

5. Small Business Service^{1/2}

T/N

- A. Application of Small Business Service: Small Business service is defined as service that is furnished primarily or substantially of a business professional, institutional, or otherwise occupational nature. The Company reserves the right to disconnect customer's Small Business service upon appropriate customer notification if it is determined that usage is not consistent with normal business applications.
- 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 call 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. Calls will be charged according to the rate period the call originates in.
- C. Small Business Service Area: All Small Business service set forth in this Section of this tariff is presently only available to those customers who presently have service on lines with Qwest or with MCImetro or another carrier who provisions service either via resale of Qwest or via UNE-Platform service provided by Qwest

CERTAIN MATERIAL PREVIOUSLY LOCATED ON THIS SHEET WAS MOVED TO SHEET NO. 75.1.

¹Effective October 1, 2019, the Company will no longer offer local exchange service to new Small Business customers as described in this section (Section 5, Small Business Service). Also effective October 1, 2019, existing small business customers currently subscribed to any of the Company local exchange service offerings described in this section (Section 5, Small Business Service) will no longer be able to move, add to, or change the service to which they are subscribed.

T

²Effective December 31, 2023, the Company no longer offers local exchange service to small business customers and all small business local phone service offerings in this tariff are discontinued and withdrawn.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.

N
|
|
N

Issued: November 28, 2023

Effective: December 31, 2023

Edwin Reese
Analyst-Govt Relations
1300 I Street NW, Suite 500E
Washington, DC 20005

5. Small Business Service (Cont'd)

5.1 Service Offerings

5.1.1 Business B2 Service

Business B2 Service is an outbound and inbound Dial 1 service available to small business customers. Customers may select one offering as described below. Customers who subscribe to this 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 service offered in <http://www.mci.com/service> and must also enroll in the companion interstate Small Business service and must subscribe to the companion intrastate and intraLATA toll service provided by MCI Communications Services, Inc. d/b/a Verizon Business Services.¹

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.¹

Touch tone calling is included in the monthly fee. The following are not included in the monthly recurring charge: non-recurring charges, operator assistance, directory assistance, directory listing options, interstate line charge, blocking options, taxes, surcharges, per use charges and custom calling features not included in the list below. MCI customers will be charged the long distance and the intraLATA rates as specified in the companion long distance service as set forth in <http://www.mci.com/service> and provided by MCI Communications Services, Inc. d/b/a Verizon Business Services.¹

Customers receive the following features on their primary line, where facilities are available: Caller ID, Call Waiting, Call Forwarding, 3-Way Calling, and Speed Dial 8. Customers will receive Block 900 & 976 with this service at no additional charge.

THE MATERIAL ON THIS SHEET WAS PREVIOUSLY LOCATED ON SHEET NO. 75.

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

5. Small Business Service (Cont'd)

5.1 Business B2 Service (Cont'd)

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 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 only available for up to fifteen (15) lines per account. By subscribing to this service, Customer understands that use of this service is restricted in the following manner: i) at any given time, Customer may only place as many concurrent calls as it has purchased individual lines; (ii) Customer may not utilize auto-dialers or any similar type of device in connection with the service; and (iii) Customer may not utilize the service in any call center environment or in connection with any similar such application; (iv) customer may not resell the services in any manner, including but not limited to as a wholesaler or aggregator, and (v) customer may not utilize the service for excessive non-voice applications (including but not limited to dial-up internet service or facsimile service).

Customer expressly acknowledges that any violation of the foregoing restrictions on its use of the service will result in an additional line charge (equal to the monthly recurring charge of the Offering on customer's primary line which customer has selected under this service) per line per month and/or the immediate termination of the service by the Company at the Company's discretion, upon appropriate customer notification.

Business B2 Multiline Service: Business B2 Multiline Service is available to Small Business customers who enroll in one of the Offerings under Business B2 Service as described in this tariff and who have up to fourteen (14) additional lines on their account, in addition to customer's primary line. Customers who subscribe to Business B2 Multiline 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 service offered in <http://www.mci.com/service> and must subscribe to Business B2 Integrated Service as provided by MCI Communications Services, Inc. d/b/a Verizon Business Services.¹

A monthly recurring charge per additional line will apply to Business B2 Multiline Service. Customers will receive the following service in addition to the service described for Business B2 service as set forth in this tariff: Customers will receive unlimited local usage on each additional line on their account. Customers will also receive long distance service as described in Business B2 Integrated Service as provided by MCI Communications Services, Inc. d/b/a Verizon Business Services and described in <http://www.mci.com/service/>.¹ Customers may also select either the Feature Value Pak or the CID Feature Value Pak as described in this tariff for each additional line. Customers will be charged the monthly recurring charges for those feature packages as described in this tariff for each additional line for which they are selected. For Customers subscribing to Offering A or Offering B of Business B2 Service, the Feature Value Pak and the CID Feature Value Pak are not available for service on Customer's primary line. Customers will receive Block 900 & 976 with this service for each additional line at no additional charge.

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

5. Small Business Service (Cont'd)

5.1 Service Offerings (Cont'd)

5.1.1 Business B2 Service (Cont'd)

Customers may elect one of the Offerings available under this service:

Offering A: For a monthly recurring charge as specified in this tariff, Customers will receive unlimited local usage. Customers will also receive long distance service as described in Offering A of Business B2 Integrated service as provided by MCI Communications Services, Inc. d/b/a Verizon Business Services and described in <http://www.mci.com/service/>.¹

Offering B: For a monthly recurring charge as specified in this tariff, Customers will receive unlimited local usage. Customers will also receive long distance service as described in Offering B of Business B2 Integrated Service as provided by MCI Communications Services, Inc. d/b/a Verizon Business Services and described in <http://www.mci.com/service/>.¹

Block-of-Time Offering 1: For a monthly recurring charge as specified in this tariff, Customers will receive unlimited local usage. Customers will also receive long distance service as described in Block-of-Time Offering 1 of Business B2 Integrated service offered in <http://www.mci.com/service> and must also enroll in the companion interstate Small Business service and must subscribe to the companion intrastate and intraLATA toll service as provided by MCI Communications Services, Inc. d/b/a Verizon Business Services.¹

Monthly Recurring Charges*

Business B2 Service - Primary Line (Offering A and B)*

Business B2 Multiline Service - Per Additional Line (Offering A and B)*

Block-of-Time Offering 1 (Primary and Additional Line)*

Termination¹:

- 1) For customers of Offerings A or B of Business B2 Service, who were not previously enrolled in Small Business Long Distance Plan A, Small Business Long Distance Plan B, or Small Business Long Distance Plan C service, Advanced Option II for Small Business Savings Plan XII, Advanced Option II for Small Business Savings Plan XIII, or Advanced Option II for Small Business Savings Plan XIV service, and who disconnect from local exchange service under this tariff: The companion small business interstate and intrastate service offerings, as well as Business B2 Service under this tariff, will terminate. Customers will then be automatically re-subscribed to Small Business Long Distance Plan B service provided by MCI Communications Services, Inc. d/b/a Verizon Business Services and its companion small business service under <http://www.mci.com/service/>.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 maybe found by visiting the company's website at <http://www.mci.com/service> or by calling 1-800-444-3333.

5. Small Business Service (Cont'd)

5.1 Service Offerings (Cont'd)

5.1.1 Business B2 Service (Cont'd)

Termination (Cont'd)¹:

- 2) For customers of Business B2 Service, who were previously enrolled in Small Business Long Distance Plans A, B, or C service, Advanced Option II for Small Business Savings Plan XII, Advanced Option II for Small Business Savings Plan XIII or Advanced Option II for Small Business Savings Plan XIV service, and who disconnect from local exchange service under this tariff: The companion small business interstate and intrastate service offerings, as well as Business B2 Service under this tariff, will terminate. Customers will then be automatically re-subscribed to the intrastate service provided by MCI Communications Services, Inc. d/b/a Verizon Business Services and its companion small business service under <http://www.mci.com/service> to which they were subscribed at the time of enrollment in Business B2 Service.¹
- 3) For customers of Offerings A or B of Business B2 Service who were not previously enrolled in Small Business Long Distance Plans A, B, or C service, Advanced Option II for Small Business Savings Plan XII, Advanced Option II for Small Business Savings Plan XIII or Advanced Option II for Small Business Savings Plan XIV service and who disconnect either i) from companion interstate service and from companion interLATA service, or ii) from companion intraLATA service only: The companion small business interstate service offering, the companion intrastate Business B2 Integrated Plan offering, and Business B2 Service under this tariff will terminate. Customers terminating from both interstate and interLATA service will then be automatically re-subscribed to Business Service B under this tariff for local exchange service and to Small Business Long Distance Plan B service provided by MCI Communications Services, Inc. d/b/a Verizon Business Services for intraLATA service. Customers terminating from intraLATA service will be automatically re-subscribed to Business Service B under this tariff for local exchange service and to Small Business Long Distance Plan B service provided by MCI Communications Services, Inc. d/b/a Verizon Business Services for interLATA service 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 maybe found by visiting the company's website at <http://www.mci.com/service> or by calling 1-800-444-3333.

5. Small Business Service (Cont'd)

5.1 Service Offerings (Cont'd)

5.1.1 Business B2 Service (Cont'd)

Termination (Cont'd):¹

- 4) For customers of Offerings A or B of Business B2 Service who were previously enrolled in Small Business Long Distance Plans A, B, or C service, Advanced Option II for Small Business Savings Plan XII, Advanced Option II for Small Business Savings Plan XIII or Advanced Option II for Small Business Savings Plan XIV service and who disconnect either i) from companion interstate and interLATA service, or ii) from companion intraLATA service only: The companion small business interstate service offering, companion intrastate Business B2 Integrated Plan service, and Business B2 Service under this tariff will terminate. Customers terminating from both interstate and interLATA service will then be automatically re-subscribed i) to Business Service B under this tariff, for local exchange service; and ii) to the intrastate service provided by MCI Communications Services, Inc. d/b/a Verizon Business Services to which they were subscribed at the time of enrollment in Business B2 Service, for intraLATA service. Customers terminating from intraLATA service will be automatically re-subscribed to Business Service B under this tariff for local exchange service and to the intrastate service provided by MCI Communications Services, Inc. d/b/a Verizon Business Services and its companion small business service under <http://www.mci.com/service> to which they were subscribed at the time of enrollment in Business B2 Service.¹
- 5) For customers of Offerings A or B of Business B2 Service who disconnect both from interstate service under <http://www.mci.com/service/> and from intrastate service provided by MCI Communications Services, Inc. d/b/a Verizon Business Services: The companion small business service offering under <http://www.mci.com/service/>, Business B2 Integrated Plan provided by MCI Communications Services, Inc. d/b/a Verizon Business Services, and Business B2 Service under this tariff will terminate. Customers will then be automatically re-subscribed to Business Service B under this tariff.¹
- 6) For all customers of Business B2 Service who disconnect their primary line either from interstate service under <http://www.mci.com/service/>, intrastate service provided by MCI Communications Services, Inc. d/b/a Verizon Business Services, or Business B2 Service under this tariff, and customer's additional line or lines remain on the account: The Company will reclassify one of the additional lines as Customer's new primary line with Business B2 Service.¹
- 7) The termination scenarios above as applied to customers of Offering A of Business B2 Service shall also apply to customers of Block-of-Time Offering 1 of Business B2 Service, except that the following shall apply for customers of Block-of-Time Offering 1 who disconnect from local exchange service as described in this tariff: Business B2 Service under this tariff, as well as Business B2 Integrated Service under intrastate service provided by MCI Communications Services, Inc. d/b/a Verizon Business Services, and <http://www.mci.com/service/>, will terminate. Customers will then be automatically re-subscribed to Small Business Long Distance Service D provided by MCI Communications Services, Inc. d/b/a Verizon Business Services for intrastate long distance service.¹

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

5. Small Business Service (Cont'd)

5.1 Service Offerings (Cont'd)

5.1.2 Business Service B

Customers must contact a Company representative to enroll in this service; this service is only available to customers previously enrolled in Offering A or Offering B of Business B2 Service under this tariff who disconnect their long distance and/or intraLATA service under <http://www.mci.com/service> and provided by MCI Communications Services, Inc. d/b/a Verizon Business Services.¹

For a monthly recurring charge as specified in this tariff, Customers will receive unlimited local usage. Customers receive the following features on their primary line, where facilities are available: Caller ID, Call Waiting, Call Forwarding, Three-Way Calling and Speed Dial 8. Customers with additional lines will continue to receive the Feature Value Pak or the CID Feature Value Pak as described in this tariff for each additional line. Customers will be charged the monthly recurring charges for those feature packages as described in this tariff for each additional line for which they are selected. Customers will receive Block 900 & 976 with this service at no additional charge.

Touch tone calling is included in the monthly fee. The following are not included in the monthly recurring charge: non-recurring charges, operator assistance, directory assistance, directory listing options, interstate line charge, blocking options, taxes, surcharges, per use charges and custom calling features not included in the list below.

IntraLATA calls are not included in the monthly Business Service B charge. Customers who have selected MCI as their primary intraLATA exchange carrier will be charged the intraLATA rates provided by MCI Communications Services, Inc. d/b/a Verizon Business Services and as specified in <http://www.mci.com/service>.¹

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 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.

Monthly Recurring Charges:*

Primary Line: *
Additional Line: *

* 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 maybe found by visiting the company's website at <http://www.mci.com/service> or by calling 1-800-444-3333.

5. Small Business Service (Cont'd)

5.2 Directory Assistance*

5.2.1 Directory Assistance/Directory Assistance Call Completion*

A customer may obtain Directory Assistance in determining telephone numbers by calling the Directory Assistance operator. The customer may request a maximum of one listing per call. 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.

5.3 Operator Services*

5.3.1 Busy Line Verification: Operator verifies that a line is busy. Verification charges do not apply in the case of designated emergency numbers or when the operator does not determine that a conversation took place. A per call charge applies.

5.3.2 Busy Line Interrupt: Operator interrupts a conversation in progress to ascertain willingness to establish conversation with an alternate party. A per call charge applies. Call interruption charges do not apply when the interruption is for calls to designated emergency numbers

5.3.3 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. A per-call charge applies.

5.3.4 3rd Number Billing Call: Operator Assisted A billing arrangement by which a message may be charged to an account associated with a number other than the originating or terminating numbers. A per-call charge applies.

5.3.5 3rd Number Billing: Mechanized/Automated A billing arrangement by which a message may be charged to an account associated with a number other than the originating or terminating numbers without personal operator assistance.

5.3.6 Collect Operator Assisted: 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. A per-call charge applies.

5.3.7 Collect - Mechanized/Automated: Provides the customer with the capability to charge a call to the called party without personal operator assistance. 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.

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

5. Small Business Service (Cont'd)

5.3 Operator Services* (Cont'd)

5.3.8 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. Qualified customers who are unable to use a telephone directory because of physical or mental disabilities will be exempt from charges for Operator Services.

Operator Services - Charges^{1*}

5.4 Directory Listings Options and Types

Main Business Listing: This listing consists of the business name, a designation descriptive of the customer's business if not self-explanatory, the address, and the business telephone number. Business Additional Listing Additional name(s) listed for same telephone number as the main listing. Additional listing is in the White Pages only. Only one additional business listing is allowed per customer.

Additional Main Listing: Additional telephone number listing for the same business.

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.

Multi-Ring Listing: Supports situations where there are multiple (2 or 3) phone numbers assigned to a single party line with distinctive ringing patterns. Available only to customers electing Listed or Non-Listed options. Customers must subscribe to Multi-Ring 2 or Multi-Ring 3 as set forth in the Features and Options section of this tariff.

5.4.1 Directory Listing Options and Types - Monthly Recurring 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/.

¹These charges will be levied as billing becomes available.

5. Small Business Service (Cont'd)

5.5 Other Small Business Non-Recurring Charges*

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

Line Connection Fee^{1*}

Installation Dispatch*

Blocking Setup Charge* (Applies only to customers selecting Toll Blocking and after initial installation.)

Service Restoral Charge*

Telephone Number Change Charge*

Returned Check Charge*

InterLATA/IntraLATA PIC Change Charge*

Directory Listing Change Charge*

Service Order Charge*

Facilities Move Charge²

5.6 Blocking Features

Block 900 & 976: Blocks all outgoing calls to 900 and 976 numbers.

Block Call Return: Prohibits the customer from being capable of using the per-use Call Return feature.

Block Call Trace: Prohibits the customer from being capable of using the per-use Call Trace feature.

Block Collect Calling: Prohibits operator from connecting and charging collect calls to a customer's line.

Block Collect and Third Party Calling: Prohibits the operator from connecting and charging collect and 3rd party calls.

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

Block Repeat Dialing: Prohibits the customer from using the Repeat Dialing monthly feature shown in Features and Options below. Cannot be selected with Repeat Dialing.

Block Third Party Calling: Prohibits operators from charging 3rd party calls to the subscriber's line.

Block Three Way: This features restricts the customer from using pay per use Three Way Calling.

Carrier Access Code Blocking: Prevents attempts to place 1+ (10XXX1+, 10XXX011+, 101XXXX1+, and 101XXXX011+) calls using alternate networks. If such a call is placed the call will be diverted to a company provided announcement.

* 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 Small Business Service under this tariff will receive a waiver of this charge.

²This 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.

5. Small Business Service (Cont'd)

5.6 Blocking Features (Cont'd)

Complete Blocking for Caller ID (Per Line Block): Allows a customer to prevent delivery of their telephone number, on all outgoing calls, to a called party who subscribes to a Caller ID service.

Selective Caller ID Blocking (Per Call Block): Allows the customer to block the transmission of their name and telephone number by dialing code *67.

Toll Blocking (Per Line): Prevents unwanted or unauthorized outbound long distance and toll calls.

Block International: Prohibits the operator from connecting and charging international calls to a customer's line.

5.6.1 Blocking Features - Monthly Recurring Charges*

5.7 Features and Options

The following features are available on customer's primary or additional lines for customers subscribing to Small Business Service.

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

Call Forwarding: Automatically routes incoming calls to a designated answering point, regardless of whether the user's station is idle or busy.

Call Forwarding-Busy: Allows the end-user to forward calls outside the end-user's switch type when the called telephone number is busy. Incoming calls are forwarded to a predetermined Call Forwarding Number. The Call Forwarding Number can be across state lines or outside of LATA boundaries, but local or long distance toll charges will apply from the call forwarding number to the forwarded-to number. Cannot be selected with Call Forwarding - Busy & No Answer or Call Forwarding No Answer.

Call Forwarding-No Answer: Automatically forwards unanswered incoming calls to an alternate telephone number after a pre-selected number of rings. Incoming calls are forwarded to a predetermined Call Forwarding Number. The Call Forwarding Number can be across state lines or outside of LATA boundaries, but local or long distance toll charges will apply from the call forwarding number to the forwarded-to number. Cannot be selected with Call Forwarding-Busy & No Answer or Call Forwarding Busy.

Call Forwarding-Busy & No Answer: Incoming calls may be forwarded to a long distance number pre-selected by the customer, but local or long distance toll charges will apply from the call forwarding number to the forwarded-to number. Calls must be forwarded 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. Cannot be selected with Call Forwarding-Busy or Call Forwarding-No Answer. Applied per line.

Call Return (*69): 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: This feature provides the customer the ability to prevent incoming calls from up to six different telephone numbers.

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

5. Small Business Service (Cont'd)

5.7 Features and Options (Cont'd)

Call Transfer: Call Transfer allows an end-user to transfer an incoming call to any dialable telephone number, including a long distance telephone number, and to hang up without disconnecting the call. Call Transfer also allows an end-user to add a third party to an existing incoming call. Call Waiting and Call Transfer are compatible on the same line; however, only one feature will work at a time. If an end-user has Speed Dial 8 and subscribes to Call Transfer, the list size maximum changes from 8 to 6 numbers. The numbers used will be 2-7. The Call Transfer Number can be across state lines or outside of LATA boundaries, but local or long distance toll charges will apply.

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.

Call Waiting ID - Name and Number: When the customer is on the phone and receives another call, Call Waiting ID displays the name and number of the incoming caller.

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 Customer Provided Equipment (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. Caller ID - Name and Number also includes Anonymous Call Rejection (ACR) at no extra charge. 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.

Caller ID - Number Only: This feature enables the customer to view on a display unit the telephone number of the calling party. Requires display screen, purchased separately by customer from an appropriate vendor. Applied per line. Cannot be selected with Caller ID - Name and Number.

Customized Call Restriction: 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. Allows all local and nonchargeable calls, e.g., calls to 800 type service numbers and public emergency service numbers such as 911/Enhanced 911 (E911). Calls dialed 0/0+ to Directory Assistance (DA) will be permitted if alternate billing is provided. Must be selected with Block Collect & Third Party Calling.

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

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

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

5. Small Business Service (Cont'd)

5.7 Features and Options (Cont'd)

Multi-Ring 2: Enables two telephone numbers to share one line, in one location, without installing any additional lines. A unique ringing pattern is provided for each of the additional numbers. Cannot be selected with Multi-Ring 3. This feature is only available to customers of local Small Business service who are previously subscribed to local business service offered by Qwest, and who selected the Multi-Ring 2 feature as part of their Qwest local business service.

Multi-Ring 3: Enables three telephone numbers to share one line, in one location, without installing any additional lines. A unique ringing pattern is provided for each of the additional numbers. Cannot be selected with Multi-Ring 2. This feature is only available to customers of local Small Business service who are previously subscribed to local business service offered by Qwest, and who selected the Multi-Ring 3 feature as part of their Qwest local business

Priority Call Ringing: Provides a distinctive ringing pattern (short, long and short), for a Priority Call List containing up to 15 telephone numbers, all of which must be within a Signaling System 7 (SS7) network to be recognized. 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 ringing pattern is not forwarded to the remote location. Applied per line.

Repeat Dialing (*66): Allows auto call back of last outgoing number and keeps trying a busy line until the call can be completed. Applied per line. Cannot be selected with Block Repeat Dialing.

Speed Dial 8: Provides for the calling of pre-selected telephone numbers by dialing a 1- or 2-digit abbreviated code for up to 8 phone numbers. When the designated code is entered, the telephone number assigned to the code will be dialed. Cannot be selected with Speed Dial 30.

Speed Dial 30: Provides for the calling of pre-selected telephone numbers by dialing a 1- or 2-digit abbreviated code for up to 30 phone numbers. When the designated code is entered, the telephone number assigned to the code will be dialed. Cannot be selected with Speed Dial 8.

Talking Call Waiting:¹ Talking Call Waiting is 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.

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.

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

5. Small Business Service (Cont'd)

5.7 Features and Options (Cont'd)

The following features are available on customer's primary or additional lines at no additional charge:

Hunting - Sequential: Incoming calls are routed to a sequence of telephone numbers ("Hunt Group") on the account; the sequence is selected by the customer. Once the incoming call arrives at the last line in the Hunt Group, the line will either ring, provide a busy signal, or be sent to voice mail.

Hunting - Circular: Incoming calls are routed to a sequence of telephone numbers ("Hunt Group") on the account; the sequence is selected by the customer. Once the incoming call arrives on a single line of the Hunt Group, if the line is busy, the call will circle back to the line immediately preceding the line on which the call originated in the hunt sequence, which will either ring, provide a busy signal, or send the call to voice mail.

5.7.1 Features and Options - Monthly Charges*

5.8 Pay-Per-Use Features

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: Provides a detailed record of 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 you decide to file a complaint. Cannot be selected with Block Call Trace.

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.

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 3-Way Call. Cannot be selected with Block Three Way Calling.

5.8.1 Pay-Per-Use 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/.

5. Small Business Service (Cont'd)

5.9 Feature Packages

The following Feature Packages are available on customers' additional (non-primary) lines only.

Feature Value Pak

- Includes: Call Waiting, Speed Dial 8, 3-Way Calling, and Call Forwarding

CID Feature Value Pak

- Includes: Caller ID, Call Waiting, Speed Dial 8, 3-Way Calling, and Call Forwarding

5.9.1 Feature Packages Monthly Recurring Charges*

5.10 Number Portability

Monthly Recurring Charge*

5.11 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.

5.12 Promotional Offerings

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.

5.12.1 Small Business Free Feature Promotion I

Beginning September 1, 2007, and ending December 31, 2007, the Company will offer The following promotion. New and existing customers of Business B2 Service Offering A, Offering B, or Block-of-Time Offering 1, will receive one free feature from the list described in this promotion for the first three months after enrollment in this promotion.

Customers enrolling in this promotion can select one of the four following features and will receive a credit in the amount of the monthly recurring charge for that feature on their first three invoices after the date of enrollment in this promotion: Call Forwarding, Call Waiting, Caller ID, Call Return.

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

5. Small Business Service (Cont'd)

5.12 Promotional Offerings (Cont'd)

5.12.2 Small Business Saves Credit Promotion

Beginning September 1, 2007, and ending December 31, 2007, the Company will offer existing customers of Business B2 Service who have completed a minimum of 3 months of service, and who contact a Company representative to request cancellation of their Business B2 Service, a credit on their first five invoices after enrollment in this promotion.

The credit amount is dependent on the Business B2 Service Offering to which customer subscribes as follows:

Offering A:	\$15
Offering B and Block of Time Offering 1:	\$10

Any unused credit amount will carry over to the next invoice. This promotion is not combinable with any other promotion.

5.12.3 Small Business Term Plan Promotion 3

Beginning September 1, 2007, and ending December 31, 2007, the Company will offer the following promotion. New customers of Business B2 Service who enroll in Offering A, B, or Block of Time Offering 1, and who are contacted by or who contact a Company representative, and who commit to a term commitment Business B2 Service for a term of twelve (12) months will receive a discount of 5 percent off the total invoiced charges (excluding taxes and surcharges), including any Business B2 Toll Free Service Option 1 usage charges, for the Offering they have selected.

The 12-month period begins with the first full billing month of Customer's Business B2 Service. Customers who terminate their Business B2 Service prior to the expiration of the term period will be billed a termination charge of \$80. If customer is subscribing to DSL service offered by the Company in conjunction with their Business B2 Service, additional penalties may apply in accordance with those assessed pursuant to customer's DSL service.

5.12.4 Small Business Term Plan Promotion 4

Beginning September 1, 2007, and ending December 31, 2007, the Company will offer the following promotion. New customers of Business B2 Service who enroll in Offering A, B, or Block of Time Offer 1, who are contacted by or who contact a Company representative, and who commit to a term commitment Business B2 Service for a term of twenty-four (24) months will receive a discount of 10 percent off the total invoiced charges (excluding taxes and surcharges), including any Business B2 Toll Free Service Option 1 usage charges, for the Offering they have selected.

The 24-month period begins with the first full billing month of Customer's Business B2 Service. Customers who terminate their Business B2 Service prior to the expiration of the term period will be billed a termination charge of \$200. If customer is subscribing to DSL service offered by the Company in conjunction with their Business B2 Service Business B2 Integrated Service, additional penalties may apply in accordance with those assessed pursuant to customer's DSL service.

5. Small Business Service (Cont'd)

5.12 Promotional Offerings (Cont'd)

5.12.5 Small Business Term Plan Promotion 5

Beginning September 1, 2007, and ending December 31, 2007, the Company will offer the following promotion. New customers of Business B2 Service who enroll in Offering A or B, and who contact a Company representative, and who commit to a term commitment Business B2 Service for a term of thirty-six (36) months will receive a discount of 15 percent off the total invoiced charges (excluding taxes and surcharges), including any Business B2 Toll Free Service Option 1 usage charges, for the Offering they have selected.

The 36-month period begins with the first full billing month of Customer's Business B2 Service. Customers who terminate their Business B2 Service prior to the expiration of the term period will be billed a termination charge of \$450. If customer is subscribing to DSL service offered by the Company in conjunction with their Business B2 Service, additional penalties may apply in accordance with those assessed pursuant to customer's DSL service.

5.12.6 Small Business Credit Promotion

Beginning September 1, 2007, and ending December 31, 2007, the Company will offer the following promotion. Existing customers of Business B2 Service enrolled in Offering A, B, or Block of Time Offering 1 who have completed 3 months of service, and who contact a Company service representative to request cancellation of their service will receive a credit on their first full invoice after enrollment in Business B2 Service.

The credit amount is dependent on the number of lines per account as follows:

2 - 4 lines:	\$50
5 - 9 lines:	\$100
10+ lines:	\$250

Any unused credit amount will carry over to the next invoice. This promotion is not combinable with any other promotion.

5.12.7 Business B2 \$75 Certificate Promotion

Beginning September 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 Local Exchange Service as described in Business B2 Service Offering A who i) contact a Company service representative or who are contacted by a Company service representative and ii) were subscribed to a service requiring a term commitment with their local exchange service carrier at the time of subscription to Company service and enrollment in this promotion are eligible to receive a \$75 certificate off their monthly recurring charge for Business B2 Service on their first invoice after enrollment in this promotion as described below.

To enroll in this promotion, Customers will be mailed a certificate offering a \$75 certificate off of their monthly recurring charge for Business B2 Service. Upon receipt of the certificate, Customers must mail the certificate to the Company and will receive the \$75 certificate off of their monthly recurring charge after Company receives the certificate. Certificates are valid until the date printed on the certificate.

5. Small Business Service (Cont'd)

5.12 Promotional Offerings (Cont'd)

5.12.8 Business B2 Free Month Promotion

Beginning September 1, 2007, and ending December 31, 2007, the Company will offer the following promotion. New customers of Business B2 Service who enroll in Offering A, B, or Block of Time Offering 1, and who are contacted by or who contact a Company representative will receive a waiver of the monthly service charge for Business B2 Service on their first invoice after enrollment in this promotion as described below.

To enroll in this promotion: Customers will be mailed a certificate offering a credit in the amount of the monthly service charge for Business B2 Service. Upon receipt of the certificate, Customers must mail the certificate to the Company and will receive the credit on their next available invoice after Company receives the certificate. Certificates are valid until the date printed on the certificate.

5.12.9 Business B2 \$45 Certificate Promotion

Beginning September 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 Local Exchange Service enrolling in Business B2 Service Offering B and Business B2 Service who i) contact a Company service representative or who are contacted by a Company service representative and ii) were subscribed to a service requiring a term commitment with their local exchange service carrier at the time of subscription to Company service and enrollment in this promotion are eligible to receive a \$45 certificate off their monthly recurring charge for Service on their first invoice after enrollment in this promotion as described below.

To enroll in this promotion, Customers will be mailed a certificate offering a \$45 certificate off of their monthly recurring charge for Business B2 Service. Upon receipt of the certificate, Customers must mail the certificate to the Company and will receive the \$45 certificate off of their monthly recurring charge after Company receives the certificate. Certificates are valid until the date printed on the certificate.

5.12.10 Business B2 \$55 Certificate Promotion

Beginning September 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 Local Exchange Service enrolling Block of Time Offering 1 and Business B2 Service who i) contact a Company service representative or who are contacted by a Company service representative and ii) were subscribed to a service requiring a term commitment with their local exchange service carrier at the time of subscription to Company service and enrollment in this promotion are eligible to receive a \$55 certificate off their monthly recurring charge for Service on their first invoice after enrollment in this promotion as described below.

To enroll in this promotion, Customers will be mailed a certificate offering a \$55 certificate off of their monthly recurring charge for Business B2 Service. Upon receipt of the certificate, Customers must mail the certificate to the Company and will receive the \$55 certificate off of their monthly recurring charge after Company receives the certificate. Certificates are valid until the date printed on the certificate.

5. Small Business Service (Cont'd)

5.13 Calling Plans

5.13.1 Small Business Saves Credit Plan

The Company will offer existing customers of Business B2 Service who have completed a minimum of 3 months of service, and who contact a Company representative to request cancellation of their Business B2 Service, a credit on their first five invoices after enrollment in this plan.

The credit amount is dependent on the Business B2 Service Offering to which customer subscribes as follows:

<u>Offering</u>	<u>Credit Amount</u>
Offering A:	\$15
Offering B and Block of Time Offering 1:	\$10

Any unused credit amount will carry over to the next invoice.

5.13.2 Small Business Credit Plan¹

The Company will offer the following plan to existing customers of Business B2 Service enrolled in Offering A, B, or Block of Time Offering 1 who have completed 3 months of service, and who contact a Company service representative to request cancellation of their service will receive a credit on their first full invoice after enrollment in Business B2 Service.

The credit amount is dependent on the number of lines per account as follows:

<u>Number of Lines</u>	<u>Credit Amount</u>
2 - 4 lines	\$50
5 - 9 lines	\$100
10+ lines	\$250

Any unused credit amount will carry over to the next invoice.

5.13.3 Small Business Free Feature Plan¹

The Company will offer the following plan to new and existing customers of Business B2 Service Offering A, Offering B, or Block-of-Time Offering 1; customer will receive one free feature from the list described in this plan for the first three months after enrollment in this plan.

Customers enrolling in this plan can select one of the four following features and will receive a credit in the amount of the monthly recurring charge for that feature on their first three invoices after the date of enrollment in this plan: Call Forwarding, Call Waiting, Caller ID, and Call Return.

¹Effective April 1, 2009, this Plan will no longer be available to new customers.

5. Small Business Service (Cont'd)

5.13 Calling Plans (Cont'd)

5.13.4 Small Business Term Plan 3¹

The Company will offer the following plan. New customers of Business B2 Service who enroll in Offering A, B, or Block of Time Offering 1, and who are contacted by or who contact a Company representative and who commit to a term commitment to receive the Business B2 Service for a term of twelve (12) months will receive a discount of 5 percent off the total invoiced charges (excluding taxes and surcharges), including any Business B2 Toll Free Service Option 1 usage charges, for the Offering they have selected.

The 12-month period begins with the first full billing month of Customer's Business B2 Service. Customers who terminate their Business B2 Service prior to the expiration of the term period will be billed a termination charge of \$80. If customer is subscribing to DSL service offered by the Company in conjunction with their Business B2 Service, additional penalties may apply in accordance with those assessed pursuant to customer's DSL service.

5.13.5 Small Business Term Plan 4¹

The Company will offer the following plan. New customers of Business B2 Service who enroll in Offering A, B, or Block of Time Offering 1, who are contacted by or who contact a Company representative and who commit to a term commitment to receive the Business B2 Service for a term of twenty-four (24) months will receive a discount of 10 percent off the total invoiced charges (excluding taxes and surcharges), including any Business B2 Toll Free Service Option 1 usage charges, for the Offering they have selected.

The 24-month period begins with the first full billing month of Customer's Business B2 Service. Customers who terminate their Business B2 Service prior to the expiration of the term period will be billed a termination charge of \$200. If customer is subscribing to DSL service offered by the Company in conjunction with their Business B2 Service, additional penalties may apply in accordance with those assessed pursuant to customer's DSL service.

5.13.6 Small Business Term Plan 5¹

The Company will offer the following plan to new customers of Business B2 Service who enroll in Offering A or B, and who contact a Company representative, and who commit to a term commitment Business B2 Service for a term of thirty-six (36) months will receive a discount of 15 percent off the total invoiced charges (excluding taxes and surcharges), including any Business B2 Toll Free Service Option 1 usage charges, for the Offering they have selected.

The 36-month period begins with the first full billing month of Customer's Business B2 Service. Customers who terminate their Business B2 Service prior to the expiration of the term period will be billed a termination charge of \$450. If customer is subscribing to DSL service offered by the Company in conjunction with their Business B2 Service, additional penalties may apply in accordance with those assessed pursuant to customer's DSL service.

¹Effective July 8, 2008, this plan will no longer be available to new customers.

5. Small Business Service (Cont'd)

5.13 Calling Plans (Cont'd)

5.13.7 Business B2 Free Month Plan

The Company will offer the following plan. New customers of Business B2 Service who enroll in Offering A, B, or Block of Time Offering 1, and who are contacted by or who contact a Company representative will receive a waiver of the monthly service charge for Business B2 Service on their first invoice after enrollment in this plan as described below.

To enroll in this plan, Customers will be mailed a certificate offering a credit in the amount of the monthly service charge for Business B2 Service. Upon receipt of the certificate, Customers must mail the certificate to the Company and will receive the credit on their next available invoice after Company receives the certificate. Certificates are valid until the date printed on the certificate.

5.13.8 Business B2 \$75 Certificate Plan ¹

The Company will offer the following plan to eligible customers at its discretion and subject to billing availability. New customers of Local Exchange Service as described in Business B2 Integrated Service Offering A who i) contact a Company service representative or who are contacted by a Company service representative and ii) were subscribed to a service requiring a term commitment with their local exchange service carrier at the time of subscription to Company service and enrollment in this plan are eligible to receive a \$75 certificate off their monthly recurring charge for Business B2 Service on their first invoice after enrollment in this plan as described below.

To enroll in this plan, Customers will be mailed a certificate offering a \$75 certificate off of their monthly recurring charge for Business B2. Upon receipt of the certificate, Customers must mail the certificate to the Company and will receive the \$75 certificate off of their monthly recurring charge after Company receives the certificate. Certificates are valid until the date printed on the certificate.

5.13.9 Business B2 \$55 Certificate Plan ¹

The Company will offer the following plan to eligible customers at its discretion and subject to billing availability. New customers of Local Exchange Service enrolling Block of Time Offering 1 and Business B2 Service who i) contact a Company service representative or who are contacted by a Company service representative and ii) were subscribed to a service requiring a term commitment with their local exchange service carrier at the time of subscription to Company service and enrollment in this plan are eligible to receive a \$55 certificate off their monthly recurring charge for Service on their first invoice after enrollment in this plan as described below.

To enroll in this plan, Customers will be mailed a certificate offering a \$55 certificate off of their monthly recurring charge for Business B2. Upon receipt of the certificate, Customers must mail the certificate to the Company and will receive the \$55 certificate off of their monthly recurring charge 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.

5. Small Business Service (Cont'd)

5.14 Calling Plans (Cont'd)

5.13.10 Business B2 \$45 Certificate Plan¹

The Company will offer the following plan to eligible customers at its discretion and subject to billing availability. New customers of Local Exchange Service enrolling in Business B2 Service Offering B and Business B2 Service who i) contact a Company service representative or who are contacted by a Company service representative and ii) were subscribed to a service requiring a term commitment with their local exchange service carrier at the time of subscription to Company service and enrollment in this plan, are eligible to receive a \$45 certificate off their monthly recurring charge for Service on their first invoice after enrollment in this plan as described below.

To enroll in this plan, Customers will be mailed a certificate offering a \$45 certificate off of their monthly recurring charge for Business B2. Upon receipt of the certificate, Customers must mail the certificate to the Company and will receive the \$45 certificate off of their monthly recurring charge after Company receives the certificate. Certificates are valid until the date printed on the certificate.

5.13.11 Small Business 10% Discount for 3 Invoices¹

The Company will offer the following plan. New customers of Business B2 Service who enroll in Offering A, B, or Block of Time Offering 1, will receive a discount of 10% on each of their first three invoices after enrollment in this plan. This plan is not combinable with any other offering.

5.13.12 Business B2 50% Discount Plan

The Company will offer the following plan. New customers of Business B2 Service who enroll in any Offering described thereunder, and who are contacted by or who contact a Company representative will receive a discount of 50% against the monthly service charge for Business B2 Service on each of their first two full invoices after enrollment in this plan as described below.

To enroll in this plan, Customers will be mailed a certificate offering a credit in the amount of the 50% discount against the monthly service charge for their Business B2 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.

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

5. Small Business Service (Cont'd)

5.15 Calling Plans (Cont'd)

5.13.13 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.

Effective December 5, 2011, in lieu of receiving discounts under this offering by mailing in a certificate as described above, new customers of Residential RLB, RLI, RLJ and RLK services who contact a Company representative will receive a credit 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. Customer will receive the credit on their first and second full invoices after enrollment.

5.13.14 Basic Calling Plan BB Certificate Plan

New customers of Basic Calling Plan BB who are contacted by a Company service representative are eligible to receive a certificate providing a credit not to exceed \$12.99 against customer's monthly recurring charge for Basic Calling BB service, as described below .

Customers will be mailed a certificate offering a credit not to exceed \$12.99 against customer's monthly recurring charge for Basic Calling HH service. Upon receipt of the certificate, Customers must mail the certificate to the Company and will receive the \$12.99 off their monthly recurring charge after Company receives the certificate. Certificates are valid until the date printed on the certificate.