

4. Residential Service^{1/2}

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- A. Application of Residence Service: Residential service is defined as service that is furnished (1) in private homes or apartments, including all parts of the subscriber's domestic establishment, for domestic use and not for substantial occupational use; (2) in college fraternity or sorority houses, college dormitories, convents and monasteries for domestic rather than occupational use in residential quarters; (3) used for purposes of study by a clergyman located in a , church, synagogue, mosque or other religious institution. The Company reserves the right to disconnect customer's residential service or to convert any plan associated with such service to a business plan upon appropriate customer notification if it is determined that usage is not consistent with normal residential applications. This service is for use by residential customers. The Company reserves the right to adjust a customer's service upon appropriate customer notification. Usage for non-voice application is limited to 20,000 minutes. If it is determined that non-voice usage applications (including, but not limited to, dial-up internet service or facsimile service) exceed these limits, the Company may use its discretion either to disconnect the customer's residential service upon appropriate customer notification or charge a monthly recurring data/internet usage charge in addition to all charges set forth in customer's residential service.*
- B. Rates and Charges.* Usage charges are based on local usage. Chargeable time for the customer shall begin when the called party answers and shall end upon disconnection by either party. Local calls are billed on a per minute basis unless otherwise indicated. Calls are rounded to the next higher full minute. If the computed charge includes a fraction of a cent, the fraction is rounded to the nearest whole cent.
- C. Residential Service Area: All residential service set forth in this Section of this tariff is presently only available to those customers who presently have service on lines with Qwest Communications or with MCImetro or another carrier who provisions service either via resale of Qwest Communications or via UNE-Platform service provided by Qwest Communications.
- D. Line Connection Fee: Applies on a per line basis when a customer requests a new line of service or when a customer moves to a new location.
- E. Service Order Charge: Applies to changes made to an account after the point of sale.

CERTAIN MATERIAL PREVIOUSLY LOCATED ON THIS SHEET IS NOW LOCATED ON SHEET NO. 34.1.

* Rates are available for viewing on the Iowa Price List No. 1 at the following website address:
http://www.verizonbusiness.com/publications/state_tariffs/.

¹Effective October 1, 2019, the Company will no longer offer local exchange service to new residential customers as described in this section (Section 4, Residential Service). Also effective October 1, 2019, existing residential customers currently subscribed to any of the Company local exchange service offerings described in this section (Section 4, Residential Service) will no longer be able to move, add to, or change the service to which they are subscribed.

²Effective December 31, 2023, the Company no longer offers local exchange service to residential customers and all residential local phone service offerings in this tariff are discontinued and withdrawn. A reasonable transition period beyond January 1, 2024 may be permitted where the Company determines that additional time is needed for customers to establish replacement service.

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4. Residential Service (Cont'd)

- F. Monthly Recurring Charge:* Touch tone calling is included in the monthly recurring charge. The following are not included in the monthly recurring charge: non-recurring charges, operator assistance, directory assistance, directory listing options, interstate line charge, data/internet surcharge, blocking options, taxes, surcharges, per use charges and custom calling features not included in the residential services described below. Unless otherwise indicated, customers of residential service will receive Block 900 & 976 with their selected residential service at no additional charge.
- G. The Company reserves the right to discontinue offering the service and grandfather existing customers in the event that 1) facilities are not available to the Company to provide adequately the service, and 2) such lack of facilities is the result of the failure of any carrier (from whom the Company is securing facilities to provide the service) to provide adequate service to the Company.
- H. Termination of Residential Service: The following provisions will apply to customers who continue to maintain a Company account and who do not elect to subscribe to other service offerings under this tariff: For purposes of this section, the following definitions apply: new customers are customers, who, at the time of subscription to this plan, are not receiving service and existing customers are customers, who, at the time of subscription to this plan, are receiving service.

THE MATERIAL ON THIS SHEET WAS PREVIOUSLY LOCATED ON SHEET NO. 34.

* Rates are available for viewing on the Iowa Price List No. 1 at the following website address:
http://www.verizonbusiness.com/publications/state_tariffs/.

4. Residential Service (Cont'd)

H. Termination of Residential Service (Cont'd)

- H.1 For customers subscribing to Residential RZA prior to January 31, 2003, the following termination provisions apply:¹
- 1) For customers who disconnect from residential service under this tariff, the companion residential intrastate and interstate service offering, as well as residential service under this tariff, will terminate. Customers will then be automatically re-subscribed to Basic Calling Plan L provided by MCI Communications Services, Inc. d/b/a Verizon Business Services (if customer has disconnected from interstate service) or companion interstate residential service under <http://www.mci.com/service/> (if customer has disconnected from intrastate service).¹
 - 2) For customers who disconnect either from i) interstate service and interLATA service, or ii) intraLATA service: The companion residential service under <http://www.mci.com/service/> and the service provided by MCI Communications Services, Inc. d/b/a Verizon Business Services, as well as the residential service under this tariff will terminate. Customers will then be automatically re-subscribed to Basic Calling Plan L provided by MCI Communications Services, Inc. d/b/a Verizon Business Services (if customer has disconnected from interstate service) or its companion residential service under <http://www.mci.com/service/> (if customer has disconnected from intrastate service). Customer will also be automatically re-subscribed to Residential RZC Service under this tariff.¹
 - 3) For customers who disconnect both from interstate service and from intrastate (interLATA and intraLATA) service: The companion residential interstate and intrastate service offering, and the residential service under this tariff will terminate. Customers will then be automatically re-subscribed to Residential RZC Service under this tariff.¹
- H.2 For customers subscribing to Residential RZA Service on or after January 31, 2003, the following termination provisions apply:¹
- 1) For existing customers who disconnect from either a) residential service under this tariff only, b) residential service under this tariff and intraLATA service, or c) residential service under this tariff and interstate service: The companion residential long distance interstate service, and intraLATA and/or interLATA service, as well as residential service under this tariff, will terminate. Customers will then be automatically re-subscribed to the service offering provided by MCI Communications Services, Inc. d/b/a Verizon Business Services for intraLATA service (if customer retains intraLATA service) and/or the service offering under <http://www.mci.com/service/> for interstate service (if customer retains interstate service) to which customer was subscribed at the time of subscription to this plan.¹
 - 2) For existing customers who disconnect from either a) interstate service and from intraLATA service, b) intraLATA service, or c) from interstate service: The companion residential interstate service offering and the intrastate service, as well as residential service under this tariff, will terminate. Customers will then be automatically re-subscribed to Residential RLD-1 Service under this tariff for local exchange service and to the service offering provided by MCI Communications Services, Inc. d/b/a Verizon Business Services for intraLATA service (if customer retains intraLATA service) and/or the service offering under <http://www.mci.com/service/> for interstate service (if customer retains interstate service) to which customer was subscribed at the time of subscription to this plan.¹

¹Terms and conditions, and other details of interstate and intrastate (interLATA/intraLATA) services may be found by visiting the company's website at <http://www.mci.com/service> or by calling 1-800-444-3333.

4. Residential Service (Cont'd)

H. Termination of Residential Service (Cont'd):

H.2 (Cont'd)

- 3) For new customers who disconnect from either a) residential service under this tariff only, b) residential service under this tariff and intraLATA service, or c) residential service under this tariff and interstate service: The companion residential interstate long distance service, and intraLATA and/or interLATA service, as well as residential service under this tariff, will terminate. Customers will then be automatically re-subscribed to Basic Calling Plan P provided by MCI Communications Services, Inc. d/b/a Verizon Business Services for intraLATA service (if customer retains intraLATA service) and/or its companion interstate service offering under <http://www.mci.com/service/> for interstate service (if customer retains interstate service).¹
- 4) For new customers who disconnect from either a) interstate service and from intraLATA service, b) intraLATA service only, or c) from interstate service: The companion residential interstate service offering and the intrastate service offering, as well as residential service under this tariff, will terminate. Customers will then be automatically re-subscribed to Residential RLD-1 Service under this tariff for local exchange service and to Basic Calling Plan P provided by MCI Communications Services, Inc. d/b/a Verizon Business Services for intraLATA service (if customer retains intraLATA service) and/or its companion interstate service offering under <http://www.mci.com/service/> for interstate service (if customer retains interstate service).¹

H.3 For customers subscribing to Residential RLE, Residential RLF, Residential RLG or Residential RLH Service, the following termination provisions apply:¹

- 1) For existing customers who disconnect from either a) residential service under this tariff only, b) residential service under this tariff and intraLATA service, or c) residential service under this tariff and interstate service: The companion residential long distance interstate service, and intraLATA and/or interLATA service, as well as residential service under this tariff, will terminate. Customers will then be automatically re-subscribed to the service offering provided by MCI Communications Services, Inc. d/b/a Verizon Business Services for intraLATA service (if customer retains intraLATA service) and/or the service offering under <http://www.mci.com/service/> for interstate service (if customer retains interstate service) to which customer was subscribed at the time of subscription to this plan.¹
- 2) For existing customers who disconnect from either a) interstate service and from intraLATA service, b) intraLATA service only, or c) from interstate service: The companion residential interstate service offering and the intrastate service offering, as well as residential service under this tariff, will terminate. Customers will then be automatically re-subscribed to Residential RLD-3 Service under this tariff for local exchange service and to the service offering for intraLATA service provided by MCI Communications Services, Inc. d/b/a Verizon Business Services (if customer retains intraLATA service) and/or the service offering under <http://www.mci.com/service/> for interstate service (if customer retains interstate service) to which customer was subscribed at the time of subscription to this plan.¹

¹Terms and conditions, and other details of interstate and intrastate (interLATA/IntraLATA) services may be found by visiting the company's website at <http://www.mci.com/service> or by calling 1-800-444-3333.

4. Residential Service (Cont'd)

H. Termination of Residential Service (Cont'd)

H.3 (Cont'd)

- 3) For new customers who disconnect from either a) residential service under this tariff only, b) residential service under this tariff and intraLATA service provided by MCI Communications Services, Inc. d/b/a Verizon Business Services, or c) residential service under this tariff and interstate service under <http://www.mci.com/service/>: The companion residential long distance service under <http://www.mci.com/service/>, and intraLATA and/or interLATA service provided by MCI Communications Services, Inc. d/b/a Verizon Business Services, as well as residential service under this tariff, will terminate. Customers will then be automatically re-subscribed to Basic Calling Plan P provided by MCI Communications Services, Inc. d/b/a Verizon Business Services for intraLATA service (if customer retains intraLATA service) and/or its companion interstate service offering under <http://www.mci.com/service/> (if customer retains interstate service).¹
- 4) For new customers who disconnect from either a) interstate service and from intraLATA service, b) intraLATA service only, or c) from interstate service: The companion residential interstate service offering and the intrastate service offering, as well as residential service under this tariff, will terminate. Customers will then be automatically re-subscribed to Residential RLD-3 Service under this tariff for local exchange service and to Basic Calling Plan P provided by MCI Communications Services, Inc. d/b/a Verizon Business Services for intraLATA service (if customer retains intraLATA service) and/or its companion interstate service offering under <http://www.mci.com/service/> for interstate service (if customer retains interstate service).¹

H.4 For Residential RLC-1 customers with local residential service on their primary line as described in this tariff who have two or more lines on their account, the following termination provisions apply:

- 1) For customers who disconnect from Residential RLA, RLB or RLC Service under this tariff: the companion residential intrastate and interstate long distance service offerings, as well as Residential RLA, RLB, RLC and RLC-1 Service under this tariff will terminate. Customers will then be automatically re-subscribed to Basic Calling Plan P provided by MCI Communications Services, Inc. d/b/a Verizon Business Services for intrastate and its companion interstate service under <http://www.mci.com/service/>.¹
- 2) For customers who disconnect either from i) interstate service and interLATA service, or ii) intraLATA service: The companion residential interstate service offering and the intrastate service offering, as well as residential service under this tariff, will terminate. Customers will then be automatically re-subscribed to Basic Calling Plan P provided by MCI Communications Services, Inc. d/b/a Verizon Business Services (if customer has disconnected from interstate service) or its companion residential service under <http://www.mci.com/service/> (if customer has disconnected from intrastate service). Customer will also be automatically re-subscribed to Residential RLD service under this tariff.¹
- 3) For customers who disconnect both from interstate service and from intrastate (interLATA and intraLATA) service: The companion residential interstate service offering and the intrastate service offering, as well as residential service under this tariff, will terminate. Customers will then be automatically re-subscribed to Residential RLD Service under this tariff.¹

¹Terms and conditions, and other details of interstate and intrastate (interLATA/IntraLATA) services may be found by visiting the company's website at <http://www.mci.com/service> or by calling 1-800-444-3333.

4. Residential Service (Cont'd)

H. Termination of Residential Service (Cont'd):

H.4 (Cont'd)

- 4) For customers who disconnect their primary line either from interstate service, intrastate service, or residential service under this tariff, and customer's additional line or lines remain on the account: The companion residential interstate service offering and the intrastate service offering, and residential service under this tariff, will terminate. Customer's additional line or lines will then be automatically re-subscribed to Basic Calling Plan P provided by MCI Communications Services, Inc. d/b/a Verizon Business Services (if customer has disconnected from interstate service) or its companion residential service under <http://www.mci.com/service/> (if customer has disconnected from intrastate service), and the additional line or lines will also be automatically re-subscribed to Residential RLD service under this tariff.¹

¹Terms and conditions, and other details of interstate and intrastate (interLATA/IntraLATA) services may be found by visiting the company's website at <http://www.mci.com/service> or by calling 1-800-444-3333.

4. Residential Service (Cont'd)

4.1 Service Offerings

4.1.1 Residential RZA Service¹

Customers who subscribe to this voice service must 1) select and designate MCImetro as its Local Exchange Carrier (LEC) and MCI as both its Interexchange Carrier (IXC) for interstate and intrastate calling and as its intraLATA toll provider for intraLATA toll calling and 2) concurrent with enrollment in this plan, customers must also enroll in the companion interstate residential service and must subscribe to the companion intrastate and intraLATA toll service.²

A monthly recurring charge will apply to this service. MCI customers will be charged the intraLATA and long distance rates as specified in the companion residential long distance service. Customer will receive unlimited local exchange service. Customers receive the following features, where facilities are available: Call Waiting, Call Waiting ID Name and Number, Caller ID Name and Number, 3-Way Calling, Speed Dial 8, Anonymous Call Rejection and Voicemail.

This service is for use by residential customers. Usage for non-voice application is limited to 20,000 minutes. The Company reserves the right to adjust a customer's service upon appropriate customer notification. If it is determined that non-voice usage applications (including, but not limited to, dial-up internet service or facsimile service) exceed these limits, the Company may use its discretion either to disconnect the customer's residential service upon appropriate customer notification or to charge a monthly recurring data/internet usage charge* in addition to all charges set forth in customer's residential service.

Termination: The termination provisions set forth in sections 4.H.1 and 4.H.2 herein will apply.

Monthly Recurring Charge:* The following Zones listed below reflect to the Geographic Deaveraged Zones by Wire Center Maps by Metropolitan Statistical Areas (MSA) Zones and Rural Statistical Area (RSA) Zones, and Interval Tables for Network Wire Centers provided by Qwest, which can be found in <http://www.qwest.com/wholesale/guides/geozone.html>.

Zone 1 and Zone 2: *
Zone 3: *

* Rates are available for viewing on the Iowa Price List No. 1 at the following website address:
http://www.verizonbusiness.com/publications/state_tariffs/.

¹Effective July 21, 2005 this service is no longer available to new subscribers.

²Terms and conditions, and other details of interstate and intrastate (interLATA/IntraLATA) services may be found by visiting the company's website at <http://www.mci.com/service> or by calling 1-800-444-3333.

4. Residential Service (Cont'd)

4.1 Service Offerings (Cont'd)

4.1.2 Residential RZA-1 Service:¹

Residential RZA-1 Service is available to Customers who enroll in Residential RZA Service on their primary line as described in this tariff who have two or more lines on their account.

Customers who subscribe to this voice service must 1) select and designate MCImetro as its Local Exchange Carrier (LEC) and MCI as both its Interexchange Carrier (IXC) for interstate and intrastate calling and as its intraLATA toll provider for intraLATA toll calling, 2) subscribe to Residential RZA Service as described in this tariff, and 3) concurrent with enrollment in this plan, customers must also enroll in the companion residential service and must subscribe to the companion intrastate and intraLATA toll service.²

A monthly recurring charge will apply to this service. MCI customers will be charged the intraLATA and long distance rates as specified in the companion residential long distance service.²

Customer will receive unlimited local exchange service. Customer will receive the following features, where facilities are available: Call Waiting, Caller ID, 3-Way Calling, Speed Dial 8, Anonymous Call Rejection.

This service is for use by residential customers. Usage for non-voice application is limited to 20,000 minutes. The Company reserves the right to adjust a customer's service upon appropriate customer notification. If it is determined that non-voice usage applications (including, but not limited to, dial-up internet service or facsimile service) exceed these limits, the Company may use its discretion either to disconnect the customer's residential service upon appropriate customer notification or to charge a monthly recurring data/internet usage charge in addition to all charges set forth in customer's residential service.*

Monthly Recurring Charge

Zone 1:	*
Zone 2:	*
Zone 3:	*

* Rates are available for viewing on the Iowa Price List No. 1 at the following website address:
http://www.verizonbusiness.com/publications/state_tariffs/.

¹Effective January 31, 2003, this product will no longer be available to new customers.

²Terms and conditions, and other details of interstate and intrastate (interLATA/IntraLATA) services may be found by visiting the company's website at <http://www.mci.com/service> or by calling 1-800-444-3333.

4. Residential Service (Cont'd)

4.1 Service Offerings (Cont'd)

4.1.2 Residential RZA-1 Service:¹ (Cont.)

Termination: The following termination provisions apply:

- For customers who disconnect either from i) the companion interstate service, or ii) the companion intraLATA service: The companion residential service offering, Integrated Calling Plan RZA, and Residential RZA Service under this tariff will terminate. Customers will then be automatically re-subscribed to Basic Calling Plan L provided by MCI Communications Services, Inc. d/b/a Verizon Business Services (if customer has disconnected from interstate service) or its companion residential service under <http://www.mci.com/service/> (if customer has disconnected from intrastate service). Customer will also be automatically re-subscribed to Residential RZC Service under this tariff.²
- For customers who disconnect both from interstate service and from intrastate (interLATA and intraLATA) service: The companion residential service offering under <http://www.mci.com/service/>, Integrated Calling Plan RZA provided by MCI Communications Services, Inc. d/b/a Verizon Business Services, and Residential RZA Service under this tariff, will terminate. Customers will then be automatically re-subscribed to Residential RZC Service under this tariff.²
- For customers who disconnect their primary line either from interstate service, intrastate service, or Residential RZA Service under this tariff, and customer's additional line or lines remain on the account, then the Company will reclassify one of the additional lines as Customer's new primary line with Residential RZA Service.²

¹Effective January 31, 2003, this product will no longer be available to new customers.

²Terms and conditions, and other details of interstate and intrastate (interLATA/IntraLATA) services may be found by visiting the company's website at <http://www.mci.com/service.or> by calling 1-800-444-3333.

4. Residential Service (Cont'd)

4.1 Service Offerings (Cont'd)

4.1.3 Residential RZC Service¹

Customers who subscribe to this service will receive one home phone line that includes touch-tone service. Customers must contact a Company representative to enroll in this service; this service is only available to customers previously enrolled in Residential RZA or Residential RZA-1 Service under this tariff who disconnect their long distance or intraLATA service provided by MCI Communications Services, Inc. d/b/a Verizon Business Services.²

Unlimited local calling is included with this service. Customers receive the following features, where facilities are available: Call Waiting, Caller ID, 3-Way Calling, Speed Dial 8, Anonymous Call Rejection. Usage from any other residential service offerings cannot be aggregated with this service. IntraLATA calls are not included in the monthly Residential RZC charge.²

Monthly Recurring Charge: *

This service is for use by residential customers. Usage for non-voice application is limited to 20,000 minutes. The Company reserves the right to adjust a customer's service upon appropriate customer notification. If it is determined that non-voice usage applications (including, but not limited to, dial-up internet service or facsimile service) exceed these limits, the Company may use its discretion either to disconnect the customer's residential service upon appropriate customer notification or to charge a monthly recurring data/internet usage charge* in addition to all charges set forth in customer's residential service.

* Rates are available for viewing on the Iowa Price List No. 1 at the following website address:
http://www.verizonbusiness.com/publications/state_tariffs/.

¹Effective January 31, 2003, this product will no longer be available to new customers.

²Terms and conditions, and other details of interstate and intrastate (interLATA/IntraLATA) services may be found by visiting the company's website at <http://www.mci.com/service.or> by calling 1-800-444-3333.

4. Residential Service (Cont'd)

4.1 Service Offerings (Cont'd)

4.1.4 Residential RLC Service

Customers who subscribe to this voice service must 1) select and designate MCImetro as its Local Exchange Carrier (LEC) and MCI as both its Interexchange Carrier (IXC) for interstate and intrastate calling and as its intraLATA toll provider for intraLATA toll calling, 2) subscribe to Residential RLC Service as described in this tariff, 3) customer must subscribe to Residential RZB Service and 4) concurrent with enrollment in this plan, customers must also enroll in the companion residential service under <http://www.mci.com/service/> and provided by MCI Communications Services, Inc. d/b/a Verizon Business Services.¹ Customers who subscribe to this service may not subscribe to Residential RZA Service, Residential RLE Service, or Residential RLG Service as described in this tariff on another line on their account.

A monthly recurring charge will apply to this service. This charge is identical to and shall not be in addition to any monthly recurring charge applicable to companion Federal Service or to companion State Service. MCI customers will be charged the intraLATA and long distance rates as specified in the companion residential long distance service by MCI Communications Services, Inc. d/b/a Verizon Business Services.¹ Customer will receive unlimited local service usage.

This service is for use by residential customers. Usage for non-voice application is limited to 20,000 minutes. The Company reserves the right to adjust a customer's service upon appropriate customer notification. If it is determined that non-voice usage applications (including, but not limited to, dial-up internet service or facsimile service) exceed these limits, the Company may use its discretion either to disconnect the customer's residential service upon appropriate customer notification or to charge a monthly recurring data/internet usage charge* in addition to all charges set forth in customer's residential service.

Monthly Recurring Charge:* The following Zones listed below reflect to the Geographic Deaveraged Zones by Wire Center Maps by Metropolitan Statistical Areas (MSA) Zones and Rural Statistical Area (RSA) Zones, and Interval Tables for Network Wire Centers provided by Qwest, which can be found in <http://www.qwest.com/wholesale/guides/geozone.html>.

Zone 1 and Zone 2: *

Termination: The termination provisions set forth below will apply to customers of this service who continue to maintain a Company account and who do not elect to subscribe to other service offerings under this tariff:

- 1) For existing customers who disconnect only from Residential RLC Service under this tariff: the companion residential interstate long distance service, Integrated Calling Plan RLC intrastate service, and Residential RLC Service under this tariff will terminate. Customers will then be automatically re-subscribed to the service offering provided by MCI Communications Services, Inc. d/b/a Verizon Business Services and <http://www.mci.com/service/> to which the customer was subscribed at the time of subscription to this plan.

* Rates are available for viewing on the Iowa Price List No. 1 at the following website address:
http://www.verizonbusiness.com/publications/state_tariffs/.

¹Terms and conditions, and other details of interstate and intrastate (interLATA/IntraLATA) companion services may be found by visiting the company's website at <http://www.mci.com/service> or by calling 1-800-444-3333.

4. Residential Service (Cont'd)

4.1 Service Offerings (Cont'd)

4.1.4 Residential RLC Service (Cont'd)

Termination (Cont'd):¹

- 2) For existing customers who disconnect from Residential RLC Service under this tariff and intraLATA service under Integrated Calling Plan RLC provided by MCI Communications Services, Inc. d/b/a Verizon Business Services: The companion residential long distance interstate service and intrastate service, and Residential RLC Service under this tariff will terminate. Customers will then be automatically re-subscribed to the service offering under <http://www.mci.com/service/> and provided by MCI Communications Services, Inc. d/b/a Verizon Business Services to which the customer was subscribed at the time of subscription to this plan.¹
- 3) For existing customers who disconnect from Residential RLC Service under this tariff and interstate service: The companion residential service offering provided by MCI Communications Services, Inc. d/b/a Verizon Business Services and under <http://www.mci.com/service/>, and Residential RLC Service under this tariff will terminate. Customers will then be automatically re-subscribed to the service offering provided by MCI Communications Services, Inc. d/b/a Verizon Business Services to which the customer was subscribed at the time of subscription to the plan.¹
- 4) For existing customers who disconnect from interstate service and from intraLATA service: The companion residential interstate service offering, the companion intrastate Integrated Calling Plan RLC service, and Residential RLC Service under this tariff will terminate. Customers will then be automatically re-subscribed to Residential RLD Service under this tariff.¹
- 5) For existing customers who disconnect only from intraLATA service under Integrated Calling Plan RLC: The companion residential interstate service offering, the intrastate Integrated Calling Plan RLC service, and Residential RLC service under this tariff will terminate. Customers will then be automatically re-subscribed to the service offering under <http://www.mci.com/service/> and provided by MCI Communications Services, Inc. d/b/a Verizon Business Services to which the customer was subscribed to at the time of subscription to this plan and Residential RLD Service under this tariff.¹
- 6) For existing customers who disconnect only from interstate service: The companion residential interstate service offering, the companion intrastate Integrated Calling Plan RLC offering, and Residential RLC Service under this tariff will terminate. Customers will then be automatically re-subscribed to Residential RLD Service under this tariff and to the service offering provided by MCI Communications Services, Inc. d/b/a Verizon Business Services to which the customer was subscribed to at the time of subscription to this plan.¹
- 7) For new customers who disconnect only from Residential RLC Service under this tariff: companion interstate service, companion intrastate Integrated Calling Plan RLC service, and Residential RLC Service under this tariff will terminate. Customers will then be automatically re-subscribed to the Basic Calling Plan P provided by MCI Communications Services, Inc. d/b/a Verizon Business Services and its companion interstate service under <http://www.mci.com/service/>.¹
- 8) For new customers who disconnect from Residential RLC Service under this tariff and intraLATA service: companion interstate service, companion intrastate Integrated Calling Plan RLC service, and Residential RLC Service under this tariff will terminate. Customers will then be automatically re-subscribed to Basic Calling Plan P provided by MCI Communications Services, Inc. d/b/a Verizon Business Services and its companion interstate service under <http://www.mci.com/service/>.¹

¹Terms and conditions, and other details of interstate and intrastate (interLATA/IntraLATA) companion services may be found by visiting the company's website at <http://www.mci.com/service> or by calling 1-800-444-3333.

4. Residential Service (Cont'd)

4.1 Service Offerings (Cont'd)

4.1.4 Residential RLC Service (Cont'd)

Termination (Cont'd):¹

- 9) For new customers who disconnect from Residential RLC Service under this tariff and interstate service: The companion residential interstate service offering, companion residential intrastate offering, and Residential RLC Service under this tariff will terminate. Customers will then be automatically re-subscribed to Basic Calling Plan P provided by MCI Communications Services, Inc. d/b/a Verizon Business Services.¹
- 10) For new customers who disconnect from interstate service and from intraLATA service provided by MCI Communications Services, Inc. d/b/a Verizon Business Services: The companion residential interstate service offering, the companion intrastate Integrated Calling Plan RLC offering, and Residential RLC Service under this tariff will terminate. Customers will then be automatically re-subscribed to Residential RLD Service under this tariff.¹
- 11) For new customers who disconnect only from intraLATA service under Integrated Calling Plan RLC provided by MCI Communications Services, Inc. d/b/a Verizon Business Services: The companion residential interstate service offering under <http://www.mci.com/service/>, the companion intrastate Integrated Calling Plan RLC offering, and Residential RLC Service under this tariff will terminate. Customers will then be automatically re-subscribed to Basic Calling Plan P provided by MCI Communications Services, Inc. d/b/a Verizon Business Services and its companion interstate service under <http://www.mci.com/service/>, and Residential RLD Service under this tariff.¹
- 12) For new customers who disconnect only from interstate service: The companion residential interstate service offering, the companion intrastate Integrated Calling Plan RLC service offering, and Residential RLC Service under this tariff will terminate. Customers will then be automatically re-subscribed to Residential RLD Service under this tariff and to Basic Calling Plan P provided by MCI Communications Services, Inc. d/b/a Verizon Business Services.¹

¹Terms and conditions, and other details of interstate and intrastate (interLATA/IntraLATA) companion services may be found by visiting the company's website at <http://www.mci.com/service> or by calling 1-800-444-3333.

4. Residential Service (Cont'd)

4.1 Service Offerings (Cont'd)

4.1.5 Residential RLC-1 Service

Residential RLC-1 Service is available to Customers who enroll in Residential RZA Service, Residential RZB Service, Residential RLD-3 Service, Residential RLE Service, Residential RLF, Residential RLG, or Residential RLC Service on their primary line as described in this tariff who have two or more lines on their account.

Customers who subscribe to this voice service must 1) select and designate MCImetro as its Local Exchange Carrier (LEC) and MCI as both its Interexchange Carrier (IXC) for interstate and intrastate calling and as its intraLATA toll provider for intraLATA toll calling, 2) subscribe to in Residential RZA Service, Residential RZB Service, Residential RLD-3 Service, Residential RLE Service, Residential RLF, Residential RLG or Residential RLC Service as described in this tariff, and 3) concurrent with enrollment in this plan, customers must also enroll in the companion residential service.¹

A monthly recurring charge will apply to this service. MCI customers will be charged the intraLATA and long distance rates as specified in the companion residential long distance service provided by MCI Communications Services, Inc. d/b/a Verizon Business Services.¹

This service is for use by residential voice customers. Usage for non-voice application is limited to 20,000 minutes. The Company reserves the right to adjust a customer's service upon appropriate customer notification. If it is determined that non-voice usage applications (including, but not limited to, dial-up internet service or facsimile service) exceed these limits, the Company may use its discretion either to disconnect the customer's residential service upon appropriate customer notification or to charge a monthly recurring data/internet usage charge* in addition to all charges set forth in customer's residential service.

Monthly Recurring Charge:* The following Zones listed below reflect to the Geographic Deaveraged Zones by Wire Center Maps by Metropolitan Statistical Areas (MSA) Zones and Rural Statistical Area (RSA) Zones, and Interval Tables for Network Wire Centers provided by Qwest, which can be found in <http://www.qwest.com/wholesale/guides/geozone.html>.

Zone 1: *
Zone 2: *
Zone 3: *

Termination: The termination provisions set forth in Section 6.H.4 herein will apply to customers who continue to maintain a Company account and who do not elect to subscribe to other service offerings under this tariff.

* Rates are available for viewing on the Iowa Price List No. 1 at the following website address:
http://www.verizonbusiness.com/publications/state_tariffs/.

¹Terms and conditions, and other details of interstate and intrastate (interLATA/IntraLATA) companion services may be found by visiting the company's website at <http://www.mci.com/service> or by calling 1-800-444-3333.

4. Residential Service (Cont'd)

4.1 Service Offerings (Cont'd)

4.1.6 Residential RLD Service:

Customers who subscribe to this voice service will receive local exchange service only. Customers must contact a Company representative to enroll in this service; this service is only available to customers previously enrolled in Residential RLC or Residential RLC-1 service under this tariff who disconnect their long distance and intraLATA service.¹ Unlimited local calling is included with this service. Usage from any other residential service offerings cannot be aggregated with this service.

IntraLATA calls are not included in the monthly Residential RLD charge. Customers who have selected MCI as their primary intraLATA exchange carrier will be charged the intraLATA rates.¹

This service is for use by residential customers. Usage for non-voice application is limited to 20,000 minutes. The Company reserves the right to adjust a customer's service upon appropriate customer notification. If it is determined that non-voice usage applications (including, but not limited to, dial-up internet service or facsimile service) exceed these limits, the Company may use its discretion either to disconnect the customer's residential service upon appropriate customer notification or to charge a monthly recurring data/internet usage charge* in addition to all charges set forth in customer's residential service.

Monthly Recurring Charges:* The following Zones listed below reflect to the Geographic Deaveraged Zones by Wire Center Maps by Metropolitan Statistical Areas (MSA) Zones and Rural Statistical Area (RSA) Zones, and Interval Tables for Network Wire Centers provided by Qwest, which can be found in <http://www.qwest.com/wholesale/guides/geozone.html>.

Zone 1: *
Zone 2: *
Zone 3: *

* Rates are available for viewing on the Iowa Price List No. 1 at the following website address:
http://www.verizonbusiness.com/publications/state_tariffs/.

¹Terms and conditions, and other details of interstate and intrastate (interLATA/IntraLATA) companion services may be found by visiting the company's website at <http://www.mci.com/service> or by calling 1-800-444-3333.

4. Residential Service (Cont'd)

4.1 Service Offerings (Cont'd)

4.1.7 Residential RLD-1 Service¹

Customers who subscribe to this voice service will receive one home phone line that includes touch-tone service. Customers must contact a Company representative to enroll in this service; this service is only available to customers previously enrolled in Residential RZA service under this tariff who disconnect their long distance and intraLATA service.² Unlimited local calling is included with this service. Customers will receive the following features, where facilities are available: Call Waiting, Call Waiting ID w/Name & Number, Caller ID w/Name & Number, Speed Dial 8, Three-Way Calling, Anonymous Call Rejection.

Usage from any other residential service offerings cannot be aggregated with this service. IntraLATA calls are not included in the monthly Residential RLD-1 charge. Customers who have selected MCI as their primary intraLATA exchange carrier will be charged the intraLATA rates.²

This service is for use by residential customers. Usage for non-voice application is limited to 20,000 minutes. The Company reserves the right to adjust a customer's service upon appropriate customer notification. If it is determined that non-voice usage applications (including, but not limited to, dial-up internet service or facsimile service) exceed these limits, the Company may use its discretion either to disconnect the customer's residential service upon appropriate customer notification or to charge a monthly recurring data/internet usage charge* in addition to all charges set forth in customer's residential service.

Monthly Recurring Charges:* The following Zones listed below reflect to the Geographic Deaveraged Zones by Wire Center Maps by Metropolitan Statistical Areas (MSA) Zones and Rural Statistical Area (RSA) Zones, and Interval Tables for Network Wire Centers provided by Qwest, which can be found in <http://www.qwest.com/wholesale/guides/geozone.html>.

Zone 1 and Zone 2: *
Zone 3: *

* Rates are available for viewing on the Iowa Price List No. 1 at the following website address:
http://www.verizonbusiness.com/publications/state_tariffs/.

¹Effective July 21, 2005 this service is no longer available to new subscribers.

²Terms and conditions, and other details of interstate and intrastate (interLATA/IntraLATA) companion services may be found by visiting the company's website at <http://www.mci.com/service> or by calling 1-800-444-3333.

4. Residential Service (Cont'd)

4.1 Service Offerings (Cont'd)

4.1.8 Residential RLD-3 Service:¹

Customers who subscribe to this voice service will receive one home phone line that includes touch-tone service. Customer will receive unlimited local exchange service. Customers receive the following features, where facilities are available: Call Waiting, Caller ID Name & Number, Call Waiting ID Name & Number, 3-Way Calling, Anonymous Call Rejection.

Usage from any other residential service offerings cannot be aggregated with this service. IntraLATA calls are not included in the monthly Residential RLD-3 charge. Customers who have selected MCI as their primary intraLATA exchange carrier will be charged the intraLATA rates.²

This service is for use by residential customers. The Company reserves the right to adjust a customer's service upon appropriate customer notification. If it is determined that usage is not consistent with residential voice applications, customers service may be assessed a monthly recurring data/internet usage charge* or disconnected.

Monthly Recurring Charge:* The following Zones listed below reflect to the Geographic Deaveraged Zones by Wire Center Maps by Metropolitan Statistical Areas (MSA) Zones and Rural Statistical Area (RSA) Zones, and Interval Tables for Network Wire Centers provided by Qwest, which can be found in <http://www.qwest.com/wholesale/guides/geozone.html>.

Zone 1: *
Zone 2 *

* Rates are available for viewing on the Iowa Price List No. 1 at the following website address:
http://www.verizonbusiness.com/publications/state_tariffs/.

¹Effective July 21, 2005 this service is no longer available to new subscribers.

²Terms and conditions, and other details of interstate and intrastate (interLATA/IntraLATA) companion services may be found by visiting the company's website at <http://www.mci.com/service> or by calling 1-800-444-3333.

4. Residential Service (Cont'd)

4.1 Service Offerings (Cont'd)

4.1.9 Residential RLE Service:¹

Customers who subscribe to this voice service must 1) select and designate MCImetro as its Local Exchange Carrier (LEC) and MCI, as both its Interexchange Carrier (IXC) for interstate and intrastate calling and as its intraLATA toll provider for intraLATA toll calling and 2) concurrent with enrollment in this plan, customers must also enroll in the companion residential service and must subscribe to this service.¹ Customers who subscribe to this service may not subscribe to Residential RZA, RZB, RLC, RLF, or RLG Service as described in this tariff on another line on their account.

A monthly recurring charge will apply to this service. This charge is identical to and shall not be in addition to any monthly recurring charge applicable to companion interstate service or to companion intrastate service. Lifeline is not eligible with this product. Customers will be charged the intraLATA and long distance rates as specified in the companion residential long distance service.²

Customer will receive unlimited local exchange service. Customers receive the following features, where facilities are available: Call Waiting, Caller ID Name & Number, Call Waiting ID Name & Number, 3-Way Calling, Anonymous Call Rejection.

This service is for use by residential customers. The Company reserves the right to adjust a customer's service upon appropriate customer notification. If it is determined that usage is not consistent with residential voice applications, customers service may be assessed a monthly recurring data/internet usage charge* or disconnected.

Monthly Recurring Charge:* The following Zones listed below reflect to the Geographic Deaveraged Zones by Wire Center Maps by Metropolitan Statistical Areas (MSA) Zones and Rural Statistical Area (RSA) Zones, and Interval Tables for Network Wire Centers provided by Qwest, which can be found in <http://www.qwest.com/wholesale/guides/geozone.html>.

Zone 1: *
Zone 2: *

Termination: The termination provisions set forth in Section 6.H.3 herein will apply to customers of this service who continue to maintain a Company account and who do not elect to subscribe to other service offerings under this tariff:

* Rates are available for viewing on the Iowa Price List No. 1 at the following website address:
http://www.verizonbusiness.com/publications/state_tariffs/.

¹Effective August 24, 2003, this service will no longer be available to new subscribers.

²Terms and conditions, and other details of interstate and intrastate (interLATA/IntraLATA) companion services may be found by visiting the company's website at <http://www.mci.com/service> or by calling 1-800-444-3333.

4. Residential Service (Cont'd)

4.1 Service Offerings (Cont'd)

4.1.10 Residential RLF Service:¹

Customers who subscribe to this voice service must 1) select and designate MCImetro as its Local Exchange Carrier (LEC) and MCI Communications Services Inc. d/b/a Verizon Business Services as both its Interexchange Carrier (IXC) for interstate and intrastate calling and as its intraLATA toll provider for intraLATA toll calling and 2) concurrent with enrollment in this plan, customers must also enroll in the companion residential service and must subscribe to this service.² Customers who subscribe to this service may not subscribe to Residential RZA, RZB, RLC, RLE, or RLG service as described in this tariff on another line on their account.

A monthly recurring charge will apply to this service. This charge is identical to and shall not be in addition to any monthly recurring charge applicable to companion interstate service or to companion intrastate service. Lifeline is not available with this product. Customers will be charged the intraLATA and long distance rates as specified in the companion residential long distance service.²

Customer will receive unlimited local exchange service. Customers receive the following features, where facilities are available: Call Waiting, Caller ID Name & Number, Call Waiting ID Name & Number, 3-Way Calling, Anonymous Call Rejection.

This service is for use by residential customers. The Company reserves the right to adjust a customer's service upon appropriate customer notification. If it is determined that usage is not consistent with residential voice applications, customers service may be assessed a monthly recurring data/internet usage charge* or disconnected.

Monthly Recurring Charge: *

Termination: The termination provisions set forth in Section 4.H.3 herein will apply to customers of this service who continue to maintain a Company account and who do not elect to subscribe to other service offerings under this tariff:

* Rates are available for viewing on the Iowa Price List No. 1 at the following website address:
http://www.verizonbusiness.com/publications/state_tariffs/.

¹Effective August 24, 2003, this service will no longer be available to new subscribers.

²Terms and conditions, and other details of interstate and intrastate (interLATA/IntraLATA) companion services may be found by visiting the company's website at <http://www.mci.com/service> or by calling 1-800-444-3333.

4. Residential Service (Cont'd)

4.1 Service Offerings (Cont'd)

4.1.11 Residential RLG Service¹

Customers who subscribe to this voice service must 1) select and designate MCImetro as its Local Exchange Carrier (LEC) and MCI Communications Services Inc. d/b/a Verizon Business Services, as both its Interexchange Carrier (IXC) for interstate and intrastate calling and as its intraLATA toll provider for intraLATA toll calling and 2) concurrent with enrollment in this plan, customers must also enroll in the companion residential service and must subscribe to this service.² Customers who subscribe to this service may not subscribe to Residential RZA, RZB, RLC, RLF, or RLE service as described in this tariff on another line on their account.

A monthly recurring charge will apply to this service. This charge is identical to and shall not be in addition to any monthly recurring charge applicable to companion interstate service or to companion intrastate service. Lifeline is not eligible with this product. Customers will be charged the intraLATA and long distance rates as specified in the companion residential long distance service.²

Customer will receive unlimited local exchange service. Customers receive the following features, where facilities are available: Call Waiting, Caller ID Name & Number, Call Waiting ID Name & Number, 3-Way Calling, Anonymous Call Rejection.

This service is for use by residential customers. The Company reserves the right to adjust a customer's service upon appropriate customer notification. If it is determined that usage is not consistent with residential voice applications, customers service may be assessed a monthly recurring data/internet usage charge* or disconnected.

Monthly Recurring Charge:* The following Zones listed below reflect to the Geographic Deaveraged Zones by Wire Center Maps by Metropolitan Statistical Areas (MSA) Zones and Rural Statistical Area (RSA) Zones, and Interval Tables for Network Wire Centers provided by Qwest, which can be found in <http://www.qwest.com/wholesale/guides/geozone.html>.

Zone 1 *
Zone 2 *

Termination: The termination provisions set forth in Section 4.H.3 herein will apply to customers of this service who continue to maintain a Company account and who do not elect to subscribe to other service offerings under this tariff:

* Rates are available for viewing on the Iowa Price List No. 1 at the following website address:
http://www.verizonbusiness.com/publications/state_tariffs/.

¹Effective July 21, 2005, this service will no longer be available to new subscribers.

²Terms and conditions, and other details of interstate and intrastate (interLATA/IntraLATA) companion services may be found by visiting the company's website at <http://www.mci.com/service> or by calling 1-800-444-3333.

4. Residential Service (Cont'd)

4.1 Service Offerings (Cont'd)

4.1.12 Residential RLH Service¹

Customers who subscribe to this voice service must 1) select and designate MCImetro as its Local Exchange Carrier (LEC) and MCI as both its Interexchange Carrier (IXC) for interstate and intrastate calling and as its intraLATA toll provider for intraLATA toll calling and 2) concurrent with enrollment in this plan, customers must also enroll in the companion residential service offered in <http://www.mci.com/service> and must subscribe to this service.² Customers who subscribe to this service may only subscribe to Residential RLC-1or RLH service as described in this tariff on another line on their account.

A monthly recurring charge will apply to this service. This charge is identical to and shall not be in addition to any monthly recurring charge applicable to companion interstate service or to companion intrastate service. The following are not included in the monthly recurring charge: non-recurring charges, operator assistance, directory assistance, directory listing options, interstate line charge, data usage charge, blocking options, taxes, surcharges, per use charges and custom calling features not included in the companion long distance service. Customers will be charged the intraLATA and long distance rates as specified in the companion residential long distance service provided by MCI Communications Service, Inc. d/b/a Verizon Business Services.²

Customer will receive unlimited local exchange service. Customers receive the following features, where facilities are available: Call Waiting, Call Waiting ID Name & Number, Caller ID Name & Number, 3-Way Calling, Anonymous Call Rejection.

The Company reserves the right to discontinue offering the service and grandfather existing customers on one day's notice to the Commission, in the event that 1) facilities are not available to the Company to adequately provide the service, and 2) such lack of facilities is the result of the failure of any carrier (from whom the Company is securing facilities to provide the service) to provide adequate service to the Company.

This service is for use by residential customers. The Company reserves the right to adjust a customer's service upon appropriate customer notification. If it is determined that usage is not consistent with residential voice applications, customers service may be assessed a monthly recurring data usage charge* or disconnected.

Monthly Recurring Charge: The following Zones listed below reflect to the Geographic Deaveraged Zones by Wire Center Maps by Metropolitan Statistical Areas (MSA) Zones and Rural Statistical Area (RSA) Zones, and Interval Tables for Network Wire Centers provided by Qwest, which can be found in <http://www.qwest.com/wholesale/guides/geozone.html>.)

Zone 1: *
Zone 2: *

* Rates are available for viewing on the Iowa Price List No. 1 at the following website address:
http://www.verizonbusiness.com/publications/state_tariffs/.

¹Effective July 21, 2005, this service will no longer be available to new subscribers.

²Terms and conditions, and other details of interstate and intrastate (interLATA/IntraLATA) companion services may be found by visiting the company's website at <http://www.mci.com/service> or by calling 1-800-444-3333.

4. Residential Service (Cont'd)

4.1 Service Offerings (Cont'd)

4.1.12 Residential RLH Service (Cont'd)¹

Termination: The termination provisions set forth in Section 4.H.3 herein will apply to customers of this service who continue to maintain a Company account and who do not elect to subscribe to other service offerings under this tariff.

¹Effective July 21, 2005 this service is no longer available to new subscribers.

4. Residential Service (Cont'd)

4.1 Service Offerings (Cont'd)

4.1.13 Residential RLI Service

Customers who subscribe to this voice service must 1) select and designate MCImetro as its Local Exchange Carrier (LEC) and MCI as both its Interexchange Carrier (IXC) for interstate and intrastate calling and as its intraLATA toll provider for intraLATA toll calling and 2) concurrent with enrollment in this plan, customers must also enroll in the companion residential service offered in <http://www.mci.com/service> and must subscribe to this service as offered by MCI Communications Services, Inc. d/b/a Verizon Business Services¹. Customers who subscribe to this service may not subscribe to Residential RLA, RLC, RLD-1, RLF, RLG, or RLH service as described in this tariff on another line on their account. Customers of Lifeline service are not eligible to receive this product.

A monthly recurring charge will apply to this service. This charge is identical to and shall not be in addition to any monthly recurring charge applicable to companion interstate service or to companion intrastate service. Customers will be charged the intraLATA and long distance rates as specified in the companion residential long distance service provided by MCI Communications Services, Inc. d/b/a Verizon Business Services.¹

Customer will receive unlimited local exchange service. Customers receive the following features, where facilities are available: Call Waiting, Caller ID, Anonymous Call Rejection.

Monthly Recurring Charge:*

Zone 1:	*
Zone 2:	*
Zone 3:	*

Termination: The following termination provisions apply to customers of this service who continue to maintain a Company account and who do not elect to subscribe to other service offerings under this tariff:¹

- 1) For existing customers who disconnect from either a) residential service under this tariff only, b) residential service under this tariff and intraLATA service provided by MCI Communications Services, Inc. d/b/a Verizon Business Services, or c) residential service under this tariff and interstate service under <http://www.mci.com/service/>: The companion residential long distance service under <http://www.mci.com/service/>, and intraLATA and/or interLATA service provided by MCI Communications Services, Inc. d/b/a Verizon Business Services, as well as residential service under this tariff, will terminate. Customers will then be automatically re-subscribed to the service offering provided by MCI Communications Services, Inc. d/b/a Verizon Business Services for intraLATA service (if customer retains intraLATA service) and/or the service offering under <http://www.mci.com/service/> for interstate service (if customer retains interstate service) to which customer was subscribed at the time of subscription to this plan.¹

* Rates are available for viewing on the Iowa Price List No. 1 at the following website address:
http://www.verizonbusiness.com/publications/state_tariffs/.

¹Terms and conditions, and other details of interstate and intrastate (interLATA/IntraLATA) companion services may be found by visiting the company's website at <http://www.mci.com/service> or by calling 1-800-444-3333.

4. Residential Service (Cont'd)

4.1 Service Offerings (Cont'd)

4.1.13 Residential RLI Service (Cont'd)

Termination: (Cont'd)¹

- 2) For existing customers who disconnect from either a) interstate service under <http://www.mci.com/service/> and from intraLATA service provided by MCI Communications Services, Inc. d/b/a Verizon Business Services, b) intraLATA service provided by MCI Communications Services, Inc. d/b/a Verizon Business Services, only, or c) from interstate service under <http://www.mci.com/service/>: The companion residential service offering under <http://www.mci.com/service/> and provided by MCI Communications Services, Inc. d/b/a Verizon Business Services, as well as residential service under this tariff, will terminate. Customers will then be automatically re-subscribed to Residential RLD-4 Service under this tariff for local exchange service and to the service offering provided by MCI Communications Services, Inc. d/b/a Verizon Business Services for intraLATA service (if customer retains intraLATA service) and/or the service offering under <http://www.mci.com/service/> for interstate service (if customer retains interstate service) to which customer was subscribed at the time of subscription to this plan.¹
- 3) For new customers who disconnect from either a) residential service under this tariff only, b) residential service under this tariff and intraLATA service provided by MCI Communications Services, Inc. d/b/a Verizon Business Services, or c) residential service under this tariff and interstate service under <http://www.mci.com/service/>: The companion residential long distance service under <http://www.mci.com/service/>, and intraLATA and/or interLATA service provided by MCI Communications Services, Inc. d/b/a Verizon Business Services, as well as residential service under this tariff, will terminate. Customers will then be automatically re-subscribed to Basic Calling Plan P provided by MCI Communications Services, Inc. d/b/a Verizon Business Services for intraLATA service (if customer retains intraLATA service) and/or its companion interstate service offering under <http://www.mci.com/service/> for interstate service (if customer retains interstate service).¹
- 4) For new customers who disconnect from either a) interstate service under <http://www.mci.com/service/> and from intraLATA service provided by MCI Communications Services, Inc. d/b/a Verizon Business Services, b) intraLATA service provided by MCI Communications Services, Inc. d/b/a Verizon Business Services, only, or c) from interstate service under <http://www.mci.com/service/>: The companion residential service offering under <http://www.mci.com/service/> and provided by MCI Communications Services, Inc. d/b/a Verizon Business Services, as well as residential service under this tariff, will terminate. Customers will then be automatically re-subscribed to Residential RLD-4 Service under this tariff for local exchange service and to Basic Calling Plan P provided by MCI Communications Services, Inc. d/b/a Verizon Business Services for intraLATA service (if customer retains intraLATA service) and/or its companion interstate service offering under <http://www.mci.com/service/> for interstate service (if customer retains interstate service).¹

¹Terms and conditions, and other details of interstate and intrastate (interLATA/intraLATA) companion services may be found by visiting the company's website at <http://www.mci.com/service> or by calling 1-800-444-3333.

4. Residential Service (Cont'd)

4.1 Service Offerings (Cont'd)

4.1.14 Residential RLD-4 Service

Customers who subscribe to this voice service will receive one home phone line that includes touch-tone service. Customer will receive unlimited local exchange service.

Customers receive the following features, where facilities are available: Call Waiting, 3-Way Calling, Anonymous Call Rejection. Customers will receive Block 900 & 976 with this service at no additional charge. Customers of Lifeline service are not eligible to receive this product. The following are not included in the monthly line charge: non-recurring charges, operator assistance, directory assistance, directory listing options, Interstate line charge, data/internet surcharge, blocking options, taxes, surcharges, custom calling features not included in features. Usage from any other residential service offerings cannot be aggregated with this service. Customers will receive Block 900 & 976 with this service at no additional charge.

IntraLATA calls are not included in the monthly Residential RLD-4 charge. Customers who have selected MCI as their primary intraLATA exchange carrier will be charged the intraLATA rates as provided by MCI Communications Services, Inc. d/b/a Verizon Business Services.¹

The Company reserves the right to discontinue offering the service and grandfather existing customers on one day's notice to the Commission, in the event that 1) facilities are not available to the Company to adequately provide the service, and 2) such lack of facilities is the result of the failure of any carrier (from whom the Company is securing facilities to provide the service) to provide adequate service to the Company.

This service is for use by residential customers. The Company reserves the right to adjust a customer's service upon appropriate customer notification. If it is determined that usage is not consistent with residential voice applications, customers service may be assessed a monthly recurring data/internet usage charge* or disconnected.

Monthly Recurring Charge:*

Zone 1:	*
Zone 2:	*
Zone 3:	*

* Rates are available for viewing on the Iowa Price List No. 1 at the following website address:
http://www.verizonbusiness.com/publications/state_tariffs/.

¹Terms and conditions, and other details of interstate and intrastate (interLATA/IntraLATA) companion services may be found by visiting the company's website at <http://www.mci.com/service> or by calling 1-800-444-3333.

4. Residential Service (Cont'd)

4.1 Service Offerings (Cont'd)

4.1.15 Residential RLJ Service

Customers who subscribe to this voice service must 1) select and designate MCImetro as its Local Exchange Carrier (LEC) and MCI as both its Interexchange Carrier (IXC) for interstate and intrastate calling and as its intraLATA toll provider for intraLATA toll calling and 2) concurrent with enrollment in this plan, customers must also enroll in the companion residential service offered in <http://www.mci.com/service> and must subscribe to this service as provided by MCI Communications Services, Inc. d/b/a Verizon Business Services.¹ Customers who subscribe to this service may not subscribe to Residential RLA, RLC, RLD-1, RLG, or RLH Service as described in this tariff on another line on their account. Customers of Lifeline service are not eligible to receive this product. Customers will receive Block 900 & 976 with this service at no additional charge.

A monthly recurring charge will apply to this service. This charge is identical to and shall not be in addition to any monthly recurring charge applicable to companion interstate service or to companion intrastate service. MCI customers will be charged the intraLATA and long distance rates as specified in the companion residential long distance service as provided by MCI communications Services, Inc. d/b/a Verizon Business Services set forth in <http://www.mci.com/service>.¹

Customer will receive unlimited local exchange service. Customers receive the following features, where facilities are available: Call Waiting, Caller ID, Anonymous Call Rejection. Customers will also receive an allotment of five (5) Directory Assistance calls at no additional charge per monthly period (this allotment is identical to and shall not be in addition to any Directory Assistance allotment applicable to companion interstate or intrastate service; customers may not carry over any unused Directory Assistance calls from one monthly period to the next).

The Company reserves the right to discontinue offering the service and grandfather existing customers on one day's notice to the Commission, in the event that 1) facilities are not available to the Company to adequately provide the service, and 2) such lack of facilities is the result of the failure of any carrier (from whom the Company is securing facilities to provide the service) to provide adequate service to the Company.

This service is for use by residential customers. The Company reserves the right to adjust a customer's service upon appropriate customer notification. If it is determined that usage is not consistent with residential voice applications, customers service may be assessed a monthly recurring data/internet usage charge* or disconnected.

Monthly Recurring Charge:*

Zone 1:	*
Zone 2:	*
Zone 3:	*

* Rates are available for viewing on the Iowa Price List No. 1 at the following website address:
http://www.verizonbusiness.com/publications/state_tariffs/.

¹Terms and conditions, and other details of interstate and intrastate (interLATA/IntraLATA) companion services may be found by visiting the company's website at <http://www.mci.com/service> or by calling 1-800-444-3333.

4. Residential Service (Cont'd)

4.1 Service Offerings (Cont'd)

4.1.15 Residential RLJ Service (Cont'd)

Termination:¹ The following termination provisions apply to customers of this service who continue to maintain a Company account and who do not elect to subscribe to other service offerings under this tariff:

- 1) For existing customers who disconnect from either a) residential service under this tariff only, b) residential service under this tariff and intraLATA service provided by MCI Communications Services, Inc. d/b/a Verizon Business Services, or c) residential service under this tariff and interstate service under <http://www.mci.com/service/>: The companion residential long distance service under <http://www.mci.com/service/>, and intraLATA and/or interLATA service provided by MCI Communications Services, Inc. d/b/a Verizon Business Services, as well as residential service under this tariff, will terminate. Customers will then be automatically re-subscribed to the service offering provided by MCI Communications Services, Inc. d/b/a Verizon Business Services for intraLATA service (if customer retains intraLATA service) and/or the service offering under <http://www.mci.com/service/> for interstate service (if customer retains interstate service) to which customer was subscribed at the time of subscription to this plan.¹
- 2) For existing customers who disconnect from either a) interstate service under <http://www.mci.com/service/> and from intraLATA service provided by MCI Communications Services, Inc. d/b/a Verizon Business Services, b) intraLATA service provided by MCI Communications Services, Inc. d/b/a Verizon Business Services only, or c) from interstate service under <http://www.mci.com/service/>: The companion residential service offering under <http://www.mci.com/service/> and provided by MCI Communications Services, Inc. d/b/a Verizon Business Services, as well as residential service under this tariff, will terminate. Customers will then be automatically re-subscribed to Residential RLD-4 Service under this tariff for local exchange service and to the service offering provided by MCI Communications Services, Inc. d/b/a Verizon Business Services for intraLATA service (if customer retains intraLATA service) and/or the service offering under <http://www.mci.com/service/> for interstate service (if customer retains interstate service) to which customer was subscribed at the time of subscription to this plan.¹
- 3) For new customers who disconnect from either a) residential service under this tariff only, b) residential service under this tariff and intraLATA service provided by MCI Communications Services, Inc. d/b/a Verizon Business Services, or c) residential service under this tariff and interstate service under <http://www.mci.com/service/>: The companion residential long distance service under <http://www.mci.com/service/>, and intraLATA and/or interLATA service provided by MCI Communications Services, Inc. d/b/a Verizon Business Services, as well as residential service under this tariff, will terminate. Customers will then be automatically re-subscribed to Basic Calling Plan P provided by MCI Communications Services, Inc. d/b/a Verizon Business Services for intraLATA service (if customer retains intraLATA service) and/or its companion interstate service offering under <http://www.mci.com/service/> for interstate service (if customer retains interstate service).¹

¹Terms and conditions, and other details of interstate and intrastate (interLATA/IntraLATA) companion services may be found by visiting the company's website at <http://www.mci.com/service> or by calling 1-800-444-3333.

4. Residential Service (Cont'd)

4.1 Service Offerings (Cont'd)

4.1.15 Residential RLJ Service (Cont'd)

Termination: (Cont'd)¹

- 4) For new customers who disconnect from either a) interstate service under <http://www.mci.com/service/> and from intraLATA service provided by MCI Communications Services, Inc. d/b/a Verizon Business Services, b) intraLATA service provided by MCI Communications Services, Inc. d/b/a Verizon Business Services only, or c) from interstate service under <http://www.mci.com/service/>: The companion residential service offering under <http://www.mci.com/service/> and provided by MCI Communications Services, Inc. d/b/a Verizon Business Services, as well as residential service under this tariff, will terminate. Customers will then be automatically re-subscribed to Residential RLD-4 Service under this tariff for local exchange service and to Basic Calling Plan P provided by MCI Communications Services, Inc. d/b/a Verizon Business Services for intraLATA service (if customer retains intraLATA service) and/or its companion interstate service offering under <http://www.mci.com/service/> for interstate service (if customer retains interstate service).¹

RLJ Savings Plan²

The Company will offer the following plan to new customers of Residential RLJ Service.

Customers enrolled in this plan will receive the following benefits: A \$10.00 discount off the monthly recurring charge for Residential RLJ Service for each month they remain subscribed to Residential RLJ Service. New customers of Residential RLJ Service will receive the benefit of this plan for 12 months after enrollment in this plan. By subscribing to this service customers understand all other rates, terms and conditions applicable to Residential RLJ Service shall apply.

RLJ Savings Plan II³

The Company will offer the following plan to new customers of Residential RLJ Service.

Customers enrolled in this plan will receive the following benefits: An \$11.00 discount off the monthly recurring charge for Residential RLJ Service for each month they remain subscribed to Residential RLJ Service. New customers of Residential RLJ Service will receive the benefit of this plan for 12 months after enrollment in this plan. By subscribing to this service customers understand all other rates, terms and conditions applicable to Residential RLJ Service shall apply.

RLJ Savings Plan III

The Company will offer the following plan to new customers of Residential Calling Plan RLJ Service. Customers enrolled in this plan will receive the following benefits: A \$12.00 discount off the monthly recurring charge for Residential Calling Plan RLJ Service for each month they remain subscribed to Residential RLJ Service. New customers of RLJ service will receive the benefit of this plan for 12 months after enrollment in this plan. By subscribing to this service customers understand all other rates, terms and conditions applicable to Residential RLJ Service shall apply.

¹Terms and conditions, and other details of interstate and intrastate (interLATA/IntraLATA) companion services may be found by visiting the company's website at <http://www.mci.com/service> or by calling 1-800-444-3333.

²Effective December 21, 2009, the RLJ Savings Plan will no longer be available to new subscribers.

³Effective June 26, 2010, the RLJ Savings Plan II will no longer be available to new subscribers.

4. Residential Service (Cont'd)

4.1 Service Offerings (Cont'd)

4.1.16 Residential RLK Service

Customers who subscribe to this voice service must 1) select and designate MCImetro as its Local Exchange Carrier (LEC) and MCI as both its Interexchange Carrier (IXC) for interstate and intrastate calling and as its intraLATA toll provider for intraLATA toll calling and 2) concurrent with enrollment in this plan, customers must also enroll in the companion residential service offered in <http://www.mci.com/service> and must subscribe to this service as provided by MCI Communications Services, Inc. d/b/a Verizon Business Services.¹ Customers who subscribe to this service may not subscribe to Residential RLA, RLC, RLD-1, RLG, or RLH Service as described in this tariff on another line on their account. Customers of Lifeline service are not eligible to receive this product. Customers will receive Block 900 & 976 with this service at no additional charge.

A monthly recurring charge will apply to this service. This charge is identical to and shall not be in addition to any monthly recurring charge applicable to companion interstate service or to companion intrastate service. Customers will be charged the intraLATA and long distance rates as specified in the companion residential long distance service provided by MCI Communications Services, Inc. d/b/a Verizon Business Services.¹

Customer will receive unlimited local exchange service. Customers receive the following features, where facilities are available: Call Waiting, Caller ID, Anonymous Call Rejection.

The Company reserves the right to discontinue offering the service and grandfather existing customers on one day's notice to the Commission, in the event that 1) facilities are not available to the Company to adequately provide the service, and 2) such lack of facilities is the result of the failure of any carrier (from whom the Company is securing facilities to provide the service) to provide adequate service to the Company.

This service is for use by residential customers. The Company reserves the right to adjust a customer's service upon appropriate customer notification. If it is determined that usage is not consistent with residential voice applications, customers service may be assessed a monthly recurring data/internet usage charge* or disconnected.

Monthly Recurring Charge:*

Zone 1:	*
Zone 2:	*
Zone 3:	*

* Rates are available for viewing on the Iowa Price List No. 1 at the following website address:
http://www.verizonbusiness.com/publications/state_tariffs/.

¹Terms and conditions, and other details of interstate and intrastate (interLATA/IntraLATA) companion services may be found by visiting the company's website at <http://www.mci.com/service> or by calling 1-800-444-3333.

4. Residential Service (Cont'd)

4.1 Service Offerings (Cont'd)

4.1.16 Residential RLK Service (Cont'd)

Termination:¹ The following termination provisions apply to customers who continue to maintain a Company account and who do not elect to subscribe to other service offerings under this tariff:

- 1) For existing customers who disconnect from either a) residential service under this tariff only, b) residential service under this tariff and companion intraLATA service, or c) residential service under this tariff and companion interstate service: The companion residential long distance interstate service under <http://www.mci.com/service/>, and intraLATA and/or interLATA service provided by MCI Communications Services, Inc. d/b/a Verizon Business Services, as well as residential service under this tariff, will terminate. Customers will then be automatically re-subscribed to the service offering provided by MCI Communications Services, Inc. d/b/a Verizon Business Services for intraLATA service (if customer retains intraLATA service) and/or the service offering under <http://www.mci.com/service/> for interstate service (if customer retains interstate service) to which customer was subscribed at the time of subscription to this plan.¹
- 2) For existing customers who disconnect from either a) companion interstate and intraLATA service, b) companion intraLATA service only, or c) from companion interstate service: The companion residential service offering under <http://www.mci.com/service/> and provided by MCI Communications Services, Inc. d/b/a Verizon Business Services, as well as residential service under this tariff, will terminate. Customers will then be automatically re-subscribed to Residential RLD-4 Service under this tariff for local exchange service and to the service offering provided by MCI Communications Services, Inc. d/b/a Verizon Business Services for intraLATA service (if customer retains intraLATA service) and/or the service offering under <http://www.mci.com/service/> for interstate service (if customer retains interstate service) to which customer was subscribed at the time of subscription to this plan.¹
- 3) For new customers who disconnect from either a) residential service under this tariff only, b) residential service under this tariff and companion intraLATA service, or c) residential service under this tariff and companion interstate service: The companion residential long distance service under <http://www.mci.com/service/>, and intraLATA and/or interLATA service provided by MCI Communications Services, Inc. d/b/a Verizon Business Services, as well as residential service under this tariff, will terminate. Customers will then be automatically re-subscribed to Basic Calling Plan P provided by MCI Communications Services, Inc. d/b/a Verizon Business Services for intraLATA service (if customer retains intraLATA service) and/or its companion interstate service offering under <http://www.mci.com/service/> for interstate service (if customer retains interstate service).¹
- 4) For new customers who disconnect from either a) companion interstate and intraLATA service, b) companion intraLATA service only, or c) from companion interstate service: The companion residential offering under <http://www.mci.com/service/> and provided by MCI Communications Services, Inc. d/b/a Verizon Business Services, as well as residential service under this tariff, will terminate. Customers will then be automatically re-subscribed to Residential RLD-4 Service under this tariff for local exchange service and to Basic Calling Plan P provided by MCI Communications Services, Inc. d/b/a Verizon Business Services for intraLATA service (if customer retains intraLATA service) and/or its companion interstate offering under <http://www.mci.com/service/> for interstate service (if customer retains interstate service).¹

¹Terms and conditions, and other details of interstate and intrastate (interLATA/intraLATA) companion services may be found by visiting the company's website at <http://www.mci.com/service> or by calling 1-800-444-3333.

4. Residential Service (Cont'd)

4.1 Service Offerings (Cont'd)

4.1.17 Residential RLL Service

Customers who subscribe to this voice service must 1) select and designate MCImetro as its Local Exchange Carrier (LEC) and MCI as both its Interexchange Carrier (IXC) for interstate and intrastate calling and as its intraLATA toll provider for intraLATA toll calling and 2) concurrent with enrollment in this plan, customers must also enroll in the companion residential service offered in <http://www.mci.com/service> and must subscribe to this service as provided by MCI Communications Services, Inc. d/b/a Verizon Business Services.¹ Customers who subscribe to this service may not subscribe to Residential RLA, RLC, RLD-1,RLG, or RLH Service as described in this tariff on another line on their account. Customers of Lifeline service are not eligible to receive this product Customers will receive Block 900 & 976 with this service at no additional charge.

A monthly recurring charge will apply to this service. This charge is identical to and shall not be in addition to any monthly recurring charge applicable to companion interstate service or to companion intrastate service. Customers will be charged the intraLATA and long distance rates as specified in the companion residential long distance service as MCI Communications Services, Inc. d/b/a Verizon Business Services.¹ Customer will receive unlimited local exchange service. Customers receive the following features, where facilities are available: Call Waiting, Caller ID, Anonymous Call Rejection.

The Company reserves the right to discontinue offering the service and grandfather existing customers on one day's notice to the Commission, in the event that 1) facilities are not available to the Company to adequately provide the service, and 2) such lack of facilities is the result of the failure of any carrier (from whom the Company is securing facilities to provide the service) to provide adequate service to the Company.

This service is for use by residential customers. The Company reserves the right to adjust a customer's service upon appropriate customer notification. If it is determined that usage is not consistent with residential voice applications, customers service may be assessed a monthly recurring data/internet usage charge* or disconnected.

Monthly Recurring Charge:*

Zone 1: *
Zone 2: *

* Rates are available for viewing on the Iowa Price List No. 1 at the following website address:
http://www.verizonbusiness.com/publications/state_tariffs/.

¹Terms and conditions, and other details of interstate and intrastate (interLATA/IntraLATA) companion services may be found by visiting the company's website at <http://www.mci.com/service> or by calling 1-800-444-3333.

4. Residential Service (Cont'd)

4.1 Service Offerings (Cont'd)

4.1.17 Residential RLL Service (Cont'd)

Termination:¹ The following termination provisions apply to customers who continue to maintain a Company account and who do not elect to subscribe to other service offerings under this tariff:

- 1) For existing customers who disconnect from either a) residential service under this tariff only, b) residential service under this tariff and companion intraLATA service, or c) residential service under this tariff and companion interstate service: The companion residential long distance interstate service, and intraLATA and/or interLATA service, as well as residential service under this tariff, will terminate. Customers will then be automatically re-subscribed to the service offering provided by MCI Communications Services, Inc. d/b/a Verizon Business Services for intraLATA service (if customer retains intraLATA service) and/or the service offering under <http://www.mci.com/service/> for interstate service (if customer retains interstate service) to which customer was subscribed at the time of subscription to this plan.¹
- 2) For existing customers who disconnect from either a) companion interstate and intraLATA service, b) companion intraLATA service only, or c) from companion interstate service: The companion residential interstate service offering and companion intrastate offering, as well as residential service under this tariff, will terminate. Customers will then be automatically re-subscribed to Residential RLD-4 Service under this tariff for local exchange service and to the service offering provided by MCI Communications Services, Inc. d/b/a Verizon Business Services for intraLATA service (if customer retains intraLATA service) and/or the service offering under <http://www.mci.com/service/> for interstate service (if customer retains interstate service) to which customer was subscribed at the time of subscription to this plan.¹
- 3) For new customers who disconnect from either a) residential service under this tariff only, b) residential service under this tariff and companion intraLATA service, or c) residential service under this tariff and companion interstate service: The companion residential long distance interstate service, and companion intraLATA and/or interLATA service, as well as residential service under this tariff, will terminate. Customers will then be automatically re-subscribed to Basic Calling Plan II provided by MCI Communications Services, Inc. d/b/a Verizon Business Services for intraLATA service (if customer retains intraLATA service) and/or its companion interstate service offering under <http://www.mci.com/service/> for interstate service (if customer retains interstate service).¹
- 4) For new customers who disconnect from either a) companion interstate service and from companion intraLATA service, b) companion intraLATA service only, or c) from companion interstate service: The companion residential interstate service offering and companion intrastate offering, as well as residential service under this tariff, will terminate. Customers will then be automatically re-subscribed to Residential RLD-4 Service under this tariff for local exchange service and to Basic Calling Plan II provided by MCI Communications Services, Inc. d/b/a Verizon Business Services for intraLATA service (if customer retains intraLATA service) and/or its companion interstate service offering under <http://www.mci.com/service/> for interstate service (if customer retains interstate service).

¹Terms and conditions, and other details of interstate and intrastate (interLATA/intraLATA) companion services may be found by visiting the company's website at <http://www.mci.com/service> or by calling 1-800-444-3333.

4. Residential Service (Cont'd)

4.2 Directory Assistance/Directory Assistance Call Completion*

A customer may obtain Directory Assistance in determining telephone numbers by calling the Directory Assistance operator. One request may be made on each directory assistance call. The Directory Assistance charge applies to each call regardless of whether or not the Directory Assistance operator is able to furnish the requested telephone number.

Customers may request the Directory Assistance operator to complete a call to the last number requested on that particular Directory Assistance call. The customer will be charged a usage rate in accordance with the Company Local Exchange Service to which the customer is presubscribed for completed calls.

Qualified customers who are unable to use a telephone directory because of physical disabilities will be exempt from the per call charge for Directory Assistance/Directory Assistance Call Completion.

4.3 Operator Services*

Busy Line Verification: Operator verifies that a line is currently busy.

Busy Line Interrupt: Operator interrupts a conversation in progress to ascertain willingness to establish conversation with an alternate party.

Person-to-Person Call: A service where the person originating the call specifies to the operator a particular person to be reached. Person to person can be billed to a calling card, billed to a third number or billed as collect at no additional charge.

3rd Number Billing Call: A billing arrangement by which a message may be charged to an account associated with a number other than the originating or terminating numbers.

Collect: Provides the customer with the capability to charge a call to the called party. On the announcement of a collect call, the called party has the option to refuse acceptance of charges in advance or when queried by the announcement.

Station-to-Station: Calls completed with the assistance of an operator to a particular station. The call may be billed to the called party.

Operator Assisted Sent Paid: Includes all calls where the person originating the call pays for the call by having the call billed to the originating phone number and calls from pay phones when the caller pays for the call by depositing coins.

Operator Service Per Call Charges that apply to customers prior to January 31, 2003.*

Operator Service Per Call Charges for customers enrolling in Local Residential Service on or after January 31, 2003.*

* Rates are available for viewing on the Iowa Price List No. 1 at the following website address:
http://www.verizonbusiness.com/publications/state_tariffs/.

4. Residential Service (Cont'd)

4.4 Directory Listings Options and Types

Listed: The customer's telephone number is listed in the telephone directory and is available through directory assistance. One primary listing is provided per telephone number on an account. The Directory Listing option selected for the Main listing determines how the line is published.

Non-Listed: The customer's telephone number is not listed in the telephone directory, but is available through Directory Assistance.

Non-Published Listing: The customer's telephone number is not listed in the telephone directory and is not available to requesters through directory assistance.

Main Listing: Applied as the first listing for the customer's primary line.

Additional Main Listing: Applied as the first listing for additional lines the customer may have on an account.

Residential Additional Listing: This listing furnishes additional listings for a residential customer's telephone number, whether for the primary or additional lines.

4.4.1 Directory Listing Options and Types - Charges*

4.5 Other Residential Non-Recurring Charges*

These charges are non-recurring and apply to various customer requests for connecting, moving or changing service. These charges are in addition to all other scheduled rates and charges that would normally apply.

Line Connection Fee*¹
Installation Dispatch*
Directory Listing Change Charge*
Blocking Set-up Fee*
Service Restoral Charge*
Telephone Number Change Charge*
Returned Check Charge*
InterLATA/IntraLATA PIC Change Charge*
Service Order Charge*¹
Call Detail Display*²
Duplicate Invoices*²
Voicemail Set-up Fee*
Facilities Move Charge*³

* Rates are available for viewing on the Iowa Price List No. 1 at the following website address:
http://www.verizonbusiness.com/publications/state_tariffs/.

¹Existing customers of Residential Service under this tariff will receive a waiver of this charge.

²Not available to customers subscribing to local residential service on or after January 31, 2003.

³This charge applies to a move or rearrangement, at the customer's request, of the point of interconnection between the Telephone Company communications facilities and terminal equipment, protective apparatus, or wiring at a subscriber's premises.

4. Residential Service (Cont'd)

4.6 Blocking Features

Block Call Return: Blocks customer's ability to use the Call Return as described in "Features and Options" below. Cannot be selected with Call Return as described in "Features and Options" below.

Block Call Trace: Blocks customer's ability to use the Call Trace feature as described in "Features and Options" below.

Block Collect or Third Party or Combined Calling: Provides an end-user the capability of restricting collect and/or third number billing to their telephone number. Callers attempting to place a third number billed or collect call to a line equipped with Block Collect or Third Party or Combined Calling will be advised by an operator that such billing is unauthorized and another form of billing is required.

Block Directory Assistance Call Completion (Block DACC): Prohibits the customer from completing Directory Assistance calls.

Carrier Access Code Blocking: Blocks attempts to place 1+ calls over an alternate carrier's network. Cannot be selected with Toll Restriction

Toll Restriction: Restricts customers from placing most 1+ calls and all 0+ outgoing calls (including access to 900/976 pay-per-call services). Local calls, calls to 800/950 numbers and repair will be permitted. Cannot be selected with Block International, Block 900, Block 976, or Carrier Access Code Blocking.

Block 900: Blocks the following outgoing calls from a customers line: 1+900.

Block Repeat Dialing: Blocks customer use of the Repeat Dialing feature set forth in "Features and Options" below. Cannot be selected with Repeat Dialing as set forth in "Features and Options" below.

Block 3-Way Calling: Blocks customer use of the 3-Way Calling feature set forth in "Features and Options" below. Cannot be selected with 3-Way Calling as set forth in "Features and Options" below.

Selective Blocking for Caller ID: Prevents the telephone number from being delivered to the Caller ID subscriber. Does not block information from being forwarded when calling 911, 800/888 WATS numbers, or 900 numbers. Must be activated by customer each time customer wants to prevent his/her name and/or number from being displayed to a Caller ID subscriber.

Complete Blocking for Caller ID: Prevents the telephone number from being delivered to the Caller ID subscriber. Caller ID Blocking does not block information from being forwarded when calling 911, 800/888 WATS numbers, or 900 numbers. Continuously prevents name and/or number from being displayed to a Caller ID subscriber.

Block International: Prevents completion of outgoing 011+, 101XXX011+, and International Direct-Dialed calls (except International Direct-Dialed calls placed by dialing 1+ an area code).

4.6.1 Blocking Features - Charges.*

* Rates are available for viewing on the Iowa Price List No. 1 at the following website address:
http://www.verizonbusiness.com/publications/state_tariffs/.

4. Residential Service (Cont'd)

4.7 Features and Options:

The following features are provided where facilities are available:

Anonymous Call Rejection (ACR): Rejects incoming calls that have been marked anonymous, or blocked.

Call Forwarding: Automatically routes all incoming local or long distance calls to any number customer specifies (maximum 24 digits). The customer will hear a short ring on the forwarded line each time a call is forwarded as a reminder that this feature is activated. Call Forwarding may ring once before the call is forwarded but the call cannot be answered. The user has control of the activation and deactivation process, but only from the base station where the feature is provisioned. Applied on a per line basis. Cannot be selected with Remote Access Call Forwarding

Call Forwarding Busy: Automatically forwards calls to a pre-selected telephone number on a different premise when the called telephone number is busy. Applied on a per line basis. Cannot be selected with Voicemail.

Call Forwarding No Answer: Automatically forwards unanswered incoming calls to an alternate TN after a pre-selected number of rings (customer may select between 2 and 7 rings). Cannot be selected with Voicemail. The customer must specify the number to which calls are forwarded and the approximate number of ringing cycles at the time the feature is ordered. Applied on a per line basis.

Call Forwarding Busy & No Answer: Call Forwarding Busy & No Answer allows the customer to forward calls outside the end-user's switch type. Incoming calls are forwarded to a predetermined Call Forwarding Number. The Call Forwarding Number can be across state lines or outside of LATA boundaries. Call Forwarding Busy & No Answer forwards calls to the same Call Forwarding Number on both a busy line condition and when the telephone is not answered after a predetermined Ringing Cycle. To forward calls to different Call Forwarding Numbers, separate features must be ordered. Applied per line. Cannot be selected with Call Forwarding Busy or Call Forwarding No Answer.

Call Return: Enables the customer to dial back the number of the last incoming call whether the call was answered or not. Applied on a per line basis. Cannot be selected with Block Call Return.

Call Screening: Provides blocking of fifteen numbers created on a screening list by the customer. Applied on a per line basis.

Repeat Dialing: Allows a customer who encounters a busy condition while placing an outgoing call to prompt the central office to redial the telephone number until the call can be completed. Applied on a per line basis. Cannot be selected with Block Repeat Dialing.

Call Transfer: Allows the end user to transfer an incoming call to any dialable telephone number, including a long distance telephone number, and hang-up without disconnecting the call.

Call Waiting: When on a call, Call Waiting alerts the customer with a special tone that another call is waiting. It allows the waiting call to be answered without disconnecting from the existing call. Allows switching between the calls whenever desired. Allows either call to be ended at any time. The customer has the ability to disable and reactivate the feature at will.

4. Residential Service (Cont'd)

4.7 Features and Options (Cont'd):

Call Waiting ID Name and Number: This service allows a residential customer to control the treatment applied to incoming calls while the customer is off-hook on a call. Call Waiting ID Name and Number includes the functionality of the Call Waiting feature and provides several additional call disposition options. The customer must have a calling identification delivery feature, such as Caller ID-Name and Number, for the calling identification data of the waiting call to be provided following the Call Waiting ID alerting tone Call disposition.

Caller ID-Number Only: This feature enables the customer to view on a display unit the Directory Number of incoming telephone calls. When Caller ID - Number Only is activated on a customer's line, the Directory Numbers of incoming calls are displayed on the called CPE during the first long silent interval of the ringing cycle with the exception of numbers where the caller is marked "private". The number information is only transmitted when the customer's receiver is on-hook. Calling party number information via Caller ID-Basic is not available on operator handled calls. Utilization of the full capabilities of Caller ID-Number Only requires the use of an Analog Display Services Interface (ADSI) - compatible telephone at the customer's premises. The installation, repair and the technical capability of the ADSI-compatible CPE to function in conjunction with the features specified herein is the responsibility of the customer.

Caller ID-Name and Number: This feature enables the customer to view on a display unit the Directory Name and Directory Number on incoming telephone calls. A maximum of 15 characters is allowed for transmission of the calling party name. When Caller ID - Name and Number is activated on a customer's line, the Directory Name and Directory Number on incoming calls will be displayed on the called CPE during the first long silent interval of the ringing cycle. The date and time of the call is also transmitted to the Caller ID - Name and Number customer. Utilization of the full capabilities of Caller ID- Name and Number requires the use of an Analog Display Services Interface (ADSI) - compatible telephone at the customer's premises. The installation, repair and the technical capability of the ADSI-compatible CPE to function in conjunction with the features specified herein is the responsibility of the customer.

CustomNet: CustomNet service provides screening options that restrict certain types of outgoing operator assisted toll calls. When end-users dial 0/0, operator services will require charges for the call to be billed collect, to a third party or to a calling card.

Directed Call Pickup:¹ Directed Call Pickup with Barge in capability allows a line to pick up an incoming call which is ringing or has already been answered on another line.

Intracall/Home Intercom: Option provides an intercom system on a single line that has multiple telephone sets. When Intracall/Home Intercom is initiated, all telephones on the line ring with a distinctive ring pattern. Any telephone on the line can be used to initiate Intracall/Home Intercom.

Talking Call Waiting:¹ An enhancement to Qwest Call Waiting services. It provides an audible announcement of the incoming caller's name. The announcement consists of the regular call waiting tone followed immediately by the calling party's name. On some out of state calls, the end-user may hear the state name followed by the area code where the call has originated. After hearing the new caller's name, the end-user can flash to accept the incoming call or ignore the new call and continue with the Original conversation. Must be selected with Call Waiting or Call Waiting ID.

¹Effective October 27, 2004 this feature will no longer be available to new subscribers.

4. Residential Service (Cont'd)

4.7 Features and Options (Cont'd):

Voicemail: A personalized answering service built right into a customer's telephone line. Customers can receive, save and retrieve messages from any touch-tone phone. Voicemail will take messages when the line is busy, if a call waiting is ignored or if the customer is online or sending a fax. Feature can be selected per ANI. This feature cannot be selected with Call Forwarding Busy, Call Forwarding No Answer, or Call Forwarding Busy No Answer.

Multi-Ring 2: Enables two telephone numbers to share one line. A unique ringing pattern is provided for each of the additional numbers. Applied on a per line basis. One additional ANI must be reserved and specified on the order for Multi-Ring 2. Cannot be selected with Multi-Ring 3, Priority Call Ringing. Customers who subscribe to Multi-Ring 2 are entitled to a listing for each number in the arrangement at no additional monthly charge. This feature is only available to customers of Local Residential Service who were previously subscribed to local residential service offered by Qwest, and who selected the Multi-Ring 2 feature as part of their Qwest local residential service.

Multi-Ring 3: Enables three telephone numbers to share one line. A unique ringing pattern is provided for each of the additional numbers. Applied on a per line basis. Two additional ANIs must be reserved and specified on the order for Multi-Ring 3. Cannot be selected with Multi-Ring 2, Priority Call Ringing. Customers who subscribe to Multi-Ring 3 are entitled to a listing for each number in the arrangement at no additional monthly charge. This feature is only available to customers of Local Residential Service who were previously subscribed to local residential service offered by Qwest, and who selected the Multi-Ring 2 feature as part of their Qwest local residential service.

Priority Call Ringing: Priority Call Ringing allows an end-user to establish a list of important telephone numbers on a Priority Call List. The Priority Call List can contain up to 15 telephone numbers. When an incoming call is received from a telephone number that appears on the Priority Call List, the end-user will receive a distinctive ring (short, long, short). Incoming calls from telephone numbers on the Priority Call List that encounter a Busy or Don't Answer condition will be treated like any other incoming call; however, the distinctive ring is not forwarded to the remote location. Priority Call Ringing will override Anonymous Call Rejection

Speed Dial-8: This provides for the calling of pre-selected telephone numbers by dialing an abbreviated code for up to 8 phone numbers. When the designated code is entered, the telephone number assigned to the code will be dialed.

Speed Dial 30: Allows the customer to designate one code for up to 30 telephone numbers. When the designated code is entered, the telephone number will automatically be dialed. Applied on a per line basis. Cannot be selected with Speed Dial 8.

Three Way Calling: Allows another party to be added to a call already in progress. The added party may be local or long distance. Toll or local measured service charges will apply to each leg of a Three Way Call.

4.7.1 Features and Options Charges*

* Rates are available for viewing on the Iowa Price List No. 1 at the following website address:
http://www.verizonbusiness.com/publications/state_tariffs/.

4. Residential Service (Cont'd)

4.8 Pay Per Use Features

Repeat Dialing (*66): Repeat Dialing, when activated, automatically redials the last number the customer attempted to call. If the called line is not busy, the call will be placed. If the called line is busy, a confirmation announcement is heard. The customer hangs up and a queuing process begins. For the next 30 minutes, both the calling and called lines are checked periodically for availability to complete the call. If during this queuing process the called line becomes idle, the customer is notified, via a distinctive ring, that the network is ready to place the call. When the customer picks up the telephone the call will automatically be placed. In some locations, due to technological limitations Repeat Dialing must be purchased with Call Return.

Call Return (*69): This feature enables the customer to dial back the number of the last incoming call whether the call was answered or not. If the line is busy call return will keep trying to complete the call for 30 minutes.

Call Trace (*57): This feature provides a detailed record of the last incoming call, including call-waiting calls. It automatically records the phone number, time, and date of the call. MCI security processes this information and provides it to the appropriate law enforcement agency should customer decide to file a complaint.

Three-Way Calling (*71):¹ Allows another party to be added to a call already in progress. The added party may be local or long distance. Toll or local measured service charges will apply to each leg of a Three Way Call.

4.8.1 Pay Per Use Features Charges*

* Rates are available for viewing on the Iowa Price List No. 1 at the following website address:
http://www.verizonbusiness.com/publications/state_tariffs/.

¹Effective January 31, 2003 these features will only be available for new customers subscribing to residential service.

4. Residential Service (Cont'd)

4.9 Special Promotions

From time to time the Company may engage in special service offerings of limited duration. These promotions may be in the form of waived or reduced recurring and nonrecurring fees, lowered usage charges, or other actions designed to attract new customers or to increase existing Customer awareness of a particular service. The Company shall seek Board approval prior to engaging in Iowa specific promotions, and these shall be included in this approved tariff prior to their commencement.

4.9.1 \$25 Credit Promotion

Beginning October 1, 2007, and ending December 31, 2007, the Company will offer the following promotion to existing customers of Residential RZA and RLJ Service who contact a Company service representative and request cancellation of their service. Customers will receive a credit of \$25 on their first invoice after enrollment in this promotion. This promotion is not combinable with any other promotional offering.

4.9.2 \$20 Credit Promotion

Beginning October 1, 2007, and ending December 31, 2007, the Company will offer the following promotion to existing customers of Residential RLE, RLH, RLI, RLK, RLL and RLG Service who contact a Company service representative and request cancellation of their service. Customers will receive a credit of \$20 on their first invoice after enrollment in this promotion. This promotion is not combinable with any other promotional offering.

4.9.3 \$20 Credit Promotion for 3 Invoices

Beginning October 1, 2007, and ending December 31, 2007, the Company will offer the following promotion to existing customers of Residential RLH, RLI, RLK, RLL and RLG Service ("Service") who i) have been subscribed to their Service for a minimum of three (3) months, and ii) contact a Company service representative and request cancellation of their Service. Customers will receive a credit of \$20 on each of their first three invoices after enrollment in this promotion. This promotion is not combinable with any other promotional offering.

4.9.4 \$25 Credit Promotion for 3 Invoices

Beginning October 1, 2007, and ending December 31, 2007, the Company will offer the following promotion to existing customers of Residential RZA and RLJ Service ("Service") who i) have been subscribed to their service for a minimum of three (3) months, and ii) contact a Company service representative and request cancellation of their Service. Customers will receive a credit of \$25 on each of their first three invoices after enrollment in this promotion. This promotion is not combinable with any other promotional offering.

4.9.5 Certificate Promotion

Beginning October 1, 2007, and ending December 31, 2007, the Company will offer the promotion. Existing customers of Company residential service who i) are subscribed to Residential RZA, RLI, and RLH Service ("Service"), ii) have been subscribed to their Service for a minimum of three (3) months, and iii) request cancellation of their Service, are eligible to receive a certificate offering 100% off the service's monthly recurring charge for the first, seventh, and thirteenth full invoices for Residential RZA, RLI, and RLH Service as described below.

To participate in this promotion, Customers will be mailed a certificate offering 100% off the service's monthly recurring charge for Residential RZA, RLI and RLH Service. Upon receipt of the certificate, Customers must mail the certificate to the Company and will receive the 50% off of their monthly recurring charge after Company receives the certificate. Certificates are valid until the date printed on the certificate.

4. Residential Service (Cont'd)

4.9 Special Promotions (Cont'd)

4.9.6 Residential Free Month Promotion

Beginning October 1, 2007, and ending December 31, 2007, the Company will offer the following promotion to eligible customers at its discretion and subject to billing availability.

New customers of Residential RLI, RLJ, and RLK Service who contact a Company representative will be mailed a certificate in the amount of the monthly service charge for Residential RLI, RLJ, and RLK Service. Upon receipt of the certificate, Customers must mail the certificate to the Company. Customer will receive the credit on their next available invoice after Company receives the certificate. Certificates are valid until the date printed on the certificate.

4.9.7 Anniversary Lifetime Promotion¹

Beginning October 1, 2007, and ending December 31, 2007, the Company will offer the following promotion. New customers of Residential RLI, RLJ, and RLK Service who are contacted by a Company service representative or who contact a company service representative are eligible to receive a certificate providing a discount of 100% against customer's monthly recurring charge for Residential RLI, RLJ, and RLK Service, to be applied to customer's first and thirteenth full invoice, and every twelfth full invoice thereafter for as long as customer remains subscribed to Residential RLI, RLJ, and RLK Service.

To participate in this promotion, Customers will be mailed a certificate offering a 100% discount off of their monthly recurring charge for Residential RLI, RLJ, and RLK Service. Upon receipt of the certificate, Customers must mail the certificate to the Company and will receive the 100% off their monthly recurring charge after Company receives the certificate. Certificates are valid until the date printed on the certificate. Certificates will be mailed prior to customer's 1st and 13th month of service, and every twelfth full invoice thereafter for as long as customer remains subscribed to Residential RLI, RLJ, and RLK Service.

4.9.8 RLL Certificate Promotion^{2 1}

Beginning October 1, 2007, and ending December 31, 2007, the Company will offer the following promotion.

Existing customers of Company residential long distance service as described in MCI Communications Services, Inc. d/b/a Verizon Business Services who newly subscribe to Residential RLL Service and who are contacted by a Company service representative, or New Customers of RLL Service who contact a company service representative, or existing customers of Company residential long distance service as described in MCI Communications Services, Inc. d/b/a Verizon Business Services who contact a Company service representative, are eligible to receive a certificate providing a 50% discount off the first and thirteenth full invoice, and every twelfth full invoice thereafter for as long as customer remains subscribed to Residential RLL Service.

To participate in this promotion, Customers will be mailed a certificate offering 50% off of their monthly recurring charge for Residential RLL Service. Upon receipt of the certificate, Customers must mail the certificate to the Company and will receive the 50% off of their monthly recurring charge after Company receives the certificate. Certificates are valid until the date printed on the certificate. Certificates will be mailed prior to customer's 1st and 13th month of service, and every twelfth full invoice thereafter for as long as customer remains subscribed to Residential RLL Service.

¹ Effective November 15, 2010, these services will no longer be available to new subscribers.

4. Residential Service (Cont'd)

4.10 Service Availability

The following Zones listed below reflect to the Geographic Deaveraged Zones by Wire Center Maps by Metropolitan Statistical Areas (MSA) Zones and Rural Statistical Area (RSA) Zones, and Interval Tables for Network Wire Centers provided by Qwest, which can be found in <http://www.qwest.com/wholesale/guides/geozone.html>.

Service available in Zone 1, Zone 2, and Zone 3 as adopted by Iowa State Utilities Board.

4. Residential Service (Cont'd)

4.11 Calling Plans

4.11.1 New Residential Free Month Plan

The Company will offer the following plan to eligible customers at its discretion and subject to billing availability.

New customers of Residential RLI, RLJ, and RLK Services who contact a Company representative will be mailed a certificate in the amount of the monthly service charge for Residential RLI, RLJ, and RLK Services. Upon receipt of the certificate, Customers must mail the certificate to the Company. Customer will receive the credit on their next available invoice after Company receives the certificate. Certificates are valid until the date printed on the certificate.

4.11.2 Anniversary Lifetime Plan

The Company will offer the following plan. Existing customers of Company residential long distance service as described in MCI Communications Services, Inc. d/b/a Verizon Business Services; i) who newly subscribe to Residential RLI, RLJ, and RLK Services, ii) who either are contacted by a Company service representative or iii) who contact a company service representative are eligible to receive a certificate providing a discount of 100% against customer's monthly recurring charge for Residential RLI, RLJ, and RLK Service, to be applied to customer's first and thirteenth full invoice, and every twelfth full invoice thereafter for as long as customer remains subscribed to Residential RLI, RLJ, and RLK Service.

To participate in this plan, Customers will be mailed a certificate offering a 100% discount off of their monthly recurring charge for Residential RLI, RLJ, and RLK Services. Upon receipt of the certificate, Customers must mail the certificate to the Company and will receive the 100% off their monthly recurring charge after Company receives the certificate. Certificates are valid until the date printed on the certificate. Certificates will be mailed prior to customer's 1st and 13th month of service, and every twelfth full invoice thereafter for as long as customer remains subscribed to Residential RLI, RLJ, and RLK Services.

4.11.3 RLL Certificate Plan 2

Existing customers of Residential RLL Service who enroll in this plan by signing up online at the Company's website address at <http://www.verizonbusiness.com> are eligible to receive a certificate providing a 50% discount off the first and thirteenth full invoice, and every twelfth full invoice thereafter for as long as customer remains subscribed to Integrated RLL Service.

To participate in this plan, Customers will be mailed a certificate offering 50% off of their monthly recurring charge for Residential RLL Service. Upon receipt of the certificate, Customers must mail the certificate to the Company and will receive the 50% off of their monthly recurring charge after Company receives the certificate. Certificates are valid until the date printed on the certificate. Certificates will be mailed prior to customer's 1st and 13th month of service, and every twelfth full invoice thereafter for as long as customer remains subscribed to Residential RLL Service.

4.11.4 \$20 Credit Plan ¹

The Company will offer the following plan to existing customers of Residential RLE, RLH, RLI, RLK, RLL, RLG and RLB Service who contact a Company service representative and request cancellation of their service. Customers will receive a credit of \$20 on their first invoice after enrollment in this plan. This plan is not combinable with any other offering.

¹ Effective June 27, 2010, these services will no longer be available to new subscribers.

4. Residential Service (Cont'd)

4.11 Calling Plans (Cont'd)

4.11.5 \$25 Credit Plan ¹

The Company will offer the following plan to existing customers of Residential RLA and RLJ Services who contact a Company service representative and request cancellation of their service. Customers will receive a credit of \$25 on their first invoice after enrollment in this plan. This plan is not combinable with any other offering.

4.11.6 \$20 Credit Plan for 3 Invoices

The Company will offer the following plan to existing customers of Residential RLH, RLI, RLK, RLL, RLG, RLB and RLC Services ("Service") who i) have been subscribed to their Service for a minimum of three (3) months, and ii) contact a Company service representative and request cancellation of their Service. Customers will receive a credit of \$20 on each of their first three invoices after enrollment in this plan.

4.11.7 \$25 Credit Plan for 3 Invoices

The Company will offer the following plan to existing customers of Residential RLA and RLJ Services ("Service") who i) have been subscribed to their service for a minimum of three (3) months, and ii) contact a Company service representative and request cancellation of their Service. Customers will receive a credit of \$25 on each of their first three invoices after enrollment in this plan.

4.11.8 Certificate Plan

The Company will offer the following plan to existing customers of Company residential service who i) are subscribed to Residential RZA, RLI, and RLH Services ("Service"), ii) have been subscribed to their Service for a minimum of three (3) months, and iii) request cancellation of their Service, are eligible to receive a certificate offering 100% off the service's monthly recurring charge for the first, seventh, and thirteenth full invoices for Residential RZA Service as described below.

To participate in this plan, Customers will be mailed a certificate offering 100% off the service's monthly recurring charge for Residential RZA, RLI, and RLH Services. Upon receipt of the certificate, Customers must mail the certificate to the Company and will receive the 100% off of their monthly recurring charge after Company receives the certificate. Certificates are valid until the date printed on the certificate.

4.11.9 New Residential Two Month Free Plan

The Company will offer the following plan to eligible customers at its discretion and subject to billing availability.

New customers of Residential RLI Service who contact a Company representative will be mailed a certificate in the amount of the monthly service charge for Residential RLI Service to be applied to the customer's first and sixth full invoice. Upon receipt of the certificate, Customers must mail the certificate to the Company. Customer will receive the credit on their next available invoice after Company receives the certificate. Certificates are valid until the date printed on the certificate.

¹ Effective June 27, 2010, these services will no longer be available to new subscribers.

4. Residential Service (Cont'd)

4.11 Calling Plans (Cont'd)

4.11.10 \$10 Credit Plan for 6 Full Invoices

The Company will offer the following plan to existing customers of Residential RLJ, RLA, RLI, RLK, RLL, RLC, RLH, RLG and RLB Services who contact a Company representative and request cancellation of their Service. Customers will receive a \$10 credit on each of their six full invoices after enrollment in this plan. This plan is not combinable with any other promotional offering.

4.11.11 \$20 Credit Plan for 3 Invoices II

The Company will offer the following plan to existing customers of Residential RLB, RLH, RLI, RLK, RLL, RLG and RLC Services ("Service") who i) have been subscribed to their Service for a minimum of three (3) months, and ii) contact a Company service representative and request cancellation of their Service. Customers will receive a credit of \$20 on their 1st, 3rd, and 6th invoices after enrollment in this plan.

4.11.12 \$25 Credit Plan for 3 invoices II

The Company will offer the following plan to existing customers of Residential RLA and RLJ Services ("Service") who i) have been subscribed to their service for a minimum of three (3) months, and ii) contact a Company service representative and request cancellation of their Service. Customers will receive a credit of \$25 on each of their 1st, 3rd, and 6th invoices after enrollment in this plan.

4.11.13 Residential 50% Discount for 2 Invoices

New customers of Residential RLB, RLI, RLJ and RLK services who contact a Company representative will be mailed a certificate in the amount of 50% of the monthly service charge for Residential RLB, RLI, RLJ and RLK Services in each of their first two full months of service.

Upon receipt of the certificate, Customers must mail the certificate to the Company and will receive the 50% off their monthly recurring charge after Company receives the certificate. Certificates are valid until the date printed on the certificate. Certificates will be mailed prior to customer's 1st and 2nd month of service. Customer will receive the credit on their next full invoice after Company receives the certificate. Certificates are valid until the date printed on the certificate.

4.11.14 Residential \$3.50 EasyPay Plan

The Company will offer the following plan to i) existing customers of Company residential service who elect to have their invoiced charges billed directly to a valid commercial credit card, a valid debit card issued by a third party, or an active commercial bank account, and who enroll in this promotion after contacting a Company service representative and being offered this plan, and ii) new customers of Company residential service who elect to have their invoiced charges billed directly to a valid commercial credit card, valid debit card issued by a third party, or an active commercial bank account, and who enroll in this plan either after being contacted by a Company service representative and being offered this plan, or by contacting a Company service representative and being offered this plan. Customers enrolling in this plan will receive a one-time credit, not to exceed \$3.50, against their Company invoiced charges for residential service.

