OPTIONAL CENTRAL OFFICE SERVICES

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OPTIONAL CENTRAL OFFICE SERVICES

A. DESCRIPTION

The following central office-based call management services are available to individual line customers where Telephone Company facilities and customer configuration permit:

1. Call Waiting

Call Waiting permits the customer engaged in a call to receive a tone signal indicating a second call is waiting, and by operation of the switchhook to place the first call on hold and answer the waiting call. The customer may alternate between the two calls by operation of the switchhook.

Where facilities permit, Tone Block is automatically included with Call Waiting. Tone Block permits Call Waiting subscribers to deactivate Call Waiting prior to initiating a call. The customer deactivates Call Waiting by dialing a special code. The Call Waiting will be automatically reactivated when the call or call attempt is terminated. There is no additional charge for the Tone Block feature of Call Waiting. Call Waiting is available to individual line customers by monthly subscription, which provides unlimited use.

2. Call Forwarding

a. Call Forwarding Variable (Subscription)

Call Forwarding Variable permits the customer to automatically transfer all incoming calls to a telephone number at another local or toll location. The customer activates Call Forwarding Variable by dialing a special code followed by the telephone number of the location to which calls are to be transferred. The service may be deactivated by dialing another code. The customer must activate and deactivate this service from the station forwarding the calls. The customer may still make outgoing calls while Call Forwarding Variable is active, even while a transferred call is in progress. Calls can not be answered at the base station while Call Forwarding Variable is active.

Call Forwarding Variable is available to individual line customers by monthly subscription, which provides unlimited use of the service.

OPTIONAL CENTRAL OFFICE SERVICES

A. DESCRIPTION (Cont'd)

2. Call Forwarding (Cont'd)

b. Call Forwarding-Busy Line, Don't Answer

Call Forwarding-Busy Line, Don't Answer (CF-BL, DA) is a service offering that consists of two separate features, Call Forwarding-Busy Line (CF-BL) and Call Forwarding-Don't Answer (CF-DA). On a monthly basis customers may subscribe to one feature or to both features combined. This offering is available to individual line Business customers, excluding Exchange Access Lines associated with Direct Inward Dialing, WATS, Centrex (see PA Informational Guide for Centrex provisioning), Pay Telephone Lines, Mobile service or other services as determined by the Telephone Company. CF-DA is a Remote Change Service.

Call Forwarding-Busy Line

This feature allows incoming calls to a line that is busy to be forwarded to another line specified by the customer.

Call Forwarding-Don't Answer

This feature allows incoming calls to a line that is not answered a after a specific number of rings designated by the customer and within parameters defined by The Telephone Company to be forwarded to another line specified by the customer.

Call Forwarding-Busy Line, Don't Answer features are furnished from central offices where facilities are available, as determined by the Telephone Company. Certain restrictions as to the telephone number to which calls may be forwarded may apply. When calls are forwarded to other services, restrictions or regulations governing those services are applicable.

OPTIONAL CENTRAL OFFICE SERVICES

A. DESCRIPTION (Cont'd)

2. Call Forwarding (Cont'd)

b. (Cont'd)

At the time service is ordered, the customer will specify the telephone number to which calls will be forwarded (fixed arrangement) and in the case of CF-DA, the number of rings at the called number before the calls are to be forwarded. When both features are provided, the number to which calls are forwarded may be different for each feature.

Once CF-BL or CF-DA are installed, they will remain in effect until changed by the customer. Any change in the numbers to which the calls are forwarded will require a change order(s) for which the appropriate Product/Service charge will apply.

For CF-DA, the number of rings is subject to limitations as determined by the Telephone Company. Where available, a customer may change the number of rings by calling into a Remote Access Directory Number at no charge. Customer requests for the Telephone Company to change the number of rings are subject to a Product/Service charge. A customer may request that Remote Change capability be blocked from their line at no charge.

It is the responsibility of the CF-BL, DA customer to obtain the necessary permission from the customer to whom the calls will be forwarded.

For each call forwarded, measured local use or toll charges based on the customer's class of service will apply to the line on which CF-BL, DA is installed.

3. **Ultra Forward®** Service

Ultra Forward Service combines Call Forwarding Variable with remote access capability. In addition to the current Call Forwarding Variable feature access method, **Ultra Forward** Service provides customers access from any touch-tone or tone-signaling-capable telephone. The customer will dial a Remote Access Directory Number (RADN) and then be guided by voice prompts to enter required information, including a Personal Identification Number (PIN). Calls forwarded by this feature may be subject to local or toll charges as appropriate. **Ultra Forward** Service is only offered on a monthly subscription basis. **Ultra Forward** is a Remote Change Service.

4. Three-Way Calling

Three-Way Calling permits the customer, by operation of the switchhook, to place an existing call on hold, dial the telephone number of a third party and establish a local or toll three-way conference call. The customer may talk privately with the third party before establishing the three-way connection and may disconnect the third party to re-establish the original connection. The customer's line establishing the conference call must remain open for the duration of the call or the connection for all callers will be terminated. In addition, where facilities permit, Three-Way Calling may be used by a customer who has Call Waiting with Tone Block to deactivate Call Waiting during a call.

Customers can either pay per use so that a separate charge applies to each activation of this service; or subscribe to the service and incur a monthly charge for unlimited use.

OPTIONAL CENTRAL OFFICE SERVICES

A. DESCRIPTION (Cont'd)

5. Speed Dialing

See Section 5 of this Guide.

6. Distinctive Ring Service

Distinctive Ring Service enables an individual line subscriber to have up to two telephone numbers (referred to as "Dependent" numbers) assigned to one dial tone line in addition to the main number (referred to as the "Master" number). Each number when dialed will result in a distinctive ring which facilitates the ability of the customer to determine which number is being called. Where facilities permit, a distinctive Call Waiting tone for each telephone number will be provided for customers who subscribe to Distinctive Ring Service and Call Waiting. Distinctive Ring Service is associated with incoming calls only and does not provide a separate dial tone line to place outgoing calls. Distinctive Ring Service is only offered on a monthly subscription basis.

7. Home Intercom [1]

Home Intercom allows telephone extensions sharing the same telephone number to be used as an intercom system. This service permits the user to signal other extensions sharing the same telephone number by dialing the telephone number associated with the residence customer's access line. When a Home Intercom call is initiated, all extensions ring with a distinctive ringing pattern. Home Intercom functions on Touch-Tone or dial pulse equipped access lines and will be provided to individual line residence customers by monthly subscription only.

8. **Intercom Extra**® Service [1]

Intercom Extra Service provides the following capabilities in addition to the Home Intercom feature: a) Intercom Code Dialing which permits the user to initiate intercom calls by dialing one of two available activation codes for a distinctive ringing pattern instead of dialing the telephone number of the user's access line; b) Selective Call Transfer which permits the user to transfer an outside call to an extension by dialing one of the two activation codes provided with Intercom Code Dialing for distinctive ringing; c) Call Hold which permits the user to place an outside call on hold by dialing an activation code, hang up the telephone to consult privately with other household members or to continue the call from another extension; d) Three-Way Calling capability (same as the Three-Way Calling feature description elsewhere in this Section). **Intercom Extra** Service will be provided to individual line residence customers by monthly subscription only.

[1] Effective November 25, 2004, Home Intercom and **Intercom Extra**® Service are grandfathered and are not available for new installations. Moves, additions or changes to subscribers' existing service are not permitted.

OPTIONAL CENTRAL OFFICE SERVICES

A. DESCRIPTION (Cont'd)

The following central office-based call management services forward the calling party's number to the terminating end, where facilities permit. The services work only on calls that originate from and terminate to appropriately equipped offices. These services provide a variety of subscription and usage-sensitive priced, user-programmable features that manage calls based on customer input directions to the network. These services are automatically available to any single line customer connected to the appropriately equipped offices. The customer has various billing and/or blocking options for the use of these services.

9. Busy Redial

See Section 4 of this Guide.

10. Return Call (*69)

Return Call (*69) allows a customer to obtain information about the last incoming call when the service is activated by dialing *69. Upon dialing *69, the telephone number associated with the last incoming call is announced if it is available from the network and the calling party has not blocked the calling information. Depending on the serving central office, the date and time of the call may also be announced. The announced telephone number does not always identify the calling party and, in some cases, cannot be used to return the call automatically or by manual dial back.

If possible, the service may also allow a customer to return the call automatically by dialing “1”. Return Call (*69) cannot return all calls for which it can announce a number. When a telephone number is announced, the customer is instructed to dial “1” to return the call automatically. If the customer dials "1" and the line associated with the called number is busy, the call is queued for up to 30 minutes or until both lines are idle. When both lines are idle, the customer is given an indication with a distinctive ringing pattern that the network will attempt to set up the call. Once the customer answers the distinctive ring, the network attempts to set up the call.

If a caller uses per call or line blocking, a called party who activates Return Call (*69) will not receive the voiceback of the calling party’s telephone number and will not be able to return the call through the use of Return Call (*69) Service.

For Return Call (*69), per activation customers are charged upon announcement of the telephone number associated with the last incoming call. The charge applies regardless of whether the customer attempts to return the call by dialing “1” and regardless of whether the announced number identifies the calling party or can be used to return the call automatically or by manual dial back. Additional charges associated with calls returned using Return Call (*69) will apply. If an incoming call is marked private (by per call or line blocking) a customer cannot return the call or get telephone number announcement regarding that caller through the use of Talking *69 service. No charges for the service will apply in this case.

All telephone numbers, including Non-Published and Non-Listed telephone numbers will be announced to a Return Call (*69) user unless blocked on the originating end.

Customers can either pay per use so that a separate charge applies to each activation of this service; or subscribe to the service and incur a monthly charge for unlimited use.

OPTIONAL CENTRAL OFFICE SERVICES

A. DESCRIPTION (Cont'd)

11. Priority Call [1]

This service provides one distinctive audible signal to the called customer when a call from one of up to six prespecified telephone numbers. Through an interactive dialing sequence, the customer creates a screening list of up to six telephone numbers in the switching machines. This list can only be created from and for telephone numbers located in appropriately equipped offices. When a call arrives from one of the prespecified telephone numbers, the Priority Call rings distinctively. If the called customer subscribes to Call Waiting, and the call arrives while the line is busy, the Call Waiting tone has a distinctive pattern. For calls from a dial tone line with multiline hunting, the distinctive signal is only produced when the main telephone number has been entered in the screening list.

Customers can either incur a daily usage charge that applies for each day the Priority Call list is active; or subscribe to the service and incur a monthly charge for unlimited use.

12. Select Call Forwarding [2], [3]

This service allows the customer to select a maximum of six telephone numbers for forwarding. The customer activates this service by dialing a code to create a screening list via an interactive dialing sequence. This list can only be created from and for telephone numbers located in appropriately equipped offices. Only calls from those telephone numbers in the screening list may be forwarded to the designated telephone number.

For calls from a line within multiline hunting, the call is selectively forwarded only where the main telephone number has been entered in the screening list.

Customers can either incur a daily usage charge that applies for each day the list is active, or subscribe to the service and incur a monthly charge for unlimited use.

13. Call Block

This service gives the customer the ability to prevent future calls from specific telephone numbers and can be activated after receipt of an unwanted call or after entering a telephone number from which the calling party does not wish to receive future calls. To activate the service, the Call Block customer regains dial tone and dials a code, which creates a screening list for a maximum of six numbers. This list can only be created from and for telephone numbers located in appropriately equipped offices. Further calls to the Call Block customer from telephone numbers in the screening list are connected to an announcement stating that the called party is not accepting calls and the Call Block customer's telephone does not ring.

For calls from a line within multiline hunting, the call is blocked only where the main telephone number has been entered in the screening list.

Customers can either incur a daily usage charge that applies for each day the list is active; or subscribe to the service and incur a monthly charge for unlimited use.

(1) Effective May 18, 2013, Priority Call are grandfathered and no longer available to new customers. Priority Call is still available for resale until February 15, 2014, on which date the foregoing terms shall be effective for resale.

(2) Withdrawn from residential service effective July 20, 2013; still available for resale until October 18, 2013, on which date the foregoing terms shall be effective for resale.

(3) Effective July 21, 2014, Select Call Forwarding for business customers is hereby cancelled and withdrawn and no longer available for purchase. This service is still available for Resale until October 18, 2014, on which date the foregoing terms shall be effective for resale.

OPTIONAL CENTRAL OFFICE SERVICES

A. DESCRIPTION (Cont'd)

14. Call Trace

This service allows a called party to initiate an automatic trace of the last call received. Call Trace is available on a usage basis only. After receiving the call which is to be traced, the customer dials a code and the traced telephone number is automatically sent to the Telephone Company. The customer using Call Trace is required to contact the Telephone Company for further action. The customer originating the trace will not receive the traced telephone number. The results of a trace will be furnished only to legally constituted authorities upon proper request by them.

15. Caller ID - Number Only Service [1, 2]

Caller ID - Number Only is an optional service which allows a customer to see the telephone number of incoming calls. The calling telephone number will be displayed on a customer-provided display unit. The calling telephone number typically will be displayed between the first and second rings. All telephone numbers, including Non-Published and Non-Listed telephone numbers, will be displayed unless blocked on the originating end, subject to technical and other limitations, including availability of the number for forwarding. When a calling party is using blocking, the Caller ID - Number Only subscriber will receive an indication that the number is blocked.

In addition to the ability to see the telephone number of incoming calls, Caller ID - Number Only Service may also, as facilities permit, provide a customer with the ability to reject calls from callers who have chosen to block the passage of their telephone numbers on outgoing calls. This feature, called Anonymous Call Rejection (ACR), can be activated or deactivated as the Caller ID - Number Only subscriber desires by dialing specific codes. When initially provided, ACR is deactivated. ACR will remain on or off until the customer makes a change. When a caller, who has blocked the passage of his/her telephone number, calls a Caller ID - Number Only subscriber who has activated ACR, he/she will receive an announcement that the customer is not accepting calls from callers who are blocking their telephone number. In addition, in this situation, the Caller ID - Number Only subscriber's telephone will not ring.

There are several ways to complete a call to a Caller ID - Number Only subscriber who has activated Anonymous Call Rejection: (1) place the call through a Verizon operator; (2) place the call on the Verizon network using a telephone calling card; or (3) place the call without blocking. Options (1) and (2) involve charges in addition to the cost of the call.

Caller ID - Number Only Service is available to customers by monthly subscription only, which provides unlimited use of the service.

[1] Effective May 18, 2013, Caller ID - Number Only Service is grandfathered for residence and no longer available to new customers. Caller ID - Number Only Service is still available for resale until February 15, 2014, on which date the foregoing terms shall be effective for resale.

[2] Effective August 21, 2016 Caller ID – Number Only is no longer available to new business customers. Existing business customers as of August 21, 2016, may retain this service at existing locations. Additions, rearrangements and moves are not permitted. This service is still available for resale until October 17, 2016, on which date the foregoing terms shall be effective for resale.

OPTIONAL CENTRAL OFFICE SERVICES

A. DESCRIPTION (Cont'd)

16. Caller ID Service

Caller ID is an optional service which, in addition to providing the same capabilities as Caller ID - Number Only[1], allows a customer to see the main listed name associated with the telephone number of incoming calls. Subject to technical and other limitations, such as availability of the number for forwarding, all telephone numbers, including Non-Published and Non-Listed telephone numbers, will be displayed unless blocked on the originating end. When a calling party is using blocking, the Caller ID subscriber will receive an indication that the name and number are blocked.

The name of the caller may not be displayed for every incoming call. "Out of Area," "Unavailable," or a similar message may appear for certain calls, including (i) calls made through certain networks, (ii) operator-assisted calls, calls from toll-free numbers, calling card calls, and international calls, (iii) for phone numbers for which caller name information is not made available by the calling party's carrier, (iv) for certain telephone numbers for which Verizon does not purchase Caller ID information, and (v) for other technical reasons. In addition, "Private," "Anonymous" or a similar message may appear when the caller has blocked caller identification information. Caller ID may also, as facilities permit, provide a customer with Anonymous Call Rejection, the feature that provides the ability to reject calls from callers who have chosen to block the passage of their telephone numbers and associated main listed names on outgoing calls.

Caller ID Service is available to customers by monthly subscription only, which provides unlimited use of the service.

[1] Effective August 21, 2016 Caller ID – Number Only is no longer available to new business customers. Existing business customers as of August 21, 2016, may retain this service at existing locations. Additions, rearrangements and moves are not permitted. This service is still available for resale until October 17, 2016, on which date the foregoing terms shall be effective for resale.

OPTIONAL CENTRAL OFFICE SERVICES

A. DESCRIPTION (Cont'd)

17. Blocking

A calling party may block the passage of his/her telephone number, associated main listed name and voiceback of calling identification information to users or subscribers to Optional Central Office Services which utilize Signaling System 7 (SS7) technology. Blocking will also prevent call completion through the use of Return Call (*69) Service.

Customers have two blocking options as follows:

a. Per-Call Blocking

To activate per-call blocking, a customer dials a special code prior to placing a call. Blocking will be activated for that outgoing call only. There is no charge for using per-call blocking, and it is provided on an unlimited basis. Per-call blocking is available to all customers in Verizon Pennsylvania Inc.'s serving territory.

b. Line Blocking

Line Blocking must be added to a customer's line by contacting the Telephone Company's business office and having a service order issued. All calls are automatically blocked when a customer subscribes to line blocking unless the blocking feature is deactivated.

If a customer subscribes to line blocking, he/she can deactivate blocking by dialing a special code prior to placing a call. Blocking will be deactivated for that outgoing call only.

As facilities permit, a line blocking customer will be provided with a separate code to deactivate blocking, which is different from the per-call blocking code. Where this separate code is not available, the code for per-call blocking and the code to deactivate line blocking will be the same. Line blocking is available to all customers in Verizon Pennsylvania Inc.'s serving territory.

Line blocking is provided without charge, except as discussed in the rate section of this Guide.

Customers who use either per-call blocking or line blocking may be unable to complete calls to Caller ID - Number Only[1]/Caller ID subscribers who have activated the Anonymous Call Rejection feature of Caller ID - Number Only[1]/Caller ID. If a customer using blocking calls a Caller ID - Number Only[1]/Caller ID subscriber who has activated Anonymous Call Rejection, he/she will hear an announcement that the Caller ID - Number Only[1]/Caller ID subscriber is not accepting blocked calls. There are several ways to complete a call to a Caller ID - Number Only[1]/Caller ID subscriber who has activated Anonymous Call Rejection: (1) place the call through a Verizon operator; (2) place the call on the Verizon network using a Verizon telephone calling card; or (3) place the call without blocking. Options (1) and (2) involve charges in addition to the cost of the call.

[1] Effective August 21, 2016 Caller ID – Number Only is no longer available to new business customers. Existing business customers as of August 21, 2016, may retain this service at existing locations. Additions, rearrangements and moves are not permitted. This service is still available for resale until October 17, 2016, on which date the foregoing terms shall be effective for resale.

OPTIONAL CENTRAL OFFICE SERVICES

A. DESCRIPTION (Cont'd)

18. Reserved for Future Use

19. Do Not Disturb Service [1]

Do Not Disturb Service gives residential customers the ability to allow or not allow incoming calls to their line.

Customers dial a specific telephone number and, through an interactive dialing sequence, are given various options to activate and deactivate the service. Customers may choose the announcement that callers will hear when Do Not Disturb is activated. Do Not Disturb Service can forward calls to another number, such as a voice mail service.

When Do Not Disturb Service is activated, customers have two ways to allow special callers to reach them.

1. Create a Priority Caller List. Once this list is created, telephone numbers on this list will be allowed to ring.
2. Create a four-digit Override Code. Once the Override Code is created, callers to a Do Not Disturb customer can enter the Override Code to override Do Not Disturb Service either during or after the announcement.

Do Not Disturb Service is only offered on a monthly subscription basis.

[1] Withdrawn from residential service effective July 20, 2013; still available for resale until October 19, 2013, on which date the foregoing terms shall be effective for resale.

[2] Effective August 21, 2016 Caller ID – Number Only is no longer available to new business customers. Existing business customers as of August 21, 2016, may retain this service at existing locations. Additions, rearrangements and moves are not permitted. This service is still available for resale until October 17, 2016, on which date the foregoing terms shall be effective for resale.

Effective August 9, 2023, Call Intercept is hereby canceled and withdrawn and no longer available.

OPTIONAL CENTRAL OFFICE SERVICES

A. DESCRIPTION (Cont'd)

20. **Call Gate**SM Service

Call Gate Service gives customers the ability to allow or not allow outgoing calls from their line.

In order to establish or change the numbers to allow or not allow, the customer dials a specific telephone number and, through an interactive dialing sequence, creates screening lists. The customer may be prompted to enter a Personal Identification Number (PIN). The customer must create the screening lists based on various options and limitations. The customer may make changes to the screening lists at any time.

When an outgoing call is made, the Telephone network determines whether the number being called is allowed based on the screening lists. If the number is not allowed, an announcement will prompt the calling party to enter a Personal Identification Number and place the call; otherwise, the call will not be placed.

Call Gate Service does not affect calls to local exchange telephone repair and 911. Calls to local exchange telephone repair and 911 will always be completed.

Call Gate Service is only offered on a monthly subscription basis.

OPTIONAL CENTRAL OFFICE SERVICES

B. GENERAL TERMS

The following definitions apply to terms often used to describe operation of these services.

1. Activation

Activation requires dialing a code from the customer's line and originating (activating) the corresponding service. For usage-billed service(s) activation causes an "activation" charge to be applied at that time. No activation charge applies when the customer subscribes to a service on a monthly basis.

For Return Call (*69), per activation customers are charged upon announcement of the telephone number associated with the last incoming call. The charge applies regardless of whether the customer attempts to return the call by dialing “1” and regardless of whether the announced number identifies the calling party or can be used to return the call automatically or by manual dial back. Additional charges associated with calls returned using Return Call (*69) will apply.

2. Master and Dependent Telephone Numbers

The Master telephone number is the main telephone number provided with the dial tone line and associated with both incoming and outgoing calls. With Distinctive Ring Service, a customer can purchase up to two Dependent numbers that are assigned to the Master number. The Master telephone number and the Dependent numbers are on one telephone line.

3. Distinctive Ringing and Distinctive Call Waiting Tone

With Distinctive Ring Service, distinctive ringing and Call Waiting tone patterns are assigned to the dependent number(s) to distinguish incoming calls from those to the master number.

4. Interactive Dialing Sequence

Relates to the dialing activities performed by a customer while programming a service for use. The dialing activities are termed interactive because the customer's actual dialing functions are in response to messages provided by the Central Office.

5. Multiline Hunting Group

A service arrangement that combines a group of telephone lines with individual originating and common terminating characteristics. An incoming call to the group causes the line to search for an idle line to which the call can be completed.

OPTIONAL CENTRAL OFFICE SERVICES

B. GENERAL TERMS (Cont'd)

6. Remote Access Directory Number

A Remote Access Directory Number (RADN) is a number used by the customer to access a Remote Change Service from any touch-tone or tone-signaling-capable telephone.

7. Remote Change Service

Any service that a customer may access from a remote location by calling into a RADN.

C. REGULATIONS

1. AVAILABILITY OF SERVICE

a. General

1. The services require special central office equipment and are furnished only from central offices where facilities are available, as determined by the Telephone Company.

2. The services can be activated by either dial-pulse (rotary) or Touch-Tone line dial tone service. Remote Change Services and **Call Gate** Service can only be accessed by a touch-tone or tone-signaling-capable telephone.

3. These services can be provided to individual line customers only. Do Not Disturb[2], Home Intercom[1] and **Intercom Extra**[1] Service will be provided to individual line residence customers only.

4 These services are not provided in connection with Pay Telephone Lines.

5. Except as otherwise provided, these services are available to Centrex customers as provided Section 2 of this Guide.

6. The following services are available at the rate stated in this Guide for Electronic Service Package (ESP) customers and are available on a subscription only basis: Return Call (*69), Priority Call, Call Block and Select Call Forwarding[2].

[1] Effective November 25, 2004, Home Intercom and **Intercom Extra**® Service are grandfathered and are not available for new installations. Moves, additions or changes to subscribers' existing service are not permitted.

[2] Withdrawn from residential service effective July 20, 2013; still available for resale until October 19, 2013, on which date the foregoing terms shall be effective for resale.

OPTIONAL CENTRAL OFFICE SERVICES

C. REGULATIONS (Cont'd)

1. AVAILABILITY OF SERVICE (Cont'd)

b. Caller ID - Number Only [1, 2] and Caller ID

(1) Caller ID - Number Only and Caller ID Service will be provided to business and PBX customers (if the PBX equipment is compatible with Caller ID - Number Only). For Individual Line Business **IntelliLinQ**®-BRI Service customers, see Section 23 of this Guide. For **IntelliLinQ**®-PRI Service Customers, see Section 22 of this Guide.

(2) Caller ID - Number Only and Caller ID Service may be provided, as facilities permit, in combination with other Optional Central Office Services, but may interact with these other services.

(3) The Anonymous Call Rejection feature of Caller ID - Number Only andCaller ID will be provided to Caller ID - Number Only and Caller ID subscribers, where facilities permit.

c. Per-Call Blocking and Line Blocking

(1) Blocking, both per-call and line, is available to all customers in Verizon Pennsylvania Inc.'s serving territory, except for Verizon Pennsylvania Inc. Pay Telephone Lines, which may be provided per-call blocking only.

(2) Per-call blocking is automatically available for business customers, and line blocking can be obtained by contacting the Telephone Company's business office and having a service order issued.

(3) If a customer chooses to block, the name, number, and voiceback will. Blocking will also prevent call completion through the use of Return Call (*69) Service.

(4) Calls to 911, 900, and Toll Free numbers can not be blocked.

(5) Calls also can not be blocked to certain qualifying hospitals and universities with their own telephone switches as described in FCC Memorandum Opinion and Order, CC Docket No. 91-281 adopted January 4, 2002. Such entities must certify to the Telephone Company that the entity complies with the FCC rules requiring blocking of the calling party number to the called party when the incoming call is marked “private.”

[1] Effective May 18, 2013, Caller ID - Number Only is grandfathered for residence and no longer available to new customers. Caller ID - Number Only is still available for resale until February 15, 2014, on which date the foregoing terms shall be effective for resale.

[2] Effective August 21, 2016 Caller ID – Number Only is no longer available to new business customers. Existing business customers as of August 21, 2016, may retain this service at existing locations. Additions, rearrangements and moves are not permitted. This service is still available for resale until October 17, 2016, on which date the foregoing terms shall be effective for resale.

OPTIONAL CENTRAL OFFICE SERVICES

C. REGULATIONS (Cont'd)

2. PROVISION OF SERVICE

a. General

1. The services which provide distinctive ringing may not be compatible with all types of customer-provided telephone equipment.

b. Return Call (*69)

1. Subscribers to Optional Detailed Billing of Measured Local Usage Service will not be permitted to subscribe to or use Return Call (*69) Service.

2. Return Call (*69) does not work with calls made to most 700, 900 and Toll Free numbers.

c. Call Forwarding Services

1. Call Forwarding Variable, Call Forwarding-Busy Line/Don't Answer[2], **Ultra Forward** Service, and Select Call Forwarding[1] can be provided in combination on the same line, but may deactivate or supersede each other.

2. A Personal Identification Number (PIN) will be used as a security measure to ensure an authorized user is accessing Remote Change Services. A temporary PIN is assigned when the customer places an order. The customer may change their PIN by calling into a RADN at no charge. Customer requests for the Telephone Company to change a PIN are subject to a Product/Service charge.

[1] Withdrawn from residential service effective July 20, 2013; still available for resale until October 19, 2013, on which date the foregoing terms shall be effective for resale.

[2] Effective August 21, 2016, Call Forwarding-Busy Line/Don’t Answer is no longer available to new business customers. Existing business customers as of August 21, 2016, may retain this service at existing locations. Additions, rearrangements and moves are not permitted. This service is still available for resale until October 17, 2016, on which date the foregoing terms shall be effective for resale.

OPTIONAL CENTRAL OFFICE SERVICES

C. REGULATIONS (Cont'd)

2. PROVISION OF SERVICE (Cont'd)

d. Distinctive Ring Service (Cont'd)

1. Distinctive Ring Service is provided only where, in the judgment of the Telephone Company, Distinctive Ring Service is compatible with the type of service with which it is to be associated.

2. The ringing and tone patterns associated with the Master and Dependent numbers shall be assigned solely at the discretion of the Telephone Company.

3. When a call is in progress, any incoming calls will receive a busy signal, unless the Distinctive Ring Service customer also subscribes to Call Waiting.

4. Distinctive Ring Service subscribers will be entitled to one White Pages directory listing option per Dependent number as part of the basic offering. The subscriber may choose one of the following listing options per Dependent number at no additional charge:

. Listed Number
. Non-Listed Telephone Number
. Non-Published Telephone Number

Note: Non-Listed and Non-Published Telephone Number regulations and charges for the Master number are covered in Section 9 of this Guide.)

5. "Collect[1]" and "bill to a third number[1]" calls may be charged to Dependent numbers. Calls charged to Dependent numbers will be billed to the Master telephone number. Additional charges for "collect[1]" and "bill to a third number[1]", as covered in this Guide apply.

6. Where a customer subscribes to both Distinctive Ring Service and other services, the applicable services are automatically associated with Master and Dependent numbers. Customers do not have the option of associating other services with less than all numbers except as set forth in Paragraph 7. following.

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

OPTIONAL CENTRAL OFFICE SERVICES

C. REGULATIONS (Cont'd)

2. PROVISION OF SERVICE (Cont'd)

d. Distinctive Ring Service (Cont'd)

7. Distinctive Ring Service customers who also subscribe to Call Forwarding Variable must choose one of the following Call Forwarding arrangements at the time of subscription:

1. Calls to Dependent and Master telephone numbers are forwarded to the same telephone number when Call Forwarding service is activated.

2. Calls to the Master telephone number only are forwarded when Call Forwarding service is activated. Calls to Dependent number(s) will continue to ring and may be answered at the subscriber's premises.

Changes in the Call Forwarding arrangement will be subject to a Product/Service Charge covered following.

8. Distinctive Ring Service will not be provided in association with lines equipped with hunting arrangements, except on the last line in a group of lines arranged for series completion hunting, provided such a line has no further hunting or other special translations data entered against it and is served from a central office capable of providing this service.

9. Customers who subscribe to Distinctive Ring Service and also subscribe to Priority Call, may subscribe to only one Dependent number.

10. Distinctive Ring Service charges will be billed to the Master number.

11. All charges associated with Distinctive Ring Service are the responsibility of the customer of record, including but not limited to "bill to a third number[1]" and "collect[1]" charges.

e. Calling Identification Services

1. The Anonymous Call Rejection feature of Caller ID - Number Only[2]/Caller ID Service, where facilities permit, will be provided to Caller ID - Number Only[2]/Caller ID subscribers as part of Caller ID - Number Only[2]/Caller ID Service. When initially provided, this feature is deactivated. A Caller ID - Number Only[2]/Caller ID subscriber may turn the feature on and off by dialing special codes. If a subscriber activates the Anonymous Call Rejection feature, he/she will hear an announcement which confirms that anyone who calls from a blocked telephone number will hear a recording that the calls are not being accepted. If a subscriber deactivates the Anonymous Call Rejection feature, he/she will hear an announcement that blocked calls will now be accepted.

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

[2] Effective August 21, 2016 Caller ID – Number Only is no longer available to new business customers. Existing business customers as of August 21, 2016, may retain this service at existing locations. Additions, rearrangements and moves are not permitted. This service is still available for resale until October 17, 2016, on which date the foregoing terms shall be effective for resale.

OPTIONAL CENTRAL OFFICE SERVICES

C. REGULATIONS (Cont'd)

2. PROVISION OF SERVICE (Cont'd)

e. Calling Identification Services (Cont'd)

4. For calls originating from a line within a multi-line hunt group, the "main" or "pilot" number will be delivered to a Caller ID - Number Only[1]/Caller ID subscriber's display unit unless compatible software arrangements have the ability to display both the main and individual numbers in the hunt group. In addition, the main listed name will be delivered to a Caller ID subscriber's display unit.

3. Where facilities permit, a customer who subscribes to both Caller ID Service and Call Waiting Service may order Call Waiting ID with Name without additional charge. Call Waiting ID with Name allows a Caller ID customer who is using the telephone and receives a secondcall to see the telephone number/name of the second incoming call. Call Waiting ID with Name may require additional equipment.

4. The following telephone numbers and main listed names will not be displayed or announced: (1) calls from customers who use per-call or subscribe to line blocking, (2) calls from customers located in central offices not a part of the SS7 Signaling System; (3) calls placed through a Verizon operator; and (4) calls placed on the Verizon network using a Verizon telephone calling card.

f. Miscellaneous

1. Customers who subscribe to Distinctive Ring Service and also to Home Intercom or Intercom Extra Service will not be able to distinguish between an intercom call and an Distinctive Ring Service call, since they share the same ringing patterns.

2. Additional restrictions or regulations may apply when subscribers to both Distinctive Ring Service and Call Forwarding-Busy Line/Don't Answer forward calls to other services.

3. LIMITATION OF SERVICE

a. Call quality may be impaired when incoming calls are transferred to a location outside the customer's local calling area or if a three-way call involves more than one toll point.

b. Customers accessing a Remote Change Service may incur local or toll charges. The remote access capability may experience occasional interruptions in service. The Telephone Company shall not be liable for damages if, for any reason, the service is interrupted or inoperable.

[1] Effective August 21, 2016 Caller ID – Number Only is no longer available to new business customers. Existing business customers as of August 21, 2016, may retain this service at existing locations. Additions, rearrangements and moves are not permitted. This service is still available for resale until October 17, 2016, on which date the foregoing terms shall be effective for resale.

OPTIONAL CENTRAL OFFICE SERVICES

C. REGULATIONS (Cont'd)

2. PROVISION OF SERVICE (Cont'd)

g. Do Not Disturb Service [1]

1. Customers can only access this service by using a touch-tone or tone-signaling-capable telephone. Callers can only enter the Override Code by using a touch-tone or tone-signaling-capable telephone.

2. A Personal Identification Number (PIN) will be used as a security measure. The customer may change their PIN by dialing a specific telephone number or by calling the Telephone Company at no charge.

3. When this service is active, callers (except those on the Priority Caller List) will hear a Do Not Disturb announcement and the Do Not Disturb customer's telephone will not ring.

4. If a Do Not Disturb customer forwards calls to another number, local or toll charges may apply.

5. A call to a Do Not Disturb Announcement will be rated as a completed call.

6. Do Not Disturb Service may interact with other optional services.

7. The Company shall not be liable to the customer or any other person or entity for damages of any nature or kind arising out of, resulting from, or in connection with the customer's use of the service, including without limitation, the inability to be accessed by the operator or any telephone number.

h. **Call Gate**SM Service

1. This service is provided to individual line customers only. It is not provided in connection with Pay Telephone Lines.

2. A Personal Identification Number (PIN) will be used as a security measure. A temporary PIN is assigned when the customer places an order. The customer may change their PIN by dialing a specific telephone number or by calling the Telephone Company at no charge.

3. The customer of record will be responsible for all rates and charges associated with the service. **Call Gate** Service does not relieve the customer of responsibility for calls charged to their telephone number(s).

4. The Company shall not be liable to the customer or any other person or entity for damages of any nature or kind arising out of, resulting from, or in connection with the provision of the service, including without limitation, the inability to access the operator or any telephone number.

5. **Call Gate** Service may interact with other optional services.

6. The specific telephone number that customers use to access this service may experience occasional interruptions in service. The Telephone Company shall not be liable for damages if, for any reason, the service is interrupted or inoperable.

[1] Withdrawn from residential service effective July 20, 2013; still available for resale until October 19, 2013, on which date the foregoing terms shall be effective for resale.

OPTIONAL CENTRAL OFFICE SERVICES

C. REGULATIONS (Cont'd)

2. PROVISION OF SERVICE (Cont'd)

i. Home Intercom and **Intercom Extra** Service

1. Home Intercom and **Intercom Extra** Service can be provided in combination with other services on the same line, but may deactivate or supersede other services while in use.

2. Home Intercom and **Intercom Extra** Service is not available to customers who subscribe to RSVP Service or Telephone Company-provided hunting arrangements.

[1] Effective November 25, 2004, Home Intercom and **Intercom Extra**® Service are grandfathered and are not available for new installations. Moves, additions or changes to subscribers' existing service are not permitted.

OPTIONAL CENTRAL OFFICE SERVICES

D. ADDITIONAL CENTRAL OFFICE-BASED CALL MANAGEMENT SERVICES

1. DESCRIPTION

The following Open Network Architecture Complementary Network Services (CNS) will be provided, upon request, on an Individual Case Basis where facilities permit. These CNS are not subject to the regulations as set forth in this Guide.

a. Call Forwarding – Multiple Simultaneous Calls Interswitch

Call Forwarding – Multiple Simultaneous Calls Interswitch is an arrangement which provides the capability to specify the number of simultaneous incoming calls to forward from the same number to a hunt group or equivalent arrangement such as DID when the forwarding number and the hunt group (or equivalent) are served by a different central office switch.

The maximum number of multiple simultaneous call forwarding arrangements is Telephone Company-defined on a per-line basis, and on the basis of the type of call forwarding, at the time of service order entry.

If available, Call Forwarding may also be provided on non-individual line service.

b. Call Forwarding – Variable – Activation Without Courtesy Call

Call Forwarding – Variable – Activation Without Courtesy Call is an arrangement which provides the customer with the ability to activate the call forwarding variable feature without completing a call to the forward-to number.

c. Shared Speed Dialing

Shared Speed Dialing is an arrangement which will permit a customer's clients to access a speed dialing list and to call a customer by dialing one or two digit(s) instead of seven or ten digits. The customer controls the speed dialing list and determines which telephone numbers the clients will be able to access via shared speed dialing, as well as the abbreviated code assigned to each number. The customer must order the service from the Telephone Company before a customer's client can have access to the shared speed dialing list. Each customer's client's line must be associated in the switch software with the customer-established list.

2. RATES

The nonrecurring charges and recurring rates for these services will be provided on an Individual Case Basis.

	Rate Per Month	Nonrecurring
Call Forwarding..... Multiple Simultaneous Calls Interswitch, per path	ICB	ICB
Call Forwarding..... Variable – Activation without Courtesy Call, per line	ICB	ICB
Shared Speed Dialing, per line.....	ICB	ICB