TERMS AND CONDITIONS

2. General Terms and Conditions (Continued)

E. Indemnification. You agree to defend, indemnify and hold Verizon, our employees, affiliates and agents, harmless from any and all losses, claims, demands, damages, expenses (including reasonable attorneys' fees), or any liability whatsoever, arising from any use of the Services by you or any person you permit to use the Services, including without limitation, liability resulting from the content of communication such as defamation, fraud or invasion of privacy, any combination of the Services with other products or services not provided by Verizon, any modification of the Services or any infringement of intellectual property.

F. Warranty Disclaimer. EXCEPT AS OTHERWISE EXPRESSLY PROVIDED IN THE PRODUCT GUIDE, VERIZON DISCLAIMS ANY AND ALL REPRESENTATIONS AND WARRANTIES, EXPRESS, IMPLIED OR ARISING BY COURSE OF PERFORMANCE, DEALING, CUSTOM OR TRADE USAGE, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE (EVEN IF WE KNEW OR SHOULD HAVE KNOWN SUCH PURPOSE) AND NON-INFRINGEMENT. YOU AGREE THAT THE SERVICES ARE PROVIDED ON AN "AS IS" AND "AS AVAILABLE" BASIS. VERIZON DOES NOT WARRANT THAT THE SERVICES WILL MEET YOUR NEEDS, OR WILL BE UNINTERRUPTED, ERROR-FREE, OR SECURE.

G. Provision of Service

(1) We will provide the services covered by this Product Guide where we have facilities available to provide the particular services and will provide the services using the facilities and technologies best suited to provide the particular services efficiently and economically.

(2) Situations in which we will not provide service include, but are not limited to, the following:

(a) where we are unable to secure suitable rights to place and maintain facilities needed to provide the service;
(b) where providing the service is uneconomic or not justified based on economic factors;
(c) where we are unable to make an economic assessment due to our inability to secure necessary information from the owner or developer of a property or other relevant party, to make that assessment;
(d) where any conditions in this Product Guide are not satisfied, including, without limitation, conditions requiring payment of construction charges; or
(e) where otherwise provided in this Product Guide.

(3) We will provide thirty (30) days written notice to you if your service will be discontinued under the terms set forth in this Section 1.

3. Obligation of the Company

A. 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 provision of such service.

The following services utilize copper facilities and will only be provided subject to the availability of suitable copper facilities; in locations where, at the Company's sole discretion, it has determined to upgrade the network and to migrate services away from copper facilities, these services, features and signaling protocols are no longer available: Digital Data Services; Foreign Central Office Service – Business; Foreign Central Office Service – Residential; Foreign Exchange Service – Business; Foreign Exchange Service – Residential; Series 1000 Channels; Series 2000 Channels; Series 3000 Channels; WATS Service, Digital Direct Inward Dialing Service on Analog Trunks, Centranet/Digital (ISDN) Centranet Service, Digital (ISDN) CentraNet® Multi-Button Key Set (MBKS) Basic/Deluxe/3000 Deluxe Package options, ISDN Basic Rate Interface Service, Switched Data Service.

TERMS AND CONDITIONS

2. General Terms and Conditions (Continued)

E. Indemnification. You agree to defend, indemnify and hold Verizon, our employees, affiliates and agents, harmless from any and all losses, claims, demands, damages, expenses (including reasonable attorneys' fees), or any liability whatsoever, arising from any use of the Services by you or any person you permit to use the Services, including without limitation, liability resulting from the content of communication such as defamation, fraud or invasion of privacy, any combination of the Services with other products or services not provided by Verizon, any modification of the Services or any infringement of intellectual property.

F. Warranty Disclaimer. EXCEPT AS OTHERWISE EXPRESSLY PROVIDED IN THE PRODUCT GUIDE, VERIZON DISCLAIMS ANY AND ALL REPRESENTATIONS AND WARRANTIES, EXPRESS, IMPLIED OR ARISING BY COURSE OF PERFORMANCE, DEALING, CUSTOM OR TRADE USAGE, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE (EVEN IF WE KNEW OR SHOULD HAVE KNOWN SUCH PURPOSE) AND NON-INFRINGEMENT. YOU AGREE THAT THE SERVICES ARE PROVIDED ON AN "AS IS" AND "AS AVAILABLE" BASIS. VERIZON DOES NOT WARRANT THAT THE SERVICES WILL MEET YOUR NEEDS, OR WILL BE UNINTERRUPTED, ERROR-FREE, OR SECURE.

G. Provision of Service

(1) We will provide the services covered by this Product Guide where we have facilities available to provide the particular services and will provide the services using the facilities and technologies best suited to provide the particular services efficiently and economically.

(2) Situations in which we will not provide service include, but are not limited to, the following:

(a) where we are unable to secure suitable rights to place and maintain facilities needed to provide the service;
(b) where providing the service is uneconomic or not justified based on economic factors;
(c) where we are unable to make an economic assessment due to our inability to secure necessary information from the owner or developer of a property or other relevant party, to make that assessment;
(d) where any conditions in this Product Guide are not satisfied, including, without limitation, conditions requiring payment of construction charges; or
(e) where otherwise provided in this Product Guide.

(3) We will provide thirty (30) days written notice to you if your service will be discontinued under the terms set forth in this Section 1.

3. Obligation of the Company

A. 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 provision of such service.

B. The rates and charges quoted in this Product Guide provide for the furnishing of service and facilities where suitable facilities are available or when the construction of the necessary facilities does not involve excessive costs.

C. When excessive costs are involved for the construction of facilities, charges for such construction will be determined in accordance with the terms as set forth in Pa. P.U.C. No. 4, Section 4, except as otherwise specified.

D. The specialized terminal equipment needed by persons whose hearing, speech, vision or mobility is impaired is available from the Company upon subscriber request on a monthly basis.

TERMS AND CONDITIONS

4. Obligation of the Building Owner, Property Owner, and/or Customer

You agree to provide us with the access and support required to allow us to implement, maintain and provide the Services. You shall ensure that the facilities or equipment provided by you are properly interconnected with the Services, facilities and equipment provided by Verizon. Verizon shall not be liable for any damages or losses caused by the failure of equipment, inside wire or other facilities provided by you or a third party and you shall be liable if such facilities cause damage to Verizon, our customers, and/or our providers. You are solely responsible for the selection, implementation and maintenance of security features for protection against unauthorized or fraudulent use of Services and Verizon shall have no liability therefore.

TERMS AND CONDITIONS

11. Liability of the Company

A. Service Irregularities

The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission or failure or defects in facilities furnished by the Company, occurring in the course of furnishing service or other facilities and not caused by the negligence of the customer, or of the Company in failing to maintain proper standards of maintenance and operation and to exercise reasonable supervision shall in no event exceed an amount equivalent to the proportionate charge to the customer for the period of service during which such mistake, omission, interruption, delay, error or defect in transmission or defect or failure in facilities occurs.

B. Use of Facilities of Other Connecting Carriers

When suitable arrangements can be made, facilities of other connecting carriers may be used in conjunction with the Company's facilities in establishing connections to points not reached by the Company's facilities. Neither the Company nor any connecting carrier participating in a service shall be liable for any act or omission of any other company or companies furnishing a portion of such service.

C. Indemnifying Agreement

The Company shall be indemnified and saved harmless by the customer against claims for libel, slander, or the infringement of copyright arising directly or indirectly from the material transmitted over the facilities or the use thereof; against claims for infringement of patents arising from combining with, or using in connection with, facilities furnished by the Company, apparatus and systems of the customer and against all other claims arising out of any act or omission of the customer in connection with the facilities provided by the Company.

D. Defacement of Premises

The Company is not liable for any defacement of or damage to the premises of a customer resulting from the furnishing of service or the attachment of the instruments or apparatus furnished by the Company on such premises or by the installation or removal thereof, when such defacement or damage is not the result of the negligence of employees of the Company.

CentraNet® CustoPAK

5. RATES

A.. CENTRANET® CUSTOPAK BASIC SERVICE [4]

	Monthly Rate	24-Month Term Rate [5]	36-Month Term Rate
Flat Service	$54.65	$36.75	$35.00
Measured Service [3]	44.40	23.75	22.00

Includes the following Basic Standard Features [1]:

Assume Dial "9"
Call Transfer – (All Calls)
Call Hold
Consultation Hold
Distinctive Ringing (Inside/Outside) [2]
Intercom Dialing
Three-Way Calling

1 The Centranet® CustoPAK service line includes a Central Office Located Trunk with Direct Inward/Outward Dialing and Touch Tone capability. An additional Central Office Located Trunk is not required.

2 This feature is specific to Centranet® CustoPAK Service. See Feature Descriptions.

3 Usage Charges will apply, see Pa. P.U.C No. 1 for rates.

4 The Line Connection Charge will not apply to the installation of CustoPAK lines when installed under a term commitment.

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

CentraNet® CustoPAK

5. RATES

A.. CENTRANET® CUSTOPAK BASIC SERVICE [4]

	Monthly Rate	24-Month Term Rate [5]	36-Month Term Rate
Flat Service	$54.65	$35.00	$35.00
Measured Service [3]	44.40	22.00	22.00

Includes the following Basic Standard Features [1]:

Assume Dial "9"
Call Transfer – (All Calls)
Call Hold
Consultation Hold
Distinctive Ringing (Inside/Outside) [2]
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1 The Centranet® CustoPAK service line includes a Central Office Located Trunk with Direct Inward/Outward Dialing and Touch Tone capability. An additional Central Office Located Trunk is not required.

2 This feature is specific to Centranet® CustoPAK Service. See Feature Descriptions.

3 Usage Charges will apply, see Pa. P.U.C No. 1 for rates.

4 The Line Connection Charge will not apply to the installation of CustoPAK lines when installed under a term commitment.

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

1. MESSAGE TOLL TELEPHONE SERVICE

C. TWO-POINT SERVICE (Cont'd)

9. TABLE OF RATES

a. Dial Station-to-Station Calls - Business Customers

(1) The following rates are applicable to exchanges governed by Tariffs Telephone-Pa. P.U.C. Nos. 5 and 6.

	Peak		Off Peak	
Rate Mileage	Initial Minute	Each Additional Minute	Initial Minute	Each Additional Minute
1-10	$.140	$.140	$.110	$.110
11-16	.150	.150	.110	.110
17-22	.190	.190	.110	.110
23-30	.190	.190	.110	.110
31-40	.190	.190	.110	.110
41-55	.190	.190	.110	.110
56-70	.190	.190	.110	.110
71-124	.190	.190	.110	.110
125-196	.190	.190	.110	.110
197-292	.190	.190	.110	.110
293-354	.190	.190	.110	.110

(2) The following rates are applicable to exchanges governed by Tariffs Telephone-Pa. P.U.C. Nos. 1 and 3.

	Peak		Off Peak	
Rate Mileage	Initial Minute	Each Additional Minute	Initial Minute	Each Additional Minute
1-10	$.140	$.140	$.110	$.110
11-16	.150	.150	.110	.110
17-22	.190	.190	.110	.110
23-30	.190	.190	.110	.110
31-40	.190	.190	.110	.110
41-55	.190	.190	.110	.110
56-70	.190	.190	.110	.110
71-124	.190	.190	.110	.110
125-196	.190	.190	.110	.110
197-292	.190	.190	.110	.110
293-354	.190	.190	.110	.110

(3) The following service charges are applicable to exchanges governed by Tariffs Telephone-Pa. P.U.C. Nos. 1, 3, 5 and 6.

Dialed Station Rate Schedule Charge Plus:

Operator Station-to-Station* 3.75

(4) Rate Application Periods

Peak rates apply from 7:00 a.m. to and including 6:59 p.m., Monday thru Friday. Off-Peak rates apply during all other time periods, including Saturdays, Sundays and the holidays listed in paragraph 1.C.8. of this Tariff.

*Includes all Time and Charge calls.

** Effective July 1, 2010 Verizon North LLC Calling Cards will be discontinued and will not be accepted as a billing arrangement for calls.

DIRECTORY LISTINGS

C. RATES

1. Listings Furnished as Part of the Service Without Additional Charge[1]:

One primary listing of each exchange telephone service.

One primary listing for each PBX system, except that a listing may be furnished for each group of trunks when more than one Company under common ownership shares the use of the PBX. One primary listing for each group of exchange lines equipped for trunk hunting within the group.

Caption and indented primary listings.

Dual name listing when provided as primary listing.

2. Listings Furnished at a Charge [1, 2]

	Monthly	
	Residence	Business
Additional Listings, Cross Reference and Duplicate Listings, Alternate Call Numbers, Residence Primary Additional Listing, ea.	$4.50	$5.00
Foreign Listings in directories of this company ea.	4.50	5.00
Inward WATS Listings	-	3.50
3. Unlisted (Non-listed) Numbers [3,4]	4.50	4.50
4. Non-published Numbers [4,5]	4.75	4.75

1 An NRC as specified in Section 3 of Telephone-Pa. P.U.C. No. 1 tariff or the Telephone-Pa. P.U.C No. 3 tariff is applicable for establishing or changing a listing when the customer's order does not include any other work for which a service order would otherwise be required. The NRC is not applicable for listing changes for reasons beyond control of the customer, such as, a change of address of the service location resulting from a change from R.D. number to street number or by renumbering of house numbers by a municipal government agency.

2 These rates are applicable to customers served in exchanges listed in Section 2 of Telephone-Pa. P.U.C. No. 1 tariff and Telephone-Pa. P.U.C No. 3 tariff.

3 An unlisted (non-listed) number is one for which no listing appears in the alphabetical section of the directory. The number is listed in the information records and is given out upon request.

4 See Private and Semi-Private Telephone Number Service conditions and rate applications.

5 Non-published telephone numbers are not listed in either the Company's alphabetical directory or information records. The general public does not have access to a non-published telephone number.

VERIZON CALLING SERVICES

D. RATES

1. The following rates apply for Verizon calling services and are in addition to rates and nonrecurring charges applicable for the associated service.

	Monthly Rates		Non-Subscription Per Activation	
	Bus.	Res.	Res.	Bus.
Individual Services				
Call Waiting/Cancel Call Waiting[1], per line	$12.75	$8.29 [11]		
Three-Way Calling, per line	7.75	9.99 [11]	$0.75[2]	$2.00[2]
Call Forwarding, per line	12.25	9.99		
Camp-On/Busy Number Redial[3], per line	4.50	3.50		
Distinctive Ring, per line	9.50	9.99 [10 11]		
Automatic Busy Redial, per line	6.00	8.80 [10 11]	0.75[2]	2.00[2]
Automatic Call Return, per line	6.00	9.99 [10 11]	0.75[2]	2.00[2]
VIP Alert [4], per line	5.00	5.00 [11]		
Call Block[5], per line	5.00	5.10		
Special Call Forwarding, per line	6.00	7.00 [11]		
Special Call Waiting[3], per line	6.00	5.00 [11]		
Special Call Acceptance [6], per line	5.00	4.00 [11]		
Call Tracing Service, per line [8]	--	--	1.00 [7]	2.00 [7]
Caller ID – Number[12], per line	11.75[12]	10.20 [11]		
Selective Blocking, per line	--	--		
Caller ID - Name and Number, per line	16.25	11.95 [11]		
Call Waiting ID, per line 9	--	--		
Anonymous Call Block, per line	2.00	3.00 [11]		
Anonymous Call Block with Caller ID - Number, per line	10.00	7.00		
Anonymous Call Block with Caller ID - Name and Number, per line	11.50	7.95		
Call Forwarding Busy[12] - Fixed, per line	2.50[12]	3.80		
Call Forwarding No Answer[12] - Fixed, per line	4.25[12]	3.80		
Call Forwarding Busy/No Answer - Fixed, per line	4.75	3.80		
Call Forwarding Busy/No Answer - Variable, per line	4.75	4.00		

1 Call Waiting includes a Cancel Call Waiting enhancement when available.

2 The maximum monthly charge is $9.00 per line.

3 Discontinued Offering.

4 Effective November 25, 2004 Verizon VIP Alert is grandfathered to existing customers and is not available for new installations. Moves, additions or changes are not permitted.

5 Effective November 25, 2004 Verizon Call Block is grandfathered to existing customers and is not available for new installations. Moves, additions or changes are not permitted.

6 Effective November 25, 2004 Verizon Special Call Acceptance is grandfathered to existing customers and is not available for new installations. Moves, additions or changes are not permitted.

7 The maximum monthly charge is $5.00 per line.

8 Call Tracing Service is available on a pay-per-use basis only.

9 Customers subscribing to Call Waiting ID must pay tariff rates for both Call Waiting and either Caller ID - Number or Caller ID - Name and Number.

10 For Residential Customers, Distinctive Ring, Automatic Busy Redial and Automatic Call Return are limited to existing customers of record, at existing locations, on or before June 16, 2012.

11 Effective May 18, 2013, Call Waiting/Cancel Call Waiting, Three-Way Calling, Distinctive Ring, Automatic Busy Redial, Automatic Call Return, VIP Alert, Special Call Forwarding, Special Call Waiting, Special Call Acceptance, Caller ID – Number, Caller ID – Name and Number and Anonymous Call Block are grandfathered for residence and no longer available to new customers. Call Waiting/Cancel Call Waiting, Three-Way Calling, Distinctive Ring, Automatic Busy Redial, Automatic Call Return, VIP Alert, Special Call Forwarding, Special Call Waiting, Special Call Acceptance, Caller ID – Number, Caller ID – Name and Number and Anonymous Call Block for residence are still available for resale until February 15, 2014, on which date the foregoing terms shall be effective for resale.

12 Effective August 21, 2016, Caller ID-Number,. Call Forwarding Busy and Call Forwarding No answer are no longer available to new business customers. Existing business customers as of August 21, 2016, may retain these services at existing locations. Additions, rearrangements and moves are not permitted. These services are still available for resale until October 17, 2016, on which date the foregoing terms shall be effective for resale.

PACKAGED SERVICES - RESIDENCE

VERIZON LOCAL PACKAGE EXTRASM 3**/VERIZON LOCAL PACKAGE**SM 2 (Cont'd)

B. REGULATIONS (Cont'd)

3. For purposes of calculating any applicable Monthly Subscription Discount rates for Optional Central Office Services features not included in the packages, but ordered in conjunction with the packages on the customer's same line, the **Verizon Local Package**SM will count as one eligible Optional Central Office Services feature, and the **Verizon Local Package Extra**SM will count as four eligible Optional Central Office Services features.

4. The **Verizon Local Package Extra**SM**/Verizon Local Package**SM are not available in conjunction with **Verizon Regional Package Extra**SM, **Verizon Regional Package**SM, **Verizon Regional Package Unlimited**SM, or any residential optional calling services package (such as Basic Pack, SmartCall or Big Deal Calling Services).

5. The **Verizon Local Package Extra**SM is not available with Lifeline Service or Lifeline 135 Service. The **Verizon Local Package**SM is not available with Lifeline Service. The **Verizon Local Package**SM is available with Lifeline 135 Service.

6. The **Verizon Local Package Extra**SM**/Verizon Local Package**SM are not subject to any discounts for: Telephone Service for Employees, Pensioners, and Directors of the Company and its Affiliates.

7. **Verizon Local Package Extra**SM**/Verizon Local Package**SM customers who become subject to Company-initiated non-basic service termination procedures will have all existing **Verizon Local Package Extra**SM**/Verizon Local Package**SM lines converted to Residence Dial Tone Line Service equipped with a Local Area Unlimited Usage Package, at the applicable tariff rates. The applicable Dial Tone Line Product/Service Charge will not apply for those **Verizon Local Package Extra**SM**/Verizon Local Package**SM lines converted due to termination procedures. Such customers will not be permitted to resubscribe to the **Verizon Local Package Extra**SM**/Verizon Local Package**SM option until all associated arrearages are satisfactorily paid in full.

C. RATES

	Monthly Rate
Verizon Local PackageSM, per line	$59.99
Verizon Local Package ExtraSM, per line	62.99

SM Service Mark of Verizon Communications Inc.

2 For Residential Customers, **Verizon Local Package**SM is limited to existing customers of record, at existing locations, on or before June 16, 2012.

3 Effective May 18, 2013, **Verizon Local Package Extra** is grandfathered and no longer available to new customers. **Verizon Local Package Extra** is still available for resale until February 15, 2014, on which date the foregoing terms shall be effective for resale.

PACKAGED SERVICES - RESIDENCE

VERIZON LOCAL PACKAGE EXTRASM 3**/VERIZON LOCAL PACKAGE**SM 2 (Cont'd)

B. REGULATIONS (Cont'd)

3. For purposes of calculating any applicable Monthly Subscription Discount rates for Optional Central Office Services features not included in the packages, but ordered in conjunction with the packages on the customer's same line, the **Verizon Local Package**SM will count as one eligible Optional Central Office Services feature, and the **Verizon Local Package Extra**SM will count as four eligible Optional Central Office Services features.

4. The **Verizon Local Package Extra**SM**/Verizon Local Package**SM are not available in conjunction with **Verizon Regional Package Extra**SM, **Verizon Regional Package**SM, **Verizon Regional Package Unlimited**SM, or any residential optional calling services package (such as Basic Pack, SmartCall or Big Deal Calling Services).

5. The **Verizon Local Package Extra**SM is not available with Lifeline Service or Lifeline 135 Service. The **Verizon Local Package**SM is not available with Lifeline Service. The **Verizon Local Package**SM is available with Lifeline 135 Service.

6. The **Verizon Local Package Extra**SM**/Verizon Local Package**SM are not subject to any discounts for: Telephone Service for Employees, Pensioners, and Directors of the Company and its Affiliates.

7. **Verizon Local Package Extra**SM**/Verizon Local Package**SM customers who become subject to Company-initiated non-basic service termination procedures will have all existing **Verizon Local Package Extra**SM**/Verizon Local Package**SM lines converted to Residence Dial Tone Line Service equipped with a Local Area Unlimited Usage Package, at the applicable tariff rates. The applicable Dial Tone Line Product/Service Charge will not apply for those **Verizon Local Package Extra**SM**/Verizon Local Package**SM lines converted due to termination procedures. Such customers will not be permitted to resubscribe to the **Verizon Local Package Extra**SM**/Verizon Local Package**SM option until all associated arrearages are satisfactorily paid in full.

C. RATES

	Monthly Rate
Verizon Local PackageSM, per line	$54.99
Verizon Local Package ExtraSM, per line	57.99

SM Service Mark of Verizon Communications Inc.

2 For Residential Customers, **Verizon Local Package**SM is limited to existing customers of record, at existing locations, on or before June 16, 2012.

3 Effective May 18, 2013, **Verizon Local Package Extra** is grandfathered and no longer available to new customers. **Verizon Local Package Extra** is still available for resale until February 15, 2014, on which date the foregoing terms shall be effective for resale.

PACKAGED SERVICES - RESIDENCE

VERIZON REGIONAL PACKAGE EXTRASM [1]

B. REGULATIONS

3. **Verizon Regional Package Extra**SM is not available on the same line with **Verizon Regional Package**SM, **Verizon Regional Package Unlimited**SM, **Verizon Local Package**SM, **Verizon Local Package Extra**SM, Sensible MinuteSM, Verizon North Easy Savings PlanSM for Residence, Verizon North Between FriendsSM Service [2], Verizon North Discount Calling Service [3] and Selective Exchange.
4. **Verizon Regional Package Extra℠** is not available with Lifeline Service.

5. **Verizon Regional Package Extra℠** is not subject to any discounts for: Telephone Service for Employees, Pensioners, and Directors of the Company and its Affiliates.

6. Residence **Verizon Regional Package Extra℠** customers who become subject to Company-initiated Toll or non-basic service termination procedures will have all existing **Verizon Regional Package Extra℠** lines converted to Residence Dial Tone Line Service equipped with a Local Area Unlimited Usage Package, at the applicable tariff rates. The applicable Dial Tone Line Product/Service Charge will not apply for those **Verizon Regional Package Extra℠** lines converted due to termination procedures. In addition, any optional services not affected by the termination procedures will convert to their applicable tariff rates. Such customers will not be permitted to re-subscribe to the **Verizon Regional Package Extra℠** until all associated arrearages are satisfactorily paid in full.

7. Qualifying **Verizon Regional Package Extra℠** regional toll calls will not be detailed billed.

C. RATES

	Monthly Rate
Verizon Regional Package Extra℠	$81.95

[1] Effective May 18, 2013, **Verizon Regional Package Extra** is grandfathered and no longer available to new customers. **Verizon Regional Package Extra** is still available for resale until February 15, 2014, on which date the foregoing terms shall be effective for resale.

SM Service Mark of Verizon Communications Inc.

PACKAGED SERVICES - RESIDENCE

VERIZON REGIONAL PACKAGE EXTRASM [1]

B. REGULATIONS

3. **Verizon Regional Package Extra**SM is not available on the same line with **Verizon Regional Package**SM, **Verizon Regional Package Unlimited**SM, **Verizon Local Package**SM, **Verizon Local Package Extra**SM, Sensible MinuteSM, Verizon North Easy Savings PlanSM for Residence, Verizon North Between FriendsSM Service [2], Verizon North Discount Calling Service [3] and Selective Exchange.
4. **Verizon Regional Package Extra**SM is not available with Lifeline Service.

5. **Verizon Regional Package Extra**SM is not subject to any discounts for: Telephone Service for Employees, Pensioners, and Directors of the Company and its Affiliates.

6. Residence **Verizon Regional Package Extra**SM customers who become subject to Company-initiated Toll or non-basic service termination procedures will have all existing **Verizon Regional Package Extra**SM lines converted to Residence Dial Tone Line Service equipped with a Local Area Unlimited Usage Package, at the applicable tariff rates. The applicable Dial Tone Line Product/Service Charge will not apply for those **Verizon Regional Package Extra**SM lines converted due to termination procedures. In addition, any optional services not affected by the termination procedures will convert to their applicable tariff rates. Such customers will not be permitted to re-subscribe to the **Verizon Regional Package Extra**SM until all associated arrearages are satisfactorily paid in full.

7. Qualifying **Verizon Regional Package Extra**SM regional toll calls will not be detailed billed.

C. RATES

	Monthly Rate
Verizon Regional Package ExtraSM	$76.95

[1] Effective May 18, 2013, **Verizon Regional Package Extra** is grandfathered and no longer available to new customers. **Verizon Regional Package Extra** is still available for resale until February 15, 2014, on which date the foregoing terms shall be effective for resale.

SM Service Mark of Verizon Communications Inc.

PACKAGED SERVICES – RESIDENCE

VERIZON REGIONAL PACKAGESM [4] (Cont'd)

B. REGULATIONS (Cont'd)

5. Customers may discontinue their enrollment in **Verizon Regional Package**SM at any time upon notice to the Company.

6. Unless a line's enrollment in the plan is terminated by the customer or the Company, a line will remain enrolled in **Verizon Regional Package**SM, as amended from time-to-time with any applicable changes in rate, for as long as **Verizon Regional Package**SM continues to be offered by the Company.

7. **Verizon Regional Package**SM customers who become subject to Company-initiated Toll termination procedures will have all existing **Verizon Regional Package**SM lines converted to Residence Dial Tone Line Service equipped with a Local Area Unlimited Usage Package, at the applicable tariff rates. The applicable Dial Tone Line Product/Service Charge will not apply for those **Verizon Regional Package**SM lines converted due to termination procedures. In addition, any optional services not affected by the termination procedures will convert to their applicable tariff rates. Such customers will not be permitted to re-subscribe to **Verizon Regional Package**SM until all associated arrearages are satisfactorily paid in full.

8. **Verizon Regional Package**SM regional toll calls will not be detailed billed.

C. RATES

	Monthly Rate
Verizon Regional PackageSM	$71.95

SM Service Mark of Verizon Communications Inc.

4 For Residential Customers, **Verizon Regional Package**SM is limited to existing customers of record, at existing locations, on or before June 16, 2012.

PACKAGED SERVICES – RESIDENCE

VERIZON REGIONAL PACKAGESM 4 (Cont'd)

B. REGULATIONS (Cont'd)

5. Customers may discontinue their enrollment in **Verizon Regional Package**SM at any time upon notice to the Company.

6. Unless a line's enrollment in the plan is terminated by the customer or the Company, a line will remain enrolled in **Verizon Regional Package**SM, as amended from time-to-time with any applicable changes in rate, for as long as **Verizon Regional Package**SM continues to be offered by the Company.

7. **Verizon Regional Package**SM customers who become subject to Company-initiated Toll termination procedures will have all existing **Verizon Regional Package**SM lines converted to Residence Dial Tone Line Service equipped with a Local Area Unlimited Usage Package, at the applicable tariff rates. The applicable Dial Tone Line Product/Service Charge will not apply for those **Verizon Regional Package**SM lines converted due to termination procedures. In addition, any optional services not affected by the termination procedures will convert to their applicable tariff rates. Such customers will not be permitted to re-subscribe to **Verizon Regional Package**SM until all associated arrearages are satisfactorily paid in full.

8. **Verizon Regional Package**SM regional toll calls will not be detailed billed.

C. RATES

	Monthly Rate
Verizon Regional PackageSM	$66.95

SM Service Mark of Verizon Communications Inc.

4 For Residential Customers, **Verizon Regional Package**SM is limited to existing customers of record, at existing locations, on or before June 16, 2012.

PACKAGED SERVICES – RESIDENCE

VERIZON REGIONAL PACKAGE UNLIMITEDSM [3]

B. REGULATIONS (Cont"d)

3. **Verizon Regional Package Unlimited**SM is not on the same line with **Verizon Regional Package**SM, **Verizon Regional Package Extra**SM, **Verizon Local Package**SM, **Verizon Local Package Extra**SM, Sensible MinuteSM, Verizon North Easy Savings PlanSM for Residence, Verizon North Between FriendsSM Service [1], Verizon North Discount Calling Service [2], and Selective Exchange.

4. **Verizon Regional Package Unlimited**SM is not available with Lifeline Service.

5. **Verizon Regional Package Unlimited**SM is not subject to any discounts for: Telephone Service for Employees, Pensioners, and Directors of the Company and its Affiliates.

6. Residence **Verizon Regional Package Unlimited**SM customers who become subject to Company-initiated Toll or non-basic service termination procedures will have all existing **Verizon Regional Package Unlimited**SM lines converted to Residence Dial Tone Line Service equipped with a Local Area Unlimited Usage Package, at the applicable tariff rates. The applicable Dial Tone Line Product/Service Charge will not apply for those **Verizon Regional Package Unlimited**SM lines converted due to termination procedures. In addition, any optional services not affected by the termination procedures will convert to their applicable tariff rates. Such customers will not be permitted to resubscribe to the **Verizon Regional Package Unlimited**SM until all associated arrearages are satisfactorily paid in full.

7. Qualifying **Verizon Regional Package Unlimited**SM regional toll calls will not be detailed billed.

C. RATES

	Monthly Rate
Verizon Regional Package UnlimitedSM	$67.00

[1] Effective April 15, 2000, Verizon North Between FriendsSM Service is grandfathered and is not available for new installations. Moves, additions or changes to subscribers' existing service are not permitted.

[2] Effective August 12, 1996, Verizon North Discount Calling Service is grandfathered and is not available for new installations. Moves, additions or changes to subscribers' existing service are not permitted.

[3] For Residential Customers, **Verizon Regional Package Unlimited**SM is limited to existing customers of record, at existing locations, on or before June 16, 2012.

SM Service Mark of Verizon Communications Inc.

PACKAGED SERVICES – RESIDENCE

VERIZON REGIONAL PACKAGE UNLIMITEDSM 3

B. REGULATIONS (Cont"d)

3. **Verizon Regional Package Unlimited**SM is not on the same line with **Verizon Regional Package**SM, **Verizon Regional Package Extra**SM, **Verizon Local Package**SM, **Verizon Local Package Extra**SM, Sensible MinuteSM, Verizon North Easy Savings PlanSM for Residence, Verizon North Between FriendsSM Service 1, Verizon North Discount Calling Service 2, and Selective Exchange.

4. **Verizon Regional Package Unlimited**SM is not available with Lifeline Service.

5. **Verizon Regional Package Unlimited**SM is not subject to any discounts for: Telephone Service for Employees, Pensioners, and Directors of the Company and its Affiliates.

6. Residence **Verizon Regional Package Unlimited**SM customers who become subject to Company-initiated Toll or non-basic service termination procedures will have all existing **Verizon Regional Package Unlimited**SM lines converted to Residence Dial Tone Line Service equipped with a Local Area Unlimited Usage Package, at the applicable tariff rates. The applicable Dial Tone Line Product/Service Charge will not apply for those **Verizon Regional Package Unlimited**SM lines converted due to termination procedures. In addition, any optional services not affected by the termination procedures will convert to their applicable tariff rates. Such customers will not be permitted to resubscribe to the **Verizon Regional Package Unlimited**SM until all associated arrearages are satisfactorily paid in full.

7. Qualifying **Verizon Regional Package Unlimited**SM regional toll calls will not be detailed billed.

C. RATES

	Monthly Rate
Verizon Regional Package UnlimitedSM	$62.00

1 Effective April 15, 2000, Verizon North Between FriendsSM Service is grandfathered and is not available for new installations. Moves, additions or changes to subscribers' existing service are not permitted.

2 Effective August 12, 1996, Verizon North Discount Calling Service is grandfathered and is not available for new installations. Moves, additions or changes to subscribers' existing service are not permitted.

3 For Residential Customers, **Verizon Regional Package Unlimited**SM is limited to existing customers of record, at existing locations, on or before June 16, 2012.

SM Service Mark of Verizon Communications Inc.

PACKAGED SERVICES - RESIDENCE

REGIONAL ESSENTIALS (Cont'd)

B. REGULATIONS (Cont'd)

12. The Regional Essentials Feature Package provides the following features at no additional charge when Regional Essentials is bundled with an unlimited long distance calling plan:

Call Forwarding and Three-Way Calling

Qualifying unlimited long distance plans must be consistent with the Plan O Service - Unlimited plan in the Bell Atlantic Communications, Inc. D/B/A Verizon Long Distance Posted Rates, Terms and Conditions.

Each product must be billed by Verizon North LLC. Discontinuance of any one of the required products will result in termination of the discount. This offer may not be combined with other offers except as authorized by Verizon North LLC.

C. RATES

	Monthly Rate
Regional Essentials	$58.04

PACKAGED SERVICES - RESIDENCE

REGIONAL ESSENTIALS (Cont'd)

B. REGULATIONS (Cont'd)

12. The Regional Essentials Feature Package provides the following features at no additional charge when Regional Essentials is bundled with an unlimited long distance calling plan:

Call Forwarding and Three-Way Calling

Qualifying unlimited long distance plans must be consistent with the Plan O Service - Unlimited plan in the Bell Atlantic Communications, Inc. D/B/A Verizon Long Distance Posted Rates, Terms and Conditions.

Each product must be billed by Verizon North LLC. Discontinuance of any one of the required products will result in termination of the discount. This offer may not be combined with other offers except as authorized by Verizon North LLC.

C. RATES

	Monthly Rate
Regional Essentials	$53.04

PACKAGED SERVICES – RESIDENCE

REGIONAL VALUE (Cont'd)

A. REGULATIONS (Cont'd)

11. The applicable discount will expire twelve (12) months from the date it is implemented on a customer's account unless extended by Verizon.

12. Price Guarantee – Regional Value*

Price Guarantee – Regional Value is an offering for residential customers in a location that is not eligible for Verizon Online Broadband or Verizon FiOS products who establish new dial tone service or who call to disconnect their local service and agree to subscribe to Regional Value with a qualifying unlimited long distance calling plan.

Customers will be eligible to receive Regional Value service for the discounted rate of $17.04 [1,2]per month for as long as the customer:

i. remains at the same service address; and

Qualifying unlimited domestic long distance calling plans must be consistent with the Plan O Service – Unlimited as found in the Bell Atlantic Communications Inc. D/B/A Verizon Long Distance Posted Rates, Terms and Conditions.

Each product must be purchased through or billed by Verizon North LLC. Discontinuance of any one of the qualifying services will result in termination of the discount. This offer may not be combined with other offers except as authorized by Verizon North LLC.

B. RATES

	Monthly Rate
Regional Value	$56.04

* Service is limited to Regional Value existing customers at existing locations as of March 16, 2013.

1 Limited to existing customers of record, at existing locations, on or before September 15, 2008, and only until the expiration of their commitment period.

2 Limited to existing customers of record, at existing locations, on or before March 31, 2009.

PACKAGED SERVICES – RESIDENCE

REGIONAL VALUE (Cont'd)

A. REGULATIONS (Cont'd)

11. The applicable discount will expire twelve (12) months from the date it is implemented on a customer's account unless extended by Verizon.

12. Price Guarantee – Regional Value*

Price Guarantee – Regional Value is an offering for residential customers in a location that is not eligible for Verizon Online Broadband or Verizon FiOS products who establish new dial tone service or who call to disconnect their local service and agree to subscribe to Regional Value with a qualifying unlimited long distance calling plan.

Customers will be eligible to receive Regional Value service for the discounted rate of $17.04 [1,2]per month for as long as the customer:

i. remains at the same service address; and

Qualifying unlimited domestic long distance calling plans must be consistent with the Plan O Service – Unlimited as found in the Bell Atlantic Communications Inc. D/B/A Verizon Long Distance Posted Rates, Terms and Conditions.

Each product must be purchased through or billed by Verizon North LLC. Discontinuance of any one of the qualifying services will result in termination of the discount. This offer may not be combined with other offers except as authorized by Verizon North LLC.

B. RATES

	Monthly Rate
Regional Value	$51.04

* Service is limited to Regional Value existing customers at existing locations as of March 16, 2013.

1 Limited to existing customers of record, at existing locations, on or before September 15, 2008, and only until the expiration of their commitment period.

2 Limited to existing customers of record, at existing locations, on or before March 31, 2009.

REMOTE CALL FORWARDING SERVICE

A. REMOTE CALL FORWARDING SERVICE (Cont'd)

3. RATES

a. In addition to the following rate, the appropriate Nonrecurring Charges as set forth in Section 6 of PA P.U.C. No. 1 Tariff will apply when Remote Call Forwarding Service is installed or changed.

	Monthly Rate
Remote Call Forwarding Service, each line	$16.50

b. For that portion of the call between the calling party and the RCF number:

(1) The calling party is responsible for payment of the applicable charges to call the RCF number.

(2) On collect calls[1], the RCF customer is responsible for payment of the applicable charges if the answering location accepts the forwarded call.

c. For that portion of the call between the RCF number and the answering location:

(1) The RCF customer is responsible for payment of applicable intrastate or interstate customer dialed station-to-station toll message charges for each call. The toll message charge applies to all forwarded calls, including person-to-person[1] and collect calls[1], even though they may not be accepted at the answering location. The RCF customer is responsible for payment of applicable local usage charges for calls terminated within the same exchange or within any Local Calling Area exchanges of the RCF number.

[1] Effective August 8, 2016, Person-to-Person and Collect Calls will be discontinued and will not be accepted as a billing arrangement for calls.

LOCAL EXCHANGE SERVICE

B. EXCHANGE SERVICE (Cont'd)

8. Dial Tone Line Cell and Usage Package Rates

a. Residence – Individual Service

Dial Tone Line Cell	Monthly Rate By Density Cell	
	3	4
One Party	$9.40	$9.40

Usage Package	Monthly Rate for Rate Groups		
	A	D	F
Local Area Unlimited Usage Package	$6.51	$7.74	$8.79

	Monthly Rate
USS Measured	0.00
USS Metered	0.00
Unlimited with Measured*	5.56
Basic Calling Plan*	1.63
Community Calling Plan*	2.92
Community Plus Plan*	3.73
Premium Calling Plan*	20.53

* Effective June 30, 2002, these services are grandfathered and available only to existing customers at their present location at these rates, terms and conditions.

LOCAL EXCHANGE SERVICE

B. EXCHANGE SERVICE (Cont'd)

8. Dial Tone Line Cell and Usage Package Rates

b. Residence – Individual Service

Dial Tone Line Cell	Monthly Rate By Density Cell	
	3	4
One Party	$9.20	$9.20

Usage Package	Monthly Rate for Rate Groups		
	A	D	F
Local Area Unlimited Usage Package	$6.51	$7.74	$8.79

	Monthly Rate
USS Measured	0.00
USS Metered	0.00
Unlimited with Measured*	5.56
Basic Calling Plan*	1.63
Community Calling Plan*	2.92
Community Plus Plan*	3.73
Premium Calling Plan*	20.53

* Effective June 30, 2002, these services are grandfathered and available only to existing customers at their present location at these rates, terms and conditions.

LOCAL EXCHANGE SERVICE

B. EXCHANGE SERVICE (Cont'd)

8. Dial Tone Line Cell and Usage Package Rates

c. Business – Individual Service

Dial Tone Line Cell [1]	Monthly Rate By Density Cell	
	3	4
One Party/Multi-Line/ Pay Telephone Lines	$25.00	$25.00

Usage Package

	Monthly Rate for Rate Groups		
	A	D	F
Local Area Unlimited Usage Package	$21.50	$25.90	$29.70

	Monthly Rate
USS Measured	$0.00
Basic Calling Plan [2]	10.60
Community Calling Plan [2]	15.25
Community Plus Plan [2]	17.75

[1] See Section 26 of this Product Guide for the Business Dial Tone Line Term Plan Option.

[2] Effective June 30, 2002, these services are grandfathered and available only to existing customers at their present location at these rates, terms and conditions.

LOCAL EXCHANGE SERVICE

B. EXCHANGE SERVICE (Cont'd)

8. Dial Tone Line Cell and Usage Package Rates

d. Business – Individual Service

Dial Tone Line Cell [1]	Monthly Rate By Density Cell	
	3	4
One Party/Multi-Line/ Pay Telephone Lines	$22.25	$22.25

Usage Package

	Monthly Rate for Rate Groups		
	A	D	F
Local Area Unlimited Usage Package	$21.50	$25.90	$29.70

	Monthly Rate
USS Measured	$0.00
Basic Calling Plan [2]	10.60
Community Calling Plan [2]	15.25
Community Plus Plan [2]	17.75

[1] See Section 26 of this Product Guide for the Business Dial Tone Line Term Plan Option.

[2] Effective June 30, 2002, these services are grandfathered and available only to existing customers at their present location at these rates, terms and conditions.

SURCHARGES

1. STATE TAX ADJUSTMENT SURCHARGE

In addition to the charges provided in this Product Guide and intrastate tariffs of the Company, a surcharge, as shown below, will apply to all intrastate charges for service rendered on or after October 1, 2021.

	Surcharge Rate
For services provided to:	
End User	- 1.147%
Access User	- 1.091%

The above charges will be recomputed using the same elements prescribed by the Commission:

(a) Whenever any of the tax rates used in the calculation of the surcharge are changed.
(b) Whenever the utility makes effective any increased or decreased rates.
(c) And on March 31, 1971, and each year thereafter.

The above recalculation will be submitted to the Commission within ten days after the occurrence of the event or date which occasioned such recomputation; and that if the recomputed surcharge is less than the one in effect, the utility will, and if the recomputed surcharge is more than the one in effect, the utility may submit with such recomputation, a supplement to reflect such recomputed surcharge, the effective date which shall be ten days after filing.

The Access User STAS surcharge rate is based on Intrastate billings to Interexchange Carriers and Local Exchange Carriers, and includes Switched Access, Special Access and other Access Services.

SURCHARGES

1. STATE TAX ADJUSTMENT SURCHARGE

In addition to the charges provided in this Product Guide and intrastate tariffs of the Company, a surcharge, as shown below, will apply to all intrastate charges for service rendered on or after November 1, 2020.

	Surcharge Rate
For services provided to:	
End User	- 1.297%
Access User	- 1.230%

The above charges will be recomputed using the same elements prescribed by the Commission:

(a) Whenever any of the tax rates used in the calculation of the surcharge are changed.
(b) Whenever the utility makes effective any increased or decreased rates.
(c) And on March 31, 1971, and each year thereafter.

The above recalculation will be submitted to the Commission within ten days after the occurrence of the event or date which occasioned such recomputation; and that if the recomputed surcharge is less than the one in effect, the utility will, and if the recomputed surcharge is more than the one in effect, the utility may submit with such recomputation, a supplement to reflect such recomputed surcharge, the effective date which shall be ten days after filing.

The Access User STAS surcharge rate is based on Intrastate billings to Interexchange Carriers and Local Exchange Carriers, and includes Switched Access, Special Access and other Access Services.

SURCHARGES

1. STATE TAX ADJUSTMENT SURCHARGE

In addition to the charges provided in this Product Guide and intrastate tariffs of the Company, a surcharge, as shown below, will apply to all intrastate charges for service rendered on or after September 1, 2019.

	Surcharge Rate
For services provided to:	
End User	- 0.804%
Access User	- 0.763%

The above charges will be recomputed using the same elements prescribed by the Commission:

(a) Whenever any of the tax rates used in the calculation of the surcharge are changed.
(b) Whenever the utility makes effective any increased or decreased rates.
(c) And on March 31, 1971, and each year thereafter.

The above recalculation will be submitted to the Commission within ten days after the occurrence of the event or date which occasioned such recomputation; and that if the recomputed surcharge is less than the one in effect, the utility will, and if the recomputed surcharge is more than the one in effect, the utility may submit with such recomputation, a supplement to reflect such recomputed surcharge, the effective date which shall be ten days after filing.

The Access User STAS surcharge rate is based on Intrastate billings to Interexchange Carriers and Local Exchange Carriers, and includes Switched Access, Special Access and other Access Services.

SURCHARGES

1. STATE TAX ADJUSTMENT SURCHARGE

In addition to the charges provided in this Product Guide and intrastate tariffs of the Company, a surcharge, as shown below, will apply to all intrastate charges for service rendered on or after September 1, 2018.

	Surcharge Rate
For services provided to:	
End User	- 0.752%
Access User	- 0.715%

The above charges will be recomputed using the same elements prescribed by the Commission:

(a) Whenever any of the tax rates used in the calculation of the surcharge are changed.
(b) Whenever the utility makes effective any increased or decreased rates.
(c) And on March 31, 1971, and each year thereafter.

The above recalculation will be submitted to the Commission within ten days after the occurrence of the event or date which occasioned such recomputation; and that if the recomputed surcharge is less than the one in effect, the utility will, and if the recomputed surcharge is more than the one in effect, the utility may submit with such recomputation, a supplement to reflect such recomputed surcharge, the effective date which shall be ten days after filing.

The Access User STAS surcharge rate is based on Intrastate billings to Interexchange Carriers and Local Exchange Carriers, and includes Switched Access, Special Access and other Access Services.

SURCHARGES

3. PENNSYLVANIA TELECOMMUNICATIONS RELAY SERVICE

The Pennsylvania Telecommunications Relay Service ("PA TRS") is a relay telecommunication service for the deaf, hard of hearing, hearing and/or speech disabled population of the Commonwealth. The PA TRS is mandated by the Americans with Disabilities Act of 1990 to provide functionally equivalent telephone services that are available to other U.S. citizens, at no additional cost. The PA TRS includes both traditional relay (devices such as Teletypewriters (TTY) and Telecommunication Devices for the Deaf (TDD)) and captioned telephone voice-carry-over relay services (captioned telephone). These relay services permit telephone communications between individuals with hearing and/or speech disabilities, who must use a TTY, TDD or captioned telephone, with individuals having normal hearing and speech. Additionally, 711 abbreviated dialing is available to access the PA TRS. The Company's switching equipment is arranged to translate the "711" calls to the assigned toll-free number, (888) 895-1197, in order to route calls to the Telecommunications Relay Service Provider, in accordance with the Pennsylvania Public Utility Commission's Order entered on February 4, 2000 at Docket No. M-00900239.

Surcharge

In addition to the charges provided in this Product Guide and Company tariffs, a surcharge will apply to all residence and business access lines served by this Company. This surcharge applies regardless of whether or not the access line uses the PA TRS.

This surcharge serves as the funding vehicle for the operation of the PA TRS, Telecommunications Device Distribution Program and the Print Media Access Service Program and shall be calculated by the Pennsylvania Public Utility Commission (the Commission). The Commission shall compute the PA TRSsurcharge each year and notify local exchange carriers of the surcharge amount to be applied for the twelve month period commencing with July 1 of each year.

The Commission may revise the surcharge more frequently than annually at its discretion.

Revisions will be filed whenever the Commission calculates a new surcharge amount and notifies the Company.

The following surcharge rates apply to all bills issued on or after the effective date of this Product Guide:

(a) Per residence access line, per month $0.04

(b) Per business access line, per month..... $0.04

(c) Centrex lines will be charged on an equivalency basis as determined by the Commission.

The Company will make available to the Telecommunications Relay Service (TRS) user a prepaid debit card. The rates for the prepaid debit card shall not exceed those that would apply to identical calls for non-TRS users of coin sent-paid service

Rates

Local calls will be charged at the applicable local flat rate or local measured service rate. Toll calls will be charged at the applicable toll rate found in the selected long distance provider's rate schedule or current Product Guide. If the customer has not chosen a long distance carrier the default carrier's rates will apply for toll calls.

* Effective July 1, 2010 Verizon North Inc. Calling Cards will be discontinued and will not be accepted as a billing arrangement for calls.

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 $7.25[1].

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

[1] See FCC Public Notice released July 25, 2019, In re: 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).

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.

Calls Which Will Be Completed	Calls Which Will Be Blocked
0 Local Calling (includes Collect[2] and Calling Card with valid number)	00 - Toll/Long Distance
N11 (Service Codes, i.e., 911, 611)	0 + Dialing
1 + toll free	101XXXX
Local Directory Assistance (i.e. 411)	Non-Local Directory Assistance (i.e. 1+XXX+555-1212)
950 (Feature Group B)	1 + 900
	1 + 700
	556
	976 – Directory Connect Plus
	Time of Day (0)
	Third Number Billing[2] 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, until the non-basic charges are paid in full.

C. APPLICABLE RATES

1. Applicable residence dial tone cell monthly rate minus 7.25[1].

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.

[1] See FCC Public Notice released July 25, 2019, In re: 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).