the new location; will be mailed a letter informing them that they are eligible for a one-time bill credit in the amount of \$50.00 if they establish new dial tone service with Verizon within 90 days of disconnecting their service. The one-time \$50.00 bill credit will be applied to the customer's first Verizon monthly bill for the new location.

At the time the customer orders service at the new location, the customer (i) must call the toll-free number printed on the letter, and (ii) provide the representative with the offer code included in the letter to receive the Not Ready for Service one-time \$50.00 bill credit.

Verizon will honor the Not Ready for Service one-time \$50.00 bill credit issued by other Verizon jurisdictions as long as the offer meets the terms and conditions of this tariff.

B. Program Regulations:

- 1. The offer is not redeemable for cash and may not be used to satisfy delinquent balances owed to Verizon or any Verizon affiliate. Bill credit offers mailed to qualifying customers must be redeemed prior to the expiration date specified in the mailing.
- 2. This offer is limited to one per customer and cannot be combined with any other discount or promotional offers except as authorized by Verizon.
- 3. This offer is only available through Verizon designated sales channels for Verizon designated marketing campaigns.
- 4. The one-time bill credit will not be offered to customers disconnecting dial tone service for seasonal service (not returning) customers.

GENERAL REGULATIONS

M. PROMOTIONAL OFFERINGS (Continued)

46. The Telephone Company will offer the following promotional offering for qualifying Verizon North Incorporated residential customers from March 19, 2008 through June 17, 2008.

A. Promotion Description:

This filing provides for a new promotional offering for qualified residential customers. Residential customers who experience more than one repair problem within 30 days of a New, Change, or Move order may receive a one-time proactive repair credit of \$25.00.

B. Program Regulations:

1. Qualified customers are eligible residential customers who during the promotional period experience a repair problem within 30 days of a New, Change or Move order.
2. Certain qualifying customers will receive an automatic one-time proactive repair credit of \$25.00.
3. Qualifying customers are limited to one offer per unsatisfactory repair event during this promotional period.
4. This promotion may not be combined with any other Verizon Pennsylvania Inc. Promotional offer.

GENERAL REGULATIONS

M. PROMOTIONAL OFFERINGS (Continued)

47. The Telephone Company will offer the following promotional offering for qualifying Verizon North Incorporated business customers from May 15, 2010 through October 28, 2010. (C)

A. Promotion Description:

Qualifying business customers who proactively call Verizon to disconnect their dial tone service, and subsequently agree not to disconnect, will receive a credit on their Verizon bill each month as described below following their agreement not to disconnect their dial tone service. (C)

Qualifying customers who currently subscribe or are willing to subscribe to one or more Verizon business exchange lines with a 24-Mo term agreement (i.e., any combination of voice and/or data service lines or their equivalents) or or a Custopak with a 36Mo term agreement and agree to retain their dial-tone service, are eligible to receive one of the following credits: (C)

- \$10 for ten (10) months (total of \$100.00 per account) when customers want to disconnect 1 line, have a minimum of \$45 in monthly billing with Verizon and agree to retain the account, the lines, and the minimum monthly spend level, or
- \$15 fifteen for (10) months (total of \$150.00 per account) when customers want to disconnect 1 line, have a minimum of \$70 in monthly billing with Verizon and agree to retain the account, the lines, and the minimum monthly spend level, or
- \$15 fifteen for twelve (12) months (total of \$180 per account) when customers want to disconnect 2-4 or more lines, have a minimum of \$70 in monthly billing with Verizon and agree to retain the account, the lines, and the minimum monthly spend level, or
- \$20 twenty for twelve (12) months (total of \$240 per account) when customers want to disconnect 2-4 lines, have a minimum of \$90 in monthly billing with Verizon and agree to retain the account, the lines, and the minimum monthly spend level, or
- \$50 fifty for six (6) months (total of \$300 per account) when customers want to disconnect 2-4 lines, have a minimum of \$310 in monthly billing with Verizon and agree to retain the account, the lines, and the minimum monthly spend level.
- \$70 seventy for nine (9) months (total of \$630 per account) when customers want to disconnect 2-4 lines, have a minimum of \$610 in monthly billing with Verizon and agree to retain the account, the lines, and the minimum monthly spend level.
- \$30 thirty for twelve (12) months (total of \$360 per account) when customers want to disconnect 5 or more lines, have a minimum of \$160 in monthly billing with Verizon and agree to retain the account, the lines, and the minimum monthly spend level.
- \$70 seventy for nine (9) months (total of \$630 per account) when customers want to disconnect 5 or more lines, have a minimum of \$310 in monthly billing with Verizon and agree to retain the account, the lines, and the minimum monthly spend level.
- \$100 one-hundred for nine (9) months (total of \$900 per account) when customers want to disconnect 5 or more lines, have a minimum of \$610 in monthly billing with Verizon and agree to retain the account, the lines, and the minimum monthly spend level. (C)

GENERAL REGULATIONS

M. PROMOTIONAL OFFERINGS (Continued)

47. (Continued)

B. Program Regulations:

1. This promotion does not apply to customers who are disconnecting their dial tone service through the Verizon website (<http://www.verizon.com>).
2. This offer is not available to customers disconnecting dial tone service for any of the following reasons:
 - Customer moving out of Verizon serving territory
 - Customer moving within Verizon serving territory (returning)
 - Seasonal service
 - Death of customer
3. This offer is not available to employees of Verizon Communications Inc. or its subsidiaries.
4. Eligible customers are limited to a maximum of one (1) direct bill credit offer within a six-month period.
5. These promotional offerings will be made under the terms and conditions of the Tariff and will not extend beyond October 28, 2010.
6. The tariffed rates, terms and conditions for the services in these promotional offers apply except to the extent provided in this promotion.
7. These promotional offerings cannot be combined with any other discount or promotion except as authorized.

GENERAL REGULATIONS

M. PROMOTIONAL OFFERINGS (Continued)

48. The Telephone Company will offer the following promotional offering for qualifying Verizon North Incorporated residential customers from July 21, 2008 through October 17, 2008.

A. Promotion Description:

Eligible customers for this promotion are residence customers who meet one (1) of the following three (3) criteria.

- A) Current residence customers of Verizon local service who contact Verizon to disconnect their local service and who agree to retain their Verizon local service may be eligible to receive a one-time bill credit of \$25.00.
- B) Individuals who change their existing local exchange service from another local service provider to Verizon as a direct result of Verizon's outbound telemarketing or direct mail campaigns, and who agree to subscribe to any Verizon voice-only service, may be eligible for a one-time bill credit of \$25.00.
- C) Current residence customers who contact Verizon to disconnect their local service due to a move, and indicate that they are not ready to order service at the new location; will be mailed a letter informing them that they are eligible for a one-time bill credit in the amount of \$50.00 if they establish new dial tone service with Verizon within 90 days of disconnecting their service. The one-time \$50.00 bill credit will be applied to the customer's first Verizon monthly bill for the new location.

At the time the customer orders service at the new location, the customer (i) must call the toll-free number printed on the letter, and (ii) provide the representative with the offer code included in the letter to receive the Not Ready for Service one-time \$50.00 bill credit.

Verizon will honor the Not Ready for Service one-time \$50.00 bill credit issued by other Verizon jurisdictions as long as the offer meets the terms and conditions of this tariff.

B. Program Regulations:

- 1. The offer is not redeemable for cash and may not be used to satisfy delinquent balances owed to Verizon or any Verizon affiliate. Bill credit offers mailed to qualifying customers must be redeemed prior to the expiration date specified in the mailing.
- 2. This offer is limited to one per customer and cannot be combined with any other discount or promotional offers except as authorized by Verizon.
- 3. This offer is only available through Verizon designated sales channels for Verizon designated marketing campaigns.
- 4. The one-time bill credit will not be offered to customers disconnecting dial tone service for seasonal service (not returning) customers.

GENERAL REGULATIONS

M. PROMOTIONAL OFFERINGS (Continued)

49. The Telephone Company will offer the following promotional offering for qualifying Verizon North Incorporated residential customers from September 15, 2008 through March 12, 2009.

A. Promotion Description:

This filing provides for a new promotional offering for qualified residential customers. Residential customers who experience more than two (2) repair problems within 30 days of a New, Change, or Move order may receive a one-time proactive repair credit of \$20.00.

B. Program Regulations:

1. Qualified customers are eligible residential customers who during the promotional period:
 - i. experience at least two (2) repair problems within 30 days of a New, Change or Move order; or
 - ii. experience at least three (3) repair problems within 30 days of being restored from a service outage.
2. Eligible customers must have service over copper.
3. Certain qualifying customers will receive an automatic one-time proactive repair credit of \$20.00.
4. Qualifying customers are limited to one (1) offer during this promotional period.
5. This promotion may not be combined with any other Verizon North Incorporated promotional offer.

GENERAL REGULATIONS

M. PROMOTIONAL OFFERINGS (Continued)

50. The Telephone Company will offer the following promotional offering for qualifying Verizon North Incorporated business customers from June 15, 2009 through September 15, 2009.

A. Promotion Description:

Eligible business voice customers who are reorganizing, suspending operations temporarily, or moving with a break in operations. Who meet one (1) of the following three (3) criteria.

1. For customers temporarily halting operations, restructuring, or downsizing operations, Approve economic support offer for a period of 6 months at approximately half cost for the line rate, excluding taxes/surcharges. Retention offer to provide economic support to business customers while they reorganize their businesses-would work like a seasonal suspend
2. This offer would be limited to business customers who are contacting Verizon to disconnect between 1-5 POTS or CustoPAK lines. This offer would net customer paying approximately one-half of the line MRCs (excluding taxes/surcharges) for up to 6 months for business customers disconnecting 5 lines or less. Customer would resume service at prior rates at the end of the economic support period. The monthly credit would range from \$6.00 to \$10.00 for POTS Lines and \$15.00 to \$20.00 for CustoPAK lines.

B. Program Regulations:

1. Customer must be disconnecting at least one line, but not more than 5 business voice lines and agree not to disconnect their line (s).
2. Demand offer only in the Business Retention queue.
3. Customer must be calling the BSC to disconnect due to economic difficulties or a change in business circumstances.
4. Customer must be a Vz customer for at least 12 mos and have good credit standings.
5. Customers with term contracts may continue with contract during the economic support period. period . However, if services are disconnected, applicable termination charges will apply.
6. Qualifying products-Business voice lines-POTs and CustoPAK.

GENERAL REGULATIONS

M. PROMOTIONAL OFFERINGS (Continued)

51. The Telephone Company will offer the following promotional offering for qualifying Verizon North Incorporated residential customers from July 2, 2009 through December 11, 2009.

A. Promotion Description:

Existing business customers that meet the following criteria will receive a credit on their monthly telephone bill as specified below.

1. Contact Verizon to disconnect their Verizon dial-tone service or to disconnect two or more individual message business lines or Centrex Plus or Centrex Plus with Assumed Dial 9 (a/k/a CustoPAK) lines and agree not to discontinue such service or lines; or
2. Have placed an order to disconnect their Verizon dial-tone service or to disconnect two or more individual message business lines or Centrex Plus or Centrex Plus with Assumed Dial 9 (a/k/a CustoPAK) lines; and be contacted by Verizon in connection with this promotional offering and in response to such contact agree to cancel their pending order to disconnect their Verizon dial-tone service or such lines.

B. Program Regulations:

1. Customer must subscribe, or agree to begin subscribing to, a term plan on two or more individual message business lines or Centrex Plus Plus or Centrex Plus with Assumed Dial 9 (a/k/a CustoPAK) lines or a long distance calling plan on a term plan; and
2. have, at the time they accept this promotional offering, no less than the total billed revenue specified below for the following services combined: services offered by Verizon North Inc., DSL service offered by Verizon Online, and long distance service offered by a Verizon affiliate.

<u>Minimum Spend Level</u> (Total billed revenue based on a three-month average spend)	<u>Monthly Credit,</u> <u>per Customer Location</u>	<u>Number of lines, per location,</u> <u>customer intends to disconnect</u>
\$310	\$50.00 for 6 months	2 – 4 lines
\$310	\$80.00 for 6 months	5 or more lines
\$610	\$80.00 for 6 months	2 – 4 lines
\$610	\$125.00 for 6 months	5 or more lines

3. Customers will be subject to the termination liability associated with each individual term plan as specified in the tariff.
4. This offer does not apply to customers disconnecting their dial-tone service through the Verizon website (<http://www.verizon.com>).
5. This offer is not available to customers disconnecting dial-tone service for any of the following reasons: customer moving within Verizon serving territory or seasonal service.
6. Eligible customers for these promotional offerings are limited to a maximum of one direct bill credit offer within a six-month period.
7. This promotional offer cannot be combined with any other discount or promotion except as authorized by Verizon North Inc.
8. Verizon reserves the right to change the end date or other terms or conditions of the promotion before its expiration date.

GENERAL REGULATIONS

M. PROMOTIONAL OFFERINGS (Continued)

52. The Telephone Company will offer the following promotional offering for qualifying Verizon North Incorporated residential customers from April 5, 2010 through June 30, 2010.

A. Promotion Description:

Eligible customers are Verizon Medium business customers with annual billed revenues of \$4,000 - \$250,000 who purchase new or renew any of the following services with a minimum term agreement. Customers who qualify will receive an American Express Gift Card determined by the Company valued at the following amounts:

PRODUCT	MIN TERM	ITEM VALUE
Business Exchange Access Line, per line (maximum 30 lines per customer site)	MTM or 2 YR	\$40
CustoFLEX 2100 (minimum 2 lines and maximum 30 lines per customer site), per line	1 YR	\$40
CustoPak (minimum 2 lines and maximum 30 lines per customer site), per line	3 YR	\$40
High Capacity Digital Service, DS1 (1.5 Mbps), per channel termination(maximum 10 Circuits)	2 YR	\$350
Transparent LAN Service, per circuit – Standard Access Line and EMS Real Time (ELAN), Premier Access Lines (EVPL) – 10 Mbps – 100 Mbps – 10 Gbps (Up to a Maximum of 5 Circuits)	2 YR	\$800 \$2,200 \$3,000

B. Program Regulations:

- Contract renewals are eligible for this promotional offer.
- Renewing subscribers must be within six months of current contract expiration.
- New service and upgrades are eligible for this promotional offer.
- Existing customers must purchase new service or upgrade current service.
- American Express Gift Cards are sent directly to the customer, redeemable at over 170 merchants. The American Express merchant list is subject to change at any time without advance notice.

GENERAL REGULATIONS

M. PROMOTIONAL OFFERINGS (Continued)

53. The Telephone Company will offer the following promotional offering for qualifying Verizon North Incorporated business customers from August 2, 2010 through October 31, 2010.

A. Promotion Description:

1. New Verizon business customers or where applicable as per below existing Verizon business customers who have expired contracts or are within six months of contract expiration who renew/purchase qualifying services; or
2. Where applicable as per below wonback Verizon business customers who contact Verizon and threaten to disconnect service but instead agree not to disconnect their service and subscribe to, or agree to subscribe to, qualifying services.

PRODUCT	Gift Card Amount
Centrex CustofLEX 2100 or Custopak	\$30 (per line) Maximum 30 lines per customer site New, renewal or winback lines
Business Exchange Voice Line	\$30 (per line) Maximum 30 lines per customer site New, renewal or winback lines
TLS–Standard Access Line and Ethernet Multipoint Service or TLS–Premier Access Line	100M or GigE = \$2,200 per circuit Maximum 5 circuits per customer New circuits only

B. Program Regulations:

1. This offering will run from August 2, 2010 through October 31, 2010.
2. Qualified customers are:
 - a. Verizon business customers or where applicable as per above existing Verizon business customers who have expired contracts or are within six months of contract expiration who renew/purchase the following services:
 - i. Centrex CustofLEX 2100 (minimum of two lines) with a minimum one year term commitment or Custopak (minimum of two lines) with a minimum three year term commitment; or
 - ii. one or more business exchange voice lines with a two year term or month to month commitment; or
 - b. As applicable as per above, existing Verizon business customers who contact Verizon and threaten to disconnect service but instead agree not to disconnect their service and subscribe to, or agree to subscribe to, the following services:
 - i. Centrex CustofLEX 2100 (minimum of two lines) with a minimum one year term commitment or Custopak (minimum of two lines) with a minimum three year term commitment; or
 - ii. one or more business exchange voice lines with a two year term commitment; or

GENERAL REGULATIONS

M. PROMOTIONAL OFFERINGS (Continued)

53. The Telephone Company will offer the following promotional offering for qualifying Verizon North Incorporated business customers from from August 2, 2010 through October 31, 2010. (Continued)

B. Program Regulations: (Continued)

2. Qualified customers are: (Continued)

- c. New Verizon business customers who contact Verizon and agree to subscribe to the following new services:

- i. Centrex CustofLEX 2100 (minimum of two lines) with a minimum one year term commitment or Custopak (minimum of two lines) with a minimum three year term commitment; or
 - ii. One or more business exchange voice lines with a two year term or month to month commitment; or
 - iii. TLS-Standard Access Line and Ethernet Multipoint Service, or TLS-Premier Access Line with a minimum three year term commitment.
3. Gift cards are awarded per circuit for TLS (up to a maximum of five circuits per customer) or per line for business Exchange Voice Lines (up to a maximum of 30 lines per customer site) and Centrex CustofLEX 2100 and Custopak services (up to a maximum of 30 lines per customer site). Centrex CustofLEX 2100 and Custopak services require a minimum of two lines in order to initially qualify for the promotion.
 4. American Express gift cards are redeemable at selected merchants. Once service has been installed, customers will receive an e-mail with complete details (including participating merchants) to verify contact information for mailing the gift card. Customers must reply and provide verification by November 31, 2010 in order to receive the gift card. Gift cards expire one year from issuance.
 5. Qualified Verizon business customers must have annual Verizon billing of \$4,000 to \$250,000.
 6. This offer cannot be combined with any other discount or promotion.
 7. This offer is not transferable or redeemable for cash and may not be used to satisfy delinquent balances owed to Verizon or any Verizon affiliate.

GENERAL REGULATIONS

M. PROMOTIONAL OFFERINGS (Continued)

54. The Telephone Company will offer the following promotional offering for qualifying Verizon North Retain Co. business customers from September 8, 2010 through December 7, 2010.

A. Promotion Description:

1. Qualified customers are business customers with 1 to 5 dial tone lines, or CustoSak lines who proactively contact Verizon during the promotional period to disconnect their dial tone service due to a temporary cessation of the need for telephone service.
2. Qualifying customers who agree to temporarily suspend their dial tone service in lieu of disconnecting service will be eligible to receive a waiver of the applicable reconnection charges associated with converting suspended service back to regular service and will also receive a waiver of the monthly Suspension of Service rate for the number of months in which the service is suspended, up to five months.

B. Program Regulations:

1. This offering will run from September 8, 2010 through December 7, 2010.
2. Qualified customers are business customers with 1 to 5 dial tone lines or CustoSak lines who proactively contact Verizon during the promotional period to disconnect their dial tone service due to a temporary cessation of the need for telephone service.
3. Qualifying customers who agree to temporarily suspend their dial tone service in lieu of disconnecting service will be eligible to receive a waiver of the applicable non-recurring reconnection charges associated with converting suspended service back to regular service and will also receive a waiver of the monthly Suspension of Service rate for the number of months in which the service is suspended, up to five months.
4. Qualifying customers who are currently on a term contract and who will be subject to early termination charges shall have those charges waived as a part of this promotion.
5. This offer does not apply to customers who are disconnecting service through the Verizon website (<http://www.verizon.com>).
6. Qualifying customers are limited to one promotional offer for the period of the promotion.
7. This offer may not be combined with any other discount or promotion.
8. Customers who are currently on an existing promotional package are not eligible to receive this offer.

GENERAL REGULATIONS

M. PROMOTIONAL OFFERINGS (Continued)

55. The Telephone Company will offer the following promotional offering for qualifying Verizon North Retain Co. business customers from January 16, 2011 through April 1, 2011.

A. Promotion Description:

1. Qualified customers are business who are seeking to disconnect either a telephone line or an entire account, and subsequently agree not to disconnect the line(s), maintain the spend levels (on VZ LD, VZ Local, and VZ Online), and maintain current services w/ Verizon services.
2. Qualified Customers who meet the minimum monthly spending will receive a bottom of the bill credit as described:

Minimum Spending Level	Credit Amount per month	Duration
\$25	\$5	12 months
\$50	\$10	12 months
\$75	\$15	12 months
\$100	\$20	12 months
\$160	\$30	12 months
\$220	\$40	12 months
\$320	\$60	12 months
\$420	\$80	12 months

B. Program Regulations:

1. This offering will run from January 16, 2011 through April 1, 2011.
2. Qualified customers are limited to a maximum of one (1) direct bill credit offer per rolling 6 months.
3. Qualifying customers cannot currently be receiving an active BOTB save offer, the offer must be retracted prior to applying the new offer above.
4. Qualifying customers are limited to one promotional offer for the period of the promotion.
5. Qualifying customer credits are applied at a BTN level. Customer is defined at a BTN level.
6. This offer may not be combined with any other save offers.
7. The availability of these save offers will be determined on a customer by customer basis;
8. Customers who are currently on an existing promotional package are not eligible to receive this offer.

GENERAL REGULATIONS

M. PROMOTIONAL OFFERINGS (Continued)

55. The Telephone Company will offer the following promotional offering for qualifying Verizon North LLC business customers from April 16, 2011 through July 15, 2011.

A. Promotion Description:

1. Qualified customers are business who are seeking to disconnect either a telephone line or an entire account, and subsequently agree not to disconnect the line(s), maintain the spend levels (on VZ LD, VZ Local, and VZ Online), and maintain current services w/ Verizon services.
3. Qualified Customers who meet the minimum monthly spending will receive a bottom of the bill credit as described:

Minimum Spending Level	Credit Amount per month	Duration
\$25	\$5	12 months
\$50	\$10	12 months
\$75	\$15	12 months
\$100	\$20	12 months
\$160	\$30	12 months
\$220	\$40	12 months
\$320	\$60	12 months
\$420	\$80	12 months

B. Program Regulations:

1. This offering will run from April 16, 2011 through July 15, 2011.
2. Qualified customers are limited to a maximum of one (1) direct bill credit offer per rolling 6 months.
3. Qualifying customers cannot currently be receiving an active BOTB save offer, the offer must be retracted prior to applying the new offer above.
4. Qualifying customers are limited to one promotional offer for the period of the promotion.
5. Qualifying customer credits are applied at a BTN level. Customer is defined at a BTN level.
7. This offer may not be combined with any other save offers.
7. The availability of these save offers will be determined on a customer by customer basis;
8. Customers who are currently on an existing promotional package are not eligible to receive this offer.

GENERAL REGULATIONS

M. PROMOTIONAL OFFERINGS (Continued)

56. The Telephone Company will offer the following promotional offering for qualifying Verizon North LLC business customers.

(C)

A. Promotion Description:

1. Qualified customers are businesses who call Verizon and cite a competitive offer or are contemplating disconnecting either a telephone line, HSI, FiOS Data, FiOS TV or an entire account;
 - a. or business customers who have an existing retention offer from Verizon that is expiring or has expired;
 - b. and subsequently agree not to disconnect the line(s), maintain the spend levels (on VZ LD, VZ Local, and VZ Online), and maintain current services with Verizon.
2. Qualified customers who meet the minimum monthly spending will receive a bottom of the bill credit for up to a maximum of 12 months or as a one-time credit as determined by Verizon and as described below:

(C)

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

B. Promotion Regulations:

1. This offering will run from February 12, 2014 through August 3, 2014.
2. Qualifying customers are limited to one promotional offer for the period of the promotion. Customers may not receive both a monthly credit and a one-time credit.
3. Qualifying customer credits are applied at an account level.
4. This offer may not be combined with any other save offers.
5. The availability of these save offers will be determined on a customer by customer basis.

GENERAL REGULATIONS

N. TRIAL SERVICE OFFERING (TSO)

In the normal course of business, the Telephone Company, at its discretion, may elect to offer certain services to customers on a "trial basis".

In order to conduct such "trials", the Telephone Company will file with the Commission, at least sixty (60) days prior to customer availability of any trial offering, a Trial Service Offering (TSO) Supplement. The TSO Supplement is in lieu of a general Tariff and satisfies the Commission's requirements for filing a Tariff.

The TSO Supplement will contain a brief description of the trial service(s), features, special agreements, applicable rates and regulations. In addition, the Supplement will include specific information as to the availability and estimated duration of the Trial Service Offering.

The Telephone Company may, upon thirty (30) days notice to both the Commission and affected customers, terminate the TSO Supplement prior to the conclusion of the estimated trial period. In addition, the Commission, at the request of the Telephone Company for good cause shown, may authorize extension of the trial period for a period not to exceed six (6) months.

The filing of a TSO Supplement does not obligate the Telephone Company to continue the trial service beyond the stated trial period or to offer said service as a general tariff offering in the future.

Service(s) provided hereunder are subject to all other applicable provisions in the Tariffs of the Telephone Company lawfully on file with the Commission. However, the TSO rates and charges will supersede applicable general Tariff rates and charges for the duration of the trial period.

O. CHANGE OF LOCAL SERVICE PROVIDER CHARGES

(C)

Change of local service provider applies to residence and/or business customers who are requesting a change from their local service(s) to Verizon North Incorporated.

At the time of the change of the end user's local service to Verizon North Incorporated, certain nonrecurring charges will apply. In addition, the terms and conditions normally associated with a request for new service will apply.

Verizon North Incorporated will make every reasonable effort to ensure that there is no lapse in the end user's service while processing this change in local service provider.

GENERAL REGULATIONS

P. UNAUTHORIZED LOCAL SERVICE PROVIDER CHANGE CHARGES

An unauthorized local service provider change is a change in the end user's preferred local service provider that the end user denies authorizing.

If an end user denies authorizing a change in his/her local service provider from Verizon North Incorporated to another local service provider, as submitted by the alleged unauthorized local service provider, the alleged unauthorized local service provider will be assessed certain nonrecurring charges to restore the customer's service(s) as it (they) existed prior to the alleged unauthorized change, including the end user's PIC and LPIC choices.

If an alleged unauthorized local service provider is ultimately exonerated of liability, the alleged unauthorized local service provider is entitled to receive full payment from the end user for all services provided. In such situations, any nonrecurring charges assessed against the alleged unauthorized local service provider by Verizon North Incorporated are subject to rebilling to the end user by the alleged unauthorized local service provider.

Q. LIMITATION OF LIABILITY

A. LIABILITY

Whenever commercial power or its equivalent is required to operate service and facilities provided by the Telephone Company at the customer's premises, the customer shall:

1. Furnish such power which shall be suitable for the purpose, and
2. Provide and maintain all necessary power wiring and power outlets at convenient locations.

In the event of a commercial power failure, the Telephone Company shall have no liability, including liability for any direct or consequential damages, for the resultant interruption of the customer's service. The Telephone Company shall also have no liability for any damage to the customer's premises resulting from the existence of the Customer-provided power supply, wiring or power outlet.

(C)

(C) Indicates Change

GENERAL REGULATIONS

R. OBLIGATIONS OF CUSTOMER WITH RESPECT TO CERTAIN CUSTOMER-PROVIDED EQUIPMENT1. Connections of Customer-Provided Equipment

For purposes of this Subsection R., 'Customer-Provided Systems' means multi-line telephone systems, as defined in 47 CFR § 9.3, that are interconnected with services offered by the Company pursuant to this Tariff. Nothing in these provisions should be interpreted to mean that all multi-line telephone systems, as defined in 47 CFR § 9.3, are suitable for interconnection with such Company services.

a. Customer-Provided Systems connected to the Company's network which were manufactured, imported, sold, leased, or installed after February 16, 2020 must be configured to*:

- allow an end user to directly initiate a "911" call from any station equipped with dialing facilities, without dialing any additional digit, code, prefix, or post-fix, including any trunk-access code such as the digit 9, regardless of whether the user is required to dial such a digit, code, prefix, or post-fix for other calls, and
- provide Customer-Provided Systems notification to a central location at the facility where the system is installed or to another person or organization regardless of location, if the system is able to be configured to provide the notification without an improvement to the hardware or software of the system.

Customer-Provided Systems notification must (1) be initiated contemporaneously with the 911 call, provided that it is technically feasible to do so; (2) not delay the call to 911; and (3) be sent to a location where someone is likely to see or hear it.

b. A person engaged in the business of installing Customer-Provided Systems** may not install such a system in the United States unless it is configured such that it is capable of being programmed with and conveying the dispatchable location of the caller, as defined in 47 C.F.R. § 9.3, to the PSAP with 911 calls consistent with the requirements below. A person engaged in the business of managing or operating Customer-Provided Systems may not manage or operate such a system in the United States unless it is configured such that the dispatchable location of the caller, as defined in 47 C.F.R. § 9.3, is conveyed to the PSAP with 911 calls consistent with the following requirements:

- On-premise fixed telephones associated with Customer-Provided Systems must provide dispatchable location by January 6, 2021;
- No later than January 6, 2022, on-premise non-fixed telephones associated with Customer-Provided Systems must provide dispatchable location where technically feasible, otherwise they shall provide dispatchable location based on end user manual update or on alternative location information as defined in 47 C.F.R. § 9.3;

* Pursuant to 47 CFR § 9.16(b)(1) and (2).

** Pursuant to 47 C.F.R. § 9.16(b)(3).

(C) Indicates Change

GENERAL REGULATIONS

R. OBLIGATIONS OF CUSTOMER WITH RESPECT TO CERTAIN CUSTOMER-PROVIDED EQUIPMENT (Cont'd)1. Connections of Customer-Provided Equipment (Cont'd)

b. (Cont'd)

- No later than January 6, 2022, off-premise non-fixed telephones associated with Customer-Provided Systems must provide dispatchable location where technically feasible, otherwise they shall provide dispatchable location based on end user manual update, or enhanced location information which may be coordinate based and consisting of the best available location that can be obtained from any available technology or combination of technologies at reasonable cost.
- Customers to DID Service capable of accessing 911 emergency services shall be responsible for providing automated dispatchable location information as defined in 47 C.F.R. § 9.3 and for maintaining the accuracy of that information for fixed services as of January 6, 2021 and for non-fixed services where technically feasible as of January 6, 2022. o later than January 6, 2022, on-premise non-fixed telephones associated with Customer-Provided Systems must provide dispatchable location where technically feasible, otherwise they shall provide dispatchable location based on end user manual update or on alternative location information as defined in 47 C.F.R. § 9.3;
- Customers, particularly private switch owners, private branch exchange owners, and customers of DID service, may need to purchase additional features or services to comply with the dispatchable location provisions of RAY BAUM's Act. Dispatchable location capability may require Customers to purchase private switch automatic location identification (PS/ALI) service from the Company or from a third-party provider.

c. Customer Equipment, PBXs and Channels.

- (1) All Customer-Provided Systems connected to the Company's network on or after February 16, 2020, must be configured to allow direct "911" dialing by any end user and must be configured to send Customer-Provided Systems notifications as described in Section R.1.a.
- (2) Customer-Provided Systems must be capable of conveying the dispatchable location of a 911 caller to a public safety answering point ("PSAP") as described in Section R.1.b.

d. Customers who connect Customer-Provided Systems to the Company's facilities agree to defend and indemnify the Company for acts and omissions that give rise to any claims of non-compliance, as described in Section F.3.

(C) Indicates Change