

Verizon North LLC

TABLE OF CONTENTS

PACKAGED SERVICES - RESIDENCE

|                                                                                           | <u>Sheet</u> |
|-------------------------------------------------------------------------------------------|--------------|
| <b>Verizon Local Package Extra<sup>SM</sup> /Verizon Local Package<sup>SM</sup></b> ..... | 2            |
| <b>Verizon Regional Package Extra<sup>SM</sup></b> .....                                  | 4            |
| <b>Verizon Regional Package<sup>SM</sup></b> .....                                        | 6            |
| <b>Verizon Regional Package Unlimited<sup>SM</sup></b> .....                              | 8            |
| <b>Regional Essentials</b> .....                                                          | 10           |
| <b>Regional Value</b> .....                                                               | 12           |

<sup>SM</sup> Service Mark of Verizon Communications Inc.

Verizon North LLC

## PACKAGED SERVICES - RESIDENCE

### VERIZON LOCAL PACKAGE EXTRA<sup>SM 3</sup>/VERIZON LOCAL PACKAGE<sup>SM 2</sup>

#### A. GENERAL

The **Verizon Local Package Extra<sup>SM</sup>** and **Verizon Local Package<sup>SM</sup>** are optional residential service packages that provide customers with a combination of offerings for one flat monthly rate.

#### B. REGULATIONS

1. The **Verizon Local Package<sup>SM</sup>** or **Verizon Local Package Extra<sup>SM</sup>** consists of the following basic features:

- unlimited local usage
- Dial Tone Line with touch-tone
- unlimited direct-dialed local Directory Assistance calls
- waiver of certain nonrecurring residence charges <sup>1</sup>
- Verizon Calling Card (optional)
- choice of specific Optional Central Office Services with each Package option

2. The **Verizon Local Package<sup>SM</sup>** offers customers a choice of up to three compatible Central Office Services features, and the **Verizon Local Package Extra<sup>SM</sup>** offers customers a choice of four or more compatible features. The following is the list of available features:

Optional Package Features:

Automatic Busy Redial  
Automatic Call Return  
Call Block (existing customers only)  
Call Forwarding Busy Line  
Call Forwarding-Don't Answer  
Call Forward-Busy Line/Don't Answer  
Call Forwarding Variable  
Call Waiting  
Caller ID with Name / Call Waiting ID / Anonymous Call Block  
Distinctive Ring  
Speed Calling - 30  
Three-way Calling

- <sup>1</sup> The Dial Tone Line Connection Charge, Change of Residence Service Charge, and any Service Change Charge(s) for adding **Verizon Local Package Extra<sup>SM</sup>** features do not apply to this service.
- <sup>2</sup> For Residential Customers, **Verizon Local Package<sup>SM</sup>** is limited to existing customers of record, at existing locations, on or before June 16, 2012.
- <sup>3</sup> 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.

<sup>SM</sup>Service Mark of Verizon Communications Inc.

Verizon North LLC

PACKAGED SERVICES - RESIDENCE

**VERIZON LOCAL PACKAGE EXTRA<sup>SM 3</sup>/VERIZON LOCAL PACKAGE<sup>SM 2</sup> (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<sup>SM</sup>** will count as one eligible Optional Central Office Services feature, and the **Verizon Local Package Extra<sup>SM</sup>** will count as four eligible Optional Central Office Services features.
4. The **Verizon Local Package Extra<sup>SM</sup>/Verizon Local Package<sup>SM</sup>** are not available in conjunction with **Verizon Regional Package Extra<sup>SM</sup>**, **Verizon Regional Package<sup>SM</sup>**, **Verizon Regional Package Unlimited<sup>SM</sup>**, or any residential optional calling services package (such as Basic Pack, SmartCall or Big Deal Calling Services).
5. The **Verizon Local Package Extra<sup>SM</sup>** is not available with Lifeline Service or Lifeline 135 Service. The **Verizon Local Package<sup>SM</sup>** is not available with Lifeline Service. The **Verizon Local Package<sup>SM</sup>** is available with Lifeline 135 Service.
6. The **Verizon Local Package Extra<sup>SM</sup>/Verizon Local Package<sup>SM</sup>** 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<sup>SM</sup>/Verizon Local Package<sup>SM</sup>** customers who become subject to Company-initiated non-basic service termination procedures will have all existing **Verizon Local Package Extra<sup>SM</sup>/Verizon Local Package<sup>SM</sup>** 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<sup>SM</sup>/Verizon Local Package<sup>SM</sup>** lines converted due to termination procedures. Such customers will not be permitted to resubscribe to the **Verizon Local Package Extra<sup>SM</sup>/Verizon Local Package<sup>SM</sup>** option until all associated arrearages are satisfactorily paid in full.

**C. RATES**

|                                                                 | <u>Monthly<br/>Rate</u> |
|-----------------------------------------------------------------|-------------------------|
| <b>Verizon Local Package<sup>SM</sup></b> , per line.....       | \$64.99                 |
| <b>Verizon Local Package Extra<sup>SM</sup></b> , per line..... | 67.99                   |

<sup>SM</sup> Service Mark of Verizon Communications Inc.

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

<sup>3</sup> 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.

Verizon North LLC

## PACKAGED SERVICES – RESIDENCE

### VERIZON REGIONAL PACKAGE EXTRA<sup>SM</sup> 4

#### A. GENERAL

**Verizon Regional Package Extra<sup>SM</sup>** is an optional residential service package that provides customers with a combination of offerings for one flat monthly rate.

#### B. REGULATIONS

1. **Verizon Regional Package Extra<sup>SM</sup>** consists of the following features:

- Unlimited local calling
- Unlimited direct distance dialed intraLATA toll
- Dial Tone Line with touch-tone
- Unlimited direct-dialed local Directory Assistance calls
- Waiver of certain nonrecurring residence charges <sup>1</sup>
- Automatic Call Return
- Busy Redial
- Call Block (existing customers only, no adds moves or changes)
- Call Forwarding Busy Line
- Call Forwarding – Don't Answer
- Call Forward – Busy Line / Don't Answer
- Call Forwarding Variable
- Call Waiting
- Caller ID with Name / Call Waiting ID / Anonymous Call Block
- Distinctive Ring
- Speed Calling – 30
- Three-way Calling
- Additional non-regulated service

2. For purposes of calculating any applicable Monthly Subscription Discount rates for Optional Central Office Services features not included in **Verizon Regional Package Extra<sup>SM</sup>** but ordered in conjunction with **Verizon Regional Package Extra<sup>SM</sup>** on the customer's same line, the **Verizon Regional Package Extra<sup>SM</sup>** will count as four eligible Optional Central Office Services features.

- <sup>1</sup> The Dial tone Line Connection Charge, Change of Residence Service Charge, and the Service Change Charge(s) do not apply to this service.
- <sup>2</sup> Effective April 15, 2000, Verizon North Between Friends<sup>SM</sup> Service is grandfathered and is not available for new installations. Moves, additions or changes to subscribers' existing service are not permitted.
- <sup>3</sup> 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.
- <sup>4</sup> 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.

<sup>SM</sup> Service Mark of Verizon Communications Inc.

Verizon North LLC

PACKAGED SERVICES - RESIDENCE

**VERIZON REGIONAL PACKAGE EXTRA<sup>SM</sup> 1**

B. REGULATIONS

3. **Verizon Regional Package Extra<sup>SM</sup>** is not available on the same line with **Verizon Regional Package<sup>SM</sup>**, **Verizon Regional Package Unlimited<sup>SM</sup>**, **Verizon Local Package<sup>SM</sup>**, **Verizon Local Package Extra<sup>SM</sup>**, **Sensible Minute<sup>SM</sup>**, **Verizon North Easy Savings Plan<sup>SM</sup>** for Residence, **Verizon North Between Friends<sup>SM</sup> Service 2**, **Verizon North Discount Calling Service 3** and **Selective Exchange**.
4. **Verizon Regional Package Extra<sup>SM</sup>** is not available with **Lifeline Service**.
5. **Verizon Regional Package Extra<sup>SM</sup>** 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<sup>SM</sup>** customers who become subject to Company-initiated Toll or non-basic service termination procedures will have all existing **Verizon Regional Package Extra<sup>SM</sup>** 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<sup>SM</sup>** 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<sup>SM</sup>** until all associated arrearages are satisfactorily paid in full.
7. Qualifying **Verizon Regional Package Extra<sup>SM</sup>** regional toll calls will not be detailed billed.

C. RATES

|                                                    | <u>Monthly Rate</u> |
|----------------------------------------------------|---------------------|
| <b>Verizon Regional Package Extra<sup>SM</sup></b> | \$86.95             |

<sup>1</sup> 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.

<sup>SM</sup> Service Mark of Verizon Communications Inc.

Verizon North LLC

## PACKAGED SERVICES – RESIDENCE

### VERIZON REGIONAL PACKAGE<sup>SM</sup> 4

#### A. GENERAL

**Verizon Regional Package<sup>SM</sup>** is an optional residential service package that provides customers with a combination of offerings for one flat monthly rate.

#### B. REGULATIONS

1. **Verizon Regional Package<sup>SM</sup>** consists of the following features:

- Unlimited local calling
- Unlimited direct distance dialed intraLATA toll
- Dial Tone Line with touch-tone
- Waiver of certain nonrecurring residence charges <sup>1</sup>
- Call Forwarding Busy Line or, Call Forwarding Don't Answer or Call Forward – Busy Line Don't Answer
- Call Waiting
- Caller ID with Name / Call Waiting ID / Anonymous Call Block
- Anonymous Call Block
- Speed Calling – 8 or 30
- Three-way Calling
- Additional non-regulated service

2. **Verizon Regional Package<sup>SM</sup>** is not available on the same line with **Verizon Regional Package Extra<sup>SM</sup>**, **Verizon Regional Package Unlimited<sup>SM</sup>**, **Verizon Local Package<sup>SM</sup>**, **Verizon Local Package Extra<sup>SM</sup>**, **Sensible Minute<sup>SM</sup>**, **Selective Exchange**, **Verizon North Easy Savings Plan<sup>SM</sup>** for Residence, **Verizon North Between Friends<sup>SM</sup>** Service <sup>2</sup>, and **Verizon North Discount Calling Service** <sup>3</sup>.

3. **Verizon Regional Package<sup>SM</sup>** is not available with Lifeline Service, residential PBX Trunks or residential InTelliLinQ® Basic Rate Interface (BRI) Service lines.

4. **Verizon Regional Package<sup>SM</sup>** is not subject to any discounts for: Telephone Service for Employees, Pensioners, and Directors of the Company and its Affiliates.

<sup>1</sup> The Dial tone Line Connection Charge, Change of Residence Service Charge, and the Service Change Charge(s) do not apply to this service.

<sup>2</sup> Effective April 15, 2000, Verizon North Between Friends<sup>SM</sup> Service is grandfathered and is not available for new installations. Moves, additions or changes to subscribers' existing service are not permitted.

<sup>3</sup> 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.

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

<sup>SM</sup> Service Mark of Verizon Communications Inc.

Verizon North LLC

PACKAGED SERVICES – RESIDENCE

**VERIZON REGIONAL PACKAGE<sup>SM 4</sup>** (Cont'd)

B. REGULATIONS (Cont'd)

5. Customers may discontinue their enrollment in **Verizon Regional Package<sup>SM</sup>** 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<sup>SM</sup>**, as amended from time-to-time with any applicable changes in rate, for as long as **Verizon Regional Package<sup>SM</sup>** continues to be offered by the Company.
7. **Verizon Regional Package<sup>SM</sup>** customers who become subject to Company-initiated Toll termination procedures will have all existing **Verizon Regional Package<sup>SM</sup>** 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<sup>SM</sup>** 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<sup>SM</sup>** until all associated arrearages are satisfactorily paid in full.
8. **Verizon Regional Package<sup>SM</sup>** regional toll calls will not be detailed billed.

C. RATES

Monthly Rate

**Verizon Regional Package<sup>SM</sup>**

\$76.95

<sup>SM</sup> Service Mark of Verizon Communications Inc.

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

Verizon North LLC

## PACKAGED SERVICES – RESIDENCE

### VERIZON REGIONAL PACKAGE UNLIMITED<sup>SM</sup> 3

#### A. GENERAL

**Verizon Regional Package Unlimited<sup>SM</sup>** is an optional residential service package that provides customers with a combination of dial-tone access line, local usage, unlimited intraLATA toll usage and an optional feature package for one flat monthly rate.

#### B. REGULATIONS

1. **Verizon Regional Package Unlimited<sup>SM</sup>** consists of the following basic features:

- Unlimited local calling
- Unlimited direct distance dialed intraLATA toll
- Dial Tone Line with touch-tone
- Waiver of certain nonrecurring residence charges<sup>1</sup>
- Choice of specific Optional Central Office Services

In addition, customers can select any three compatible VAS features, where available, from the below list:

- Automatic Busy Redial
- Automatic Call Return
- Call Forwarding Busy Line
- Call Forwarding – Don't Answer
- Call Forward – Busy Line/Don't Answer
- Call Forwarding Variable
- Call Waiting
- Caller ID with Name/Call Waiting ID/Anonymous Call Block
- Distinctive Ring
- Speed Calling – 8 or 30
- Three-way Calling

2. For purposes of calculating any applicable Monthly Subscription Discount rates for Optional Central Office Services features not included in Verizon **Regional Package Unlimited<sup>SM</sup>** but ordered in conjunction with **Verizon Regional Package Unlimited<sup>SM</sup>** on the customer's same line, the **Verizon Regional Package Unlimited<sup>SM</sup>** will count as one (1) eligible Optional Central Office Services features.

<sup>1</sup> The Dial tone Line Connection Charge, Change of Residence Service Charge, and the Service Change Charge(s) do not apply to this service.

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

<sup>SM</sup> Service Mark of Verizon Communications Inc.

Verizon North LLC

PACKAGED SERVICES – RESIDENCE

**VERIZON REGIONAL PACKAGE UNLIMITED<sup>SM</sup>** <sup>3</sup>

B. REGULATIONS (Cont'd)

3. **Verizon Regional Package Unlimited<sup>SM</sup>** is not on the same line with **Verizon Regional Package<sup>SM</sup>**, **Verizon Regional Package Extra<sup>SM</sup>**, **Verizon Local Package<sup>SM</sup>**, **Verizon Local Package Extra<sup>SM</sup>**, Sensible Minute<sup>SM</sup>, Verizon North Easy Savings Plan<sup>SM</sup> for Residence, Verizon North Between Friends<sup>SM</sup> Service <sup>1</sup>, Verizon North Discount Calling Service <sup>2</sup>, and Selective Exchange.
4. **Verizon Regional Package Unlimited<sup>SM</sup>** is not available with Lifeline Service.
5. **Verizon Regional Package Unlimited<sup>SM</sup>** 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<sup>SM</sup>** customers who become subject to Company-initiated Toll or non-basic service termination procedures will have all existing **Verizon Regional Package Unlimited<sup>SM</sup>** 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<sup>SM</sup>** 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<sup>SM</sup>** until all associated arrearages are satisfactorily paid in full.
7. Qualifying **Verizon Regional Package Unlimited<sup>SM</sup>** regional toll calls will not be detailed billed.

C. RATES

|                                                        | <u>Monthly Rate</u> |
|--------------------------------------------------------|---------------------|
| <b>Verizon Regional Package Unlimited<sup>SM</sup></b> | \$72.00             |

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

<sup>2</sup> 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.

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

<sup>SM</sup> Service Mark of Verizon Communications Inc.

PACKAGED SERVICES – RESIDENCE

**REGIONAL ESSENTIALS**

**A. GENERAL**

Regional Essentials is an optional residential service package that provides customers with a combination of dial-tone access line, local usage, unlimited intraLATA toll usage and an optional feature package for one flat monthly rate.

**B. REGULATIONS**

1. Regional Essentials consists of the following basic features:

- Unlimited local calling
- Unlimited direct distance dialed intraLATA toll
- Dial Tone Line with touch-tone
- Waiver of certain nonrecurring residence charges<sup>1</sup>
- Choice of specific Optional Central Office Services

In addition, customers can select up to three compatible VAS features, where available, and additional non-regulated services. The following is a list of available services:

- Call Forwarding Busy Line or Call Forwarding – Don't Answer or Call Forward – Busy Line/Don't Answer
- Caller ID - Number or Caller ID - Name and Number
- Call Waiting

- Additional non-regulated services

2. For purposes of calculating any applicable Monthly Subscription Discount rates for Optional Central Office Services features not included in Regional Essentials but ordered in conjunction with Regional Essentials on the customer's same line, the Regional Essentials will count as one (1) eligible Optional Central Office Services features.
3. Regional Essentials is not on the same line with Regional Value, **Verizon Regional Package Unlimited<sup>SM</sup>**, **Verizon Regional Package<sup>SM</sup>**, **Verizon Regional Package Extra<sup>SM</sup>**, **Verizon Local Package<sup>SM</sup>**, **Verizon Local Package Extra<sup>SM</sup>**, Sensible Minute<sup>SM</sup>, Verizon North Easy Savings Plan<sup>SM</sup> for Residence, Verizon North Between Friends<sup>SM</sup> Service <sup>2</sup>, Verizon North Discount Calling Service <sup>3</sup>, and Selective Exchange.

<sup>1</sup> The Dial tone Line Connection Charge, Change of Residence Service Charge, and the Service Change Charge(s) do not apply to this service.

<sup>2</sup> Effective April 15, 2000, Verizon North Between Friends<sup>SM</sup> Service is grandfathered and is not available for new installations. Moves, additions or changes to subscribers' existing service are not permitted.

<sup>3</sup> 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.

<sup>SM</sup> Service Mark of Verizon Communications Inc.

Verizon North LLC

PACKAGED SERVICES – RESIDENCE

**REGIONAL ESSENTIALS (Cont'd)**

**B. REGULATIONS (Cont'd)**

4. Regional Essentials is not available with Lifeline Service. Regional Essentials is available with Lifeline 135 Service.
5. Regional Essentials is not subject to any discounts for: Telephone Service for Employees, Pensioners, and Directors of the Company and its Affiliates.
6. Residence Regional Essentials customers who become subject to Company-initiated Toll or non-basic service termination procedures will have all existing Regional Essentials 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 Regional Essentials 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 Regional Essentials until all associated arrearages are satisfactorily paid in full.
7. Regional Essentials is a flat rated unlimited service option only. There is no measured service option available.
8. Qualifying Regional Essentials regional toll calls will not be detailed billed.
9. An additional discount up to \$28.04 per month will apply when Regional Essentials is bundled with or without an unlimited long distance plan and certain products offered through Verizon North LLC. 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. Discontinuance of any one of the required products will result in immediate termination of the bundle discount. To receive this additional discount, each product must be billed Verizon North LLC. For customers who have or agree to purchase the products for a 24-month commitment, the additional monthly discount will expire twenty-four (24) months from the date it is implemented on the customer's account unless extended by Verizon. For other customers, the additional monthly discount will expire Six (6) or twelve (12) months from the date it is implemented on the customer's account unless extended by Verizon<sup>1,2,3</sup>.

- <sup>1</sup> The 6 and 12 month commitments are limited to existing customers of record, at existing locations, on or before January 16, 2010, and only until the expiration of their 6 or 12 month commitment period.
- <sup>2</sup> Effective April 17, 2011 Regional Essentials is available only on a month-to-month plan. Existing customers currently subscribed to a 12-month term may continue to subscribe under the 12-month plan.
- <sup>3</sup> Effective January 24, 2019, Regional Essentials Bundle Discount without a qualifying unlimited long distance calling plan offered with Verizon Online Broadband is no longer available to new customers. Moves, additions or changes to subscribers' existing service are not permitted.

<sup>SM</sup> Service Mark of Verizon Communications Inc.

Verizon North LLC

PACKAGED SERVICES - RESIDENCE

**REGIONAL ESSENTIALS (Cont'd)**

**B. REGULATIONS (Cont'd)**

10. The Voice Discount Plan provides a discount for customers who are purchasing an additional line<sup>1</sup>, disconnecting service from Verizon, or returning to Verizon local service for competitive reasons.

A monthly discount up to \$25.05 for twelve (12) months will apply for customers that agree to subscribe to Regional Essentials as an additional line<sup>1</sup>.

A monthly discount up to \$18.00 for twelve (12) months will apply for qualifying customers that agree to subscribe to Regional Essentials along with an unlimited long distance plan<sup>3</sup>.

A monthly discount up to \$13.00 for twelve (12) months will apply for qualifying customers that agree to subscribe to Regional Essentials along with an unlimited long distance plan<sup>4</sup>.

Customers who (i) call Verizon North LLC to disconnect their Verizon dial tone service and agree to re-establish such service or (ii) to establish dial tone service with Verizon North LLC after disconnecting their dial tone service from another provider or (iii) agree to add an additional line(s) <sup>1</sup>, or (iv) who respond to marketing activity or have been offered VDP by a Verizon Representative to negotiate service will be eligible for the Voice Discount.

After the initial twelve-month period has expired<sup>2</sup>, customers who continue to subscribe to Regional Essentials or Regional Essentials along with an unlimited long distance plan will be eligible to receive a credit up to \$15.05 per month for a twelve-month extension period, respectively. Customers who subscribed to Regional Essentials or Regional Essentials along with an unlimited long distance plan under an alternative rate treatment will also be eligible for the credit up to \$15.05 per month for an additional twelve-month period, respectively.

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.

To receive the additional discount each product must be billed by or on behalf of Verizon North LLC.

Discontinuance of any one of the required products will result in termination of the discount.

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

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

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

<sup>3</sup> Limited to existing customers of record, at existing locations, on or before March 5, 2010.

<sup>4</sup> Not available to customers who currently subscribe to package services: Local Package, Local Package Extra, Regional Package, Regional Package Extra, Regional Value and Regional Essentials.

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

\$63.04

Verizon North LLC

## PACKAGED SERVICES - RESIDENCE

### REGIONAL VALUE

#### A. REGULATIONS

1. Regional Value consists of the following basic offerings for residential customers only:
  - Unlimited local calling
  - Unlimited direct distance dialed intraLATA toll
  - Unlimited intraLATA interstate toll usage
  - Dial Tone Line with touch-tone
  - Waiver of certain nonrecurring residence charges<sup>1</sup>
2. For purposes of calculating any applicable Monthly Subscription Discount rates for Optional Central Office Services features not included in Regional Value but ordered in conjunction with Regional Value on the customer's same line, the Regional Value will count as one (1) eligible Optional Central Office Services features.
3. Regional Value is not on the same line with Regional Essentials, **Verizon Regional Package Unlimited<sup>SM</sup>**, **Verizon Regional Package<sup>SM</sup>**, **Verizon Regional Package Extra<sup>SM</sup>**, **Verizon Local Package<sup>SM</sup>**, **Verizon Local Package Extra<sup>SM</sup>**, Sensible Minute<sup>SM</sup>, Verizon North Easy Savings Plan<sup>SM</sup> for Residence, Verizon North Between Friends<sup>SM</sup> Service <sup>1</sup>, Verizon North Discount Calling Service <sup>2</sup>, and Selective Exchange.
4. Regional Value is not available with Lifeline Service.
5. Regional Value is not subject to any discounts for: Telephone Service for Employees, Pensioners, and Directors of the Company and its Affiliates.
6. Residence Regional Value customers who become subject to Company-initiated Toll or non-basic service termination procedures will have all existing Regional Value 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 Regional Value 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 Regional Value until all associated arrearages are satisfactorily paid in full.
7. Regional Value is a flat rated unlimited service option only. There is no measured service option available.
8. Qualifying Regional Value regional toll calls will not be detailed billed.
9. A monthly discount up to \$26.00 per month may apply when Regional Value is bundled with or without an unlimited long distance plan and certain products as specified by Verizon North LLC. 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. Discontinuance of any one of the required products will result in immediate termination of the discount. To receive this discount, each product must be billed by Verizon North LLC. The discount will expire twelve (12) months from the date it is implemented on the customer's account unless extended by Verizon. Customers are limited to one discount only and cannot combine discounts.

<sup>1</sup> The Dial tone Line Connection Charge, Change of Residence Service Charge, and the Service Change Charge(s) do not apply to this service.

<sup>2</sup> Limited to existing customers of record, at existing locations, on or before September 15, 2008, and only until the expiration of their commitment period.

Verizon North LLC

PACKAGED SERVICES - RESIDENCE

**REGIONAL VALUE (Cont'd)**

**A. REGULATIONS (Cont'd)**

10. The Voice Discount Plan provides a discount for customers who are purchasing an additional line<sup>1</sup>, disconnecting service from Verizon or returning to Verizon local service for competitive reasons.

Discounts may be applied up to of \$28.05 per month for customers that retain or agree to subscribe to Regional Value or Regional Value along with an unlimited long distance plan for a 12-month term, respectively<sup>3</sup>.

A monthly discount may be applied up to \$28.05 for twelve (12) months for qualifying customers that agree to subscribe to Regional Value without an unlimited long distance plan.

A monthly discount may be applied up to \$21.00 for twelve (12) months for qualifying customers that agree to subscribe to Regional Value along with an unlimited long distance plan<sup>4</sup>.

A monthly discount may be applied up to of \$16.00 for twelve (12) months for qualifying customers that agree to subscribe to Regional Value along with an unlimited long distance plan.

Customers who (i) call Verizon North LLC to disconnect their Verizon dial tone service and agree to re-establish such service or (ii) call to establish dial tone service with Verizon North LLC after disconnecting their dial tone service from another provider or (iii) agree to add an additional line(s)<sup>1</sup>, or (iv) who have certain Verizon non-regulated services as determined by the Company but no local service from Verizon North Inc., and accept this offer in response to a direct mailing, advertising, or other Verizon marketing activity, or (v) who respond to marketing activity or have been offered VDP by a Verizon Representative to negotiate service will be eligible for the Voice Discount.

After the initial twelve-month period has expired<sup>2</sup>, customers who continue to subscribe to Regional Value or Regional Value along with an unlimited long distance plan will be eligible to receive a credit up to \$23.00 per month for a twelve-month extension period, respectively. Customers who subscribed to Regional Value or Regional Value along with an unlimited long distance plan under an alternative rate treatment will also be eligible for the credit of up to \$23.00 per month for an additional twelve-month period, respectively.

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.

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

To receive the additional discount each product must be billed by or on behalf of Verizon North LLC.

Discontinuance of any one of the required products will result in termination of the discount.

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

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

<sup>3</sup> Limited to existing customers of record, at existing locations, on or before March 5, 2010.

<sup>4</sup> Not available to customers who currently subscribe to package services: Local Package, Local Package Extra, Regional Package, Regional Package Extra, Regional Value and Regional Essentials.

Verizon North LLC

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<sup>1,2</sup> 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**

|                | <u>Monthly Rate</u> |
|----------------|---------------------|
| Regional Value | \$61.04             |

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

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

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