
LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.1 Small Business Service^{1/2}

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- 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. 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 Communications or with MCImetro or another carrier who provisions service either via resale of Qwest Communications services or via UNE-Platform service provided by Qwest Communications.
- 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.
- E. 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.

¹Effective October 1, 2019, the Company will no longer offer local exchange service to new Small Business customers as described in this section (Section 3.1, 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 3.1, Small Business 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 small business customers and all small business local phone service offerings in this price list 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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LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.1 Small Business Service (Cont.)

3.1.1. Plans

3.1.1.1 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 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 service offered in <http://www.verizonbusiness.com/service> and must subscribe to this service as offered by MCI Communications Services, Inc. d/b/a Verizon Business Services.

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 service offered in <http://www.verizonbusiness.com/service>.

Monthly Recurring Charge

Offering A:	\$80.99/ Zone 3 \$80.99 <u>1/</u>	(I)
Offering B:	\$52.99/ Zone 3 \$52.99 <u>1/</u>	(I)
Block-of-Time Offering 1:	\$60.99/ Zone 3 \$60.99 <u>1/</u>	(I)

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 Communications Services, Inc. d/b/a Verizon Business Services, customers will be charged the intraLATA and long distance rates as specified in the companion long distance service as set forth in <http://www.verizonbusiness.com/service>.

1/ Beginning April 1, 2006, this service is no longer available in Zone 3.

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.1 Small Business Service (Cont.)

3.1.1. Plans (Cont.)

3.1.1.1 Business B2 Service (Cont.)

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 described in MCI and <http://www.mci.com/service/>.

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 described in MCI and <http://www.mci.com/service/>.

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 as described by MCI and <http://www.mci.com/service/>.

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.

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 offered by MCI.

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.1 Small Business Service (Cont.)

3.1.1. Plans (Cont.)

3.1.1.1 Business B2 Service (Cont.)

Business B2 Multiline Service (Cont.)

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 described by MCI Communications Services, Inc. d/b/a Verizon Business Services and <http://www.verizonbusiness.com/service/>. 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, Offering B, or Block-of-Time Offering 1 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.

Monthly Recurring Charges

Offering A:	\$65.99 / Zone 3 \$65.99 <u>1/</u>	(I)
Offering B:	\$48.99 / Zone 3 \$48.99 <u>1/</u>	(I)
Block-of-Time Offering 1:	\$56.99 / Zone 3 \$56.99 <u>1/</u>	(I)

1/ Beginning April 1, 2006, this service is no longer available in Zone 3.

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.1 Small Business Service (Cont.)

3.1.1. Plans (Cont.)

3.1.1.1 Business B2 Service (Cont.)

Termination:

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, Small Business Long Distance Plan C, 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 following will apply: The companion small business service offering by MCI Communications Services, Inc. d/b/a Verizon Business Services and <http://www.mci.com/service/>, 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 by MCI and its companion small business service under <http://www.mci.com/service/>.

2) For customers of Business B2 Service, who were previously enrolled in Small Business Long Distance Plan A, Small Business Long Distance Plan B, Small Business Long Distance Plan C, 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 following will apply: The companion small business service offering by MCI and <http://www.mci.com/service/>, as well as Business B2 Service under this tariff, will terminate. Customers will then be automatically re-subscribed to the intrastate service 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.

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.1 Small Business Service (Cont.)

3.1.1. Plans (Cont.)

3.1.1.1 Business B2 Service (Cont.)

Termination (Cont.):

- 3) 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, Small Business Long Distance Plan C, 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 interstate service under <http://www.mci.com/service/> and from interLATA service by MCI or II) from intraLATA service only by MCI the following will apply: The companion small business service offering under <http://www.mci.com/service/>, Business B2 Integrated Plan by MCI, 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 by MCI 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 by MCI for interLATA service and its companion interstate service under <http://www.mci.com/service/>.

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.1 Small Business Service (Cont.)

3.1.1 Plans (Cont.)

3.1.1.1 Business B2 Service (Cont.)

Termination (Cont.)

- 4) For customers of Offerings A or B of Business B2 Service who were previously enrolled in Small Business Long Distance Plan A, Small Business Long Distance Plan B, Small Business Long Distance Plan C, 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 interstate service under <http://www.mci.com/service/> and from interLATA service by MCI or II) from intraLATA service only by MCI the following will apply: Companion small business service offering under <http://www.mci.com/service/>, Business B2 Integrated Plan by MCI, 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 by MCI 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 by MCI 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.

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.1 Small Business Service (Cont.)

3.1.1 Plans (Cont.)

3.1.1.1 Business B2 Service (Cont.)

Termination (Cont.)

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 by MCI: The companion small business service offering under <http://www.mci.com/service/>, Business B2 Integrated Plan by MCI, and Business B2 Service under this tariff will terminate. Customers will then be automatically re-subscribed to Business Service B under this tariff.

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 by MCI, 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.

11) For new customers of Business B2 Service who subscribe to 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 this tariff and <http://www.mci.com/service/>, will terminate, and customers will then be automatically re-subscribed to companion service offering under <http://www.mci.com/service/> for long distance service, except in the following instance: New customers of Business B2 Service who subscribe to Block-of-Time Offering 1 and who i) have more than one line on their account for Business B2 Service, ii) have enrolled in Block-of-Time Offering 1 on at least one line, but not all lines, of that account, and iii) who disconnect from local exchange service under this tariff: The companion small business long distance offering under <http://www.mci.com/service/>, as well as Business B2 Service under this tariff, will terminate, and customers will then be automatically re-subscribed to its companion small business service under http://www.mci.com/service for all lines on the account. All other termination scenarios above as applied to customers of Offering A of Business B2 Integrated Service shall apply to customers of Block-of-Time Offering 1 of Business B2 Integrated Service.

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.1 Small Business Service (Cont.)

3.1.1. Plans (Cont.)

3.1.1.2 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.verizonbusiness.com/service>.

For a monthly recurring charge as specified in this tariff, Customers will receive unlimited local usage.

Monthly Recurring Charges:

Primary Line:	\$47.99/ Zone 3 \$47.99 <u>1/</u>	(I)
Additional Line:	\$47.99/ Zone 3 \$47.99 <u>1/</u>	(I)

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 as specified by MCI.

1/ Beginning April 1, 2006 this service is no longer available in Zone 3.

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.1 Small Business Service (Cont.)

3.1.1. Plans (Cont.)

3.1.1.3 Small Business 10% Discount for 3 Invoices ¹

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.

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¹ Effective May 25, 2010, this service will no longer be available to new customers.

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LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.1 Small Business Service (Cont.)

3.1.3 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.

Directory Assistance Per call charge: \$0.95

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.

Directory Assistance Call Completion Per Call Charge: \$0.00

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.

3.1.4 Operator Services:

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.

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

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.

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.1 Small Business Service (Cont.)

3.1.4 Operator Services (Cont.)

3rd Number Billing Call B 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.

3rd Number Billing B 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.

Collect B 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.

Collect B 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.

Operator Assisted B 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 B Charges(1):

Busy Line Verification

\$1.50

Busy Line Interrupt	\$2.00
Person-to-Person Call	\$9.00
3 rd Number Billing Call B Operator Assisted	\$5.00
3 rd Number Billing Call B Mechanized/Automated	\$5.00
Collect - Operator Assisted	\$5.00
Collect B Mechanized/Automated	\$5.00
Operator Assisted B Sent Paid	\$3.00

(1) These charges will be levied as billing becomes available.

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.1 Small Business Service (Cont.)

3.1.5 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.

Directory Listing Options and Types B Charges

Monthly Recurring Charges
Option

Monthly Recurring Charge

Main Business Listing

No charge; customers receive a free
Yellow Page listing and a free White Page listing

Business Additional Listing

\$2.00

Additional Main Listing

\$0.00

Non-Listed

\$0.00

Non-Published Listing

\$0.00

Multi-Ring Listing

\$0.00

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LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.1 Small Business Service (Cont.)

3.1.6 Other Small Business 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.

Non-Recurring Charges

Option

Recurring Charge

Non-

Line Connection Fee <u>1/</u>		\$45.00	
Installation Dispatch	\$50.00		
Blocking Setup Charge	\$6.00		
Service Restoral Charge		\$30.00	
Telephone Number Change Charge	\$20.00		
Returned Check Charge	\$10.00		
InterLATA/IntraLATA PIC Change Charge	\$1.25		
Directory Listing Change Charge	\$12.00		
Service Order Charge <u>3/</u>	\$12.00		
Facilities Move Charge <u>4/</u>	\$250.00		

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3.1.7 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 the operator from connecting and charging collect calls to a customer's line.

1/ Effective March 17, 2005, existing customers of Small Business under this tariff will receive a waiver of this charge.

2/ Applies only to customers selecting Toll Blocking and Complete Blocking for Caller ID after initial installation.

3/ Effective May 4, 2004, customers of Small Business Service under this tariff will receive a waiver of this charge.

4/ This 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.

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LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.1 Small Business Service (Cont.)

3.1.7 Blocking Features (Cont.)

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 International

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

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 feature 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.

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

Prevents unwanted or unauthorized outbound long distance and toll calls.

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.1 Small Business Service (Cont.)

3.1.7 Blocking Features (Cont.)

Charges

<u>Feature</u>	<u>Monthly Recurring Charge</u>
Block 900 & 976	\$0.00
Block Call Return	\$0.00
Block Call Trace	\$0.00
Block Collect Calling	\$0.00
Block Collect & Third Party Calling	\$0.00
Block DACC	\$0.00
Block International	\$0.00
Block Repeat Dialing	\$0.00
Block Third Party Calling	\$0.00
Block Three Way Calling	\$0.00
Carrier Access Code Blocking ¹	\$0.00
Selective Caller ID Blocking ¹	\$0.00
Toll Blocking ¹ (Per Line)	\$4.95

3.1.8 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.

¹Blocking Set up charge applies post installation

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.1 Small Business Service (Cont.)

3.1.8 Features and Options (Cont.)

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.

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LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.1 Small Business Service (Cont.)

3.1.8 Features and Options (Cont.)

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.

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.

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LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.1 Small Business Service (Cont.)

3.1.8 Features and Options (Cont.)

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 B Name and Number.

Customized Call Restrction 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 2 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.

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.

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.

² Effective September 17, 2004, this feature will no longer be available to new subscribers.

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.1 Small Business Service (Cont.)

3.1.8 Features and Options (Cont.)

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 Waiting³ 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.

³ Effective September 17, 2004, this feature will no longer be available to new subscribers.

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.1 Small Business Service (Cont.)

3.1.8 Features and Options (Cont.)

Hunting features:

The following features are available on customers primary or additional lines at no additional charge.

Hunting-Sequential Incoming calls are routed to a sequence of telephone numbers (AHunt 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 BCircular - Incoming calls are routed to a sequence of telephone numbers (AHunt 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.

Feature Packages

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

<u>Package</u>	<u>Monthly Recurring Charge</u>
Feature Value Pak - Includes: Call Waiting, Speed Dial 8, 3-Way Calling, and Call Forwarding	\$7.50
CID Feature Value Pak - Includes: Caller ID, Call Waiting, Speed Dial 8, 3-Way Calling, and Call Forwarding	\$12.50

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.1 Small Business Service (Cont.)

3.1.8 Features and Options (Cont.)

Features and Options Monthly Charges

The below monthly recurring charges will apply for customers subscribing to Small Business Service

Call Forwarding	\$5.25		
Call Forwarding Busy	\$3.75		
Call Forwarding No Answer		\$0.00	
Call Forwarding Busy and No Answer	\$5.75		
Call Return (*69)	\$5.00		
Call Screening	\$5.00		
Call Transfer	\$6.25		
Call Waiting	\$7.50		
Call Waiting ID - Name and Number	\$0.00		
Caller ID Name and Number *	\$8.00		
Caller ID Number Only*	\$7.00		
Customized Call Restriction	\$3.75		
Directed Call Pickup	\$1.75		
Intercom Service	\$2.75		
Multi-Ring 2	\$7.50		
Multi-Ring 3	\$5.50		
Priority Call Ringing	\$4.00		
Repeat Dialing (*66)	\$4.00		
Speed Dial 8	\$3.75		
Speed Dial 30	\$6.50		
Talking Call Waiting	\$4.50		
Three-Way Calling	\$4.50		

* - Customers who have also selected this feature will receive the Anonymous Call Rejection feature at no additional charge.

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.1 Small Business Service (Cont.)

3.1.9 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.

<u>Feature</u>	<u>Per-Use Charge</u>
Call Return (*69)	\$0.75
Call Trace	\$4.00
Repeat Dialing (*66)	\$0.75
Three-Way Calling	\$0.75

3.1.10 RESERVED FOR FUTURE USE

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.1 Small Business Service (Cont.)

3.1.11 Service Availability

Service is available in Metro Zone 1 and Zone 3 as defined by the North Dakota Public Utilities Commission.

N

3.1.12 Local Calling Areas

Local Calling Areas and exchanges are equivalent to those specified by Qwest Corporation in its Exchange and Network Services Tariff, Section 5.

For service provisioned via UNE-Platform (UNE-P) or its functional equivalent the service and calling areas will mirror the existing ILEC Exchange Service Tariff.

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N

LOCAL EXCHANGE SERVICE

3. Service Descriptions

Reserve for future use

D

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Alpharetta, Georgia 30022

LOCAL EXCHANGE SERVICE

3. Service Descriptions

Reserve for future use

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Alpharetta, Georgia 30022

LOCAL EXCHANGE SERVICE

3. Service Descriptions

Reserve for future use

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LOCAL EXCHANGE SERVICE

3. Service Descriptions

Reserve for future use

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Alpharetta, Georgia 30022

LOCAL EXCHANGE SERVICE

3. Service Descriptions

Reserve for future use

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Alpharetta, Georgia 30022

LOCAL EXCHANGE SERVICE

3. Service Descriptions

Reserve for future use

D

Alpharetta, Georgia 30022

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.2 Residential Service^{1/2}

N

- 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. If it is determined that non-voice usage applications (including, but not limited to, dial-up internet service or facsimile service) exceed reasonable limits, the Company may use its discretion either to disconnect the customer's residential service upon appropriate customer notification or to charge a \$50 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. 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 or another carrier who provisions service either via resale of Qwest services or via UNE-Platform service provided by Qwest.
- 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.

¹Effective October 1, 2019, the Company will no longer offer local exchange service to new residential customers as described in this section (Section 3.2, 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 3.2, 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 price list 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

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.2 Residential Service (Cont.)

- 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 under this tariff and the companion residential service offering under MCI Communications Services, Inc. d/b/a Verizon Business Services , and <http://www.mci.com/service>; and, existing customers are customers, who, at the time of subscription to this plan, are receiving service under this tariff and the companion residential service offering under MCI Communications Services, Inc. d/b/a Verizon Business Services , and <http://www.mci.com/service>.
- H.1 For customers subscribing to Residential RZA or Residential RZB Service prior to January 18, 2003, the following termination provisions apply:
- 1) For customers who disconnect from residential service under this tariff, the companion residential service offering under the companion residential service offering under MCI Communications Services, Inc. d/b/a Verizon Business Services, and <http://www.mci.com/service/>, as well as residential service under this tariff, will terminate. Customers will then be automatically re-subscribed to Basic Calling Plan L under the companion residential service offering under MCI Communications Services, Inc. d/b/a Verizon Business Services , and its companion residential service under <http://www.mci.com/service>.

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LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.2 Residential Service (Cont.)

H. Termination of Residential Service (Cont.)

H.1 (Cont.)

- 2) For customers who disconnect either from i) interstate service under <http://www.mci.com/service/> and interLATA service under the companion residential service offering under MCI Communications Services, Inc. d/b/a Verizon Business Services , or ii) intraLATA service under the companion residential service offering under MCI Communications Services, Inc. d/b/a Verizon Business Services , the companion residential service offering under <http://www.mci.com/service/>, the companion residential service under the companion residential service offering under MCI Communications Services, Inc. d/b/a Verizon Business Services , and residential service under this tariff will terminate. Customers will then be automatically re-subscribed to Basic Calling Plan L under the companion residential service offering under 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.
- 3) For customers who disconnect both from interstate service under <http://www.mci.com/service/> and from intrastate (interLATA and intraLATA) service under the companion residential service offering under MCI Communications Services, Inc. d/b/a Verizon Business Services , the companion residential service offering under <http://www.mci.com/service/>, the companion residential service offering under the companion residential service offering under MCI Communications Services, Inc. d/b/a Verizon Business Services , and residential service under this tariff will terminate. Customers will then be automatically re-subscribed to Residential RZC Service under this tariff.

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.2 Residential Service (Cont.)

H. Termination of Residential Service (Cont.)

H.2 For customers subscribing to Residential RZA Service on or after January 18, 2003, the following termination provisions apply:

- 1) For existing customers who disconnect from either a) residential service under this tariff only, b) residential service under this tariff and intraLATA service under the companion residential service offering under 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 under the companion residential service offering under 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 under the companion residential service offering under 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.

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.2 Residential Service (Cont.)

H. Termination of Residential Service (Cont.)

H.2 (Cont.)

- 2) For existing customers who disconnect from either a) interstate service under <http://www.mci.com/service/> and from intraLATA service under the companion residential service offering under MCI Communications Services, Inc. d/b/a Verizon Business Services , b) intraLATA service under the companion residential service offering under MCI Communications Services, Inc. d/b/a Verizon Business Services , only, or c) from interstate service under [Http://www.mci.com/service/](http://www.mci.com/service/): The companion residential service offering under <http://www.mci.com/service/> and under the companion residential service offering under 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-1 Service under this tariff for local exchange service and to the service offering under the companion residential service offering under 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.
- 3) For new customers who disconnect from either a) residential service under this tariff only, b) residential service under this tariff and intraLATA service under the companion residential service offering under 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 under the companion residential service offering under 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 under the companion residential service offering under 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).

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.2 Residential Service (Cont.)

H. Termination of Residential Service (Cont.)

H.2 (Cont.)

- 4) For new customers who disconnect from either a) interstate service under <http://www.mci.com/service/> and from intraLATA service under the companion residential service offering under MCI Communications Services, Inc. d/b/a Verizon Business Services , b) intraLATA service under the companion residential service offering under MCI Communications Services, Inc. d/b/a Verizon Business Services , only, or c) from interstate service under [Http://www.mci.com/service/](http://www.mci.com/service/): The companion residential service offering under <http://www.mci.com/service/> and under the companion residential service offering under 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-1 Service under this tariff for local exchange service and to Basic Calling Plan P under the companion residential service offering under 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).

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

- 1) For existing customers who disconnect from either a) residential service under this tariff only, b) residential service under this tariff and intraLATA service under the companion residential service offering under 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 under the companion residential service offering under 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 under the companion residential service offering under 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.

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LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.2 Residential Service (Cont.)

H. Termination of Residential Service (Cont.)

H.3 (Cont.)

- 2) For existing customers who disconnect from either a) interstate service under <http://www.mci.com/service/> and from intraLATA service under the companion residential service offering under MCI Communications Services, Inc. d/b/a Verizon Business Services , b) intraLATA service under the companion residential service offering under MCI Communications Services, Inc. d/b/a Verizon Business Services , only, or c) from interstate service under [Http://www.mci.com/service/](http://www.mci.com/service/): The companion residential service offering under <http://www.mci.com/service/> and under the companion residential service offering under 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-3 Service under this tariff for local exchange service and to the service offering under the companion residential service offering under 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.
- 3) For new customers who disconnect from either a) residential service under this tariff only, b) residential service under this tariff and intraLATA service under the companion residential service offering under 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 under the companion residential service offering under 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 under the companion residential service offering under 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).

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LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.2 Residential Service (Cont.)

H. Termination of Residential Service (Cont.)

H.3 (Cont.)

- 4) For new customers who disconnect from either a) interstate service under <http://www.mci.com/service/> and from intraLATA service under the companion residential service offering under MCI Communications Services, Inc. d/b/a Verizon Business Services , b) intraLATA service under the companion residential service offering under MCI Communications Services, Inc. d/b/a Verizon Business Services , only, or c) from interstate service under [Http://www.mci.com/service/](http://www.mci.com/service/): The companion residential service offering under <http://www.mci.com/service/> and under the companion residential service offering under 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-3 Service under this tariff for local exchange service and to Basic Calling Plan P under the companion residential service offering under 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).

- 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 service under this tariff: The companion residential service offering under the companion residential service offering under MCI Communications Services, Inc. d/b/a Verizon Business Services , and <http://www.mci.com/service/>, as well as residential service under this tariff, will terminate. Customers will then be automatically re-subscribed to Basic Calling Plan P under the companion residential service offering under MCI Communications Services, Inc. d/b/a Verizon Business Services, and its companion residential service under <http://www.mci.com/service/>.

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.2 Residential Service (Cont.)

H. Termination of Residential Service (Cont.)

H.4 (Cont.)

- 2) For customers who disconnect either from i) interstate service under <http://www.mci.com/service/> and interLATA service under the companion residential service offering under MCI Communications Services, Inc. d/b/a Verizon Business Services , or ii) intraLATA service under the companion residential service offering under MCI Communications Services, Inc. d/b/a Verizon Business Services : The companion residential service offering under <http://www.mci.com/service/> and under the companion residential service offering under 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 under the companion residential service offering under 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.
- 3) For customers who disconnect both from interstate service under <http://www.mci.com/service/> and from intrastate (interLATA and intraLATA) service under the companion residential service offering under MCI Communications, Inc: The companion residential service offering under <http://www.mci.com/service/> and under the companion residential service offering under 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 Service under this tariff.

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.2 Residential Service (Cont.)

H. Termination of Residential Service (Cont.)

H.4 (Cont.)

- 4) For customers who disconnect their primary line either from interstate service under <http://www.mci.com/service/>, intrastate service under the companion residential service offering under MCI Communications Services, Inc. d/b/a Verizon Business Services, or residential service under this tariff, and customer=s additional line or lines remain on the account: The companion residential service offering under <http://www.mci.com/service/> and under the companion residential service offering under MCI Communications Services, Inc. d/b/a Verizon Business Services, 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 under the companion residential service offering under 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.

H.5 The following termination provisions apply to customers of RLI 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 under 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 under 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 under 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.

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.2 Residential Service (Cont.)

H. Termination of Residential Service (Cont.)

H.5 (Cont.)

- 2) For existing customers who disconnect from either a) interstate service under <http://www.mci.com/service/> and from intraLATA service under MCI Communications Services, Inc. d/b/a Verizon Business Services , b) intraLATA service under MCI Communications Services, Inc. d/b/a Verizon Business Services , only, or c) from interstate service under [Http://www.mci.com/service/](http://www.mci.com/service/): The companion residential service offering under <http://www.mci.com/service/> and under 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 under 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.
- 3) For new customers who disconnect from either a) residential service under this tariff only, b) residential service under this tariff and intraLATA service under 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 under 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 under 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).
- 4) For new customers who disconnect from either a) interstate service under <http://www.mci.com/service/> and from intraLATA service under MCI Communications Services, Inc. d/b/a Verizon Business Services , b) intraLATA service under MCI Communications Services, Inc. d/b/a Verizon Business Services , only, or c) from interstate service under [Http://www.mci.com/service/](http://www.mci.com/service/): The companion residential service offering under <http://www.mci.com/service/> and under 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 under 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).

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.2 Residential Service (Cont.)

H. Termination of Residential Service (Cont.)

H.6 The following termination provisions apply to customers of RLJ 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 under 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 under 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 under 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.
- 2) For existing customers who disconnect from either a) interstate service under <http://www.mci.com/service/> and from intraLATA service under MCI Communications Services, Inc. d/b/a Verizon Business Services , b) intraLATA service under 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 under 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 under 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.
- 3) For new customers who disconnect from either a) residential service under this tariff only, b) residential service under this tariff and intraLATA service under 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 under 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 II under 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).

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.2 Residential Service (Cont.)

H. Termination of Residential Service (Cont.)

H.6 (Cont.)

4) For new customers who disconnect from either a) interstate service under <http://www.mci.com/service/> and from intraLATA service under MCI Communications Services, Inc. d/b/a Verizon Business Services , b) intraLATA service under MCI Communications Services, Inc. d/b/a Verizon Business Services only, or c) from interstate service under [Http://www.mci.com/service/](http://www.mci.com/service/): The companion residential service offering under <http://www.mci.com/service/> and under 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 II under 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).

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.2 Residential Service (Cont.)

H. Termination of Residential Service (Cont.)

H.7 The following termination provisions apply to customers of RLK 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 under 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 under 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 under 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.
- 2) For existing customers who disconnect from either a) interstate service under <http://www.mci.com/service/> and from intraLATA service under MCI Communications Services, Inc. d/b/a Verizon Business Services , b) intraLATA service under 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 under 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 under 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.
- 3) For new customers who disconnect from either a) residential service under this tariff only, b) residential service under this tariff and intraLATA service under 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 under 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 II under 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).

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.2 Residential Service (Cont.)

H. Termination of Residential Service (Cont.)

H.7 (Cont.)

- 4) For new customers who disconnect from either a) interstate service under <http://www.mci.com/service/> and from intraLATA service under MCI Communications Services, Inc. d/b/a Verizon Business Services , b) intraLATA service under MCI Communications Services, Inc. d/b/a Verizon Business Services only, or c) from interstate service under [Http://www.mci.com/service/](http://www.mci.com/service/): The companion residential service offering under <http://www.mci.com/service/> and under 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 II under 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).

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.2 Residential Service (Cont.)

H. Termination of Residential Service (Cont.)

H.8 The following termination provisions apply to customers of RLL 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 under 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 under 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 under 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.
- 2) For existing customers who disconnect from either a) interstate service under <http://www.mci.com/service/> and from intraLATA service under MCI Communications Services, Inc. d/b/a Verizon Business Services , b) intraLATA service under 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 under 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 under 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.
- 3) For new customers who disconnect from either a) residential service under this tariff only, b) residential service under this tariff and intraLATA service under 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 under 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 under 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).

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.2 Residential Service (Cont.)

H. Termination of Residential Service (Cont.)

H.8 (Cont.)

- 4) For new customers who disconnect from either a) interstate service under <http://www.mci.com/service/> and from intraLATA service under MCI Communications Services, Inc. d/b/a Verizon Business Services , b) intraLATA service under MCI Communications Services, Inc. d/b/a Verizon Business Services only, or c) from interstate service under [Http://www.mci.com/service/](http://www.mci.com/service/): The companion residential service offering under <http://www.mci.com/service/> and under 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 under 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).

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.2 Residential Service

3.2.1 Residential Plans (Cont.)

3.2.1.1 Residential RZA 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 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 Services, in the State of North Dakota. Customers who subscribe to this service may not subscribe to Residential 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 Federal Service or to companion State Service.

MCI Communications Services, Inc. d/b/a Verizon Business Services, customers will be charged the intraLATA and long distance rates as specified in the companion residential long distance service as set forth in <http://www.mci.com/service> and MCI Communications Services, Inc. d/b/a Verizon Business Services, in the State of North Dakota.

1/ Beginning July 17, 2005, this service is no longer available to new customers.

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.2 Residential Service

3.2.1 Residential Plans (Cont)

3.2.1.1 Residential RZA Service (Cont)

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 and Anonymous Call Rejection

This service is for voice use by residential customers. The Company reserves the right to adjust a customer=s service pursuant to Section 3.2.A

Termination:

1) For customers subscribing to this service prior to January 20, 2003, the termination provisions set forth in Section 3.2.H.1 herein will apply.

2) For customers subscribing to Residential RZA service under this tariff on or after January 20, 2003, the termination provisions set forth in Section 3.2.H.2 herein will apply.

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.2 Residential Service

3.2.1 Residential Plans (Cont)

3.2.1.1 Residential RZA Service (Cont)

Monthly Recurring Charge Zone 1 \$68.99 / Zone 3 \$68.99 1/

(I)

Residential RZA Affinity Savings Plan

Customers who are also members of a qualified commercial affinity group or employees of a participating affinity of the Company are eligible for this Savings Plan. Enrolled customers will receive a \$5 discount off the monthly recurring charge for Residential RZA Service in each month they remain subscribed to the service. By subscribing to this savings plan, the customer understands that all other rates, terms and conditions applicable to Residential RZA Service shall apply.

1/ Beginning April 1, 2006 this service is no longer available in Zone 3.

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.2 Residential Service

3.2.1 Residential Plans (Cont)

3.2.1.2 (Use for Future Services)

D

D

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.2 Residential Service

3.2.1 Residential Plans (Cont)

3.2.1.2 (Use for Future Services)

D

D

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.2 Residential Service

3.2.1 Residential Plans (Cont)

3.2.1.2 (Use for Future Services)

D

D

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.2 Residential Service

3.2.1 Residential Plans (Cont)

3.2.1.3 Residential RZC Service ¹

Customers who subscribe to this voice service will receive one home phone line that includes touch-tone service. This produce includes Block 900 & 976 at no additional charge. Customers must contact a Company representative to enroll in this service; this service is only available to customers previously enrolled in Residential RZA and/or Residential RZA-1 service under this tariff who disconnect their long distance or intraLATA service under <http://www.mci.com/service> and MCI Communications Services, Inc. d/b/a Verizon Business Services, in the State of North Dakota.

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, and 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. Customers who have selected MCI Communications Services, Inc. d/b/a Verizon Business Services as their primary intraLATA exchange carrier will be charged the intraLATA rates as specified by MCI Communications Services, Inc. d/b/a Verizon Business Services, in the State of North Dakota.

¹/Effective January 18, 2003, this plan will no longer be available to new subscribers

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.2 Residential Service

3.2.1 Residential Plans (Cont)

3.2.1.3 Residential RZC Service (Cont.)

Monthly Recurring Charges: \$29.99

This service is for voice use by residential customers. The Company reserves the right to adjust a customer=s service pursuant to Section 3.2.A.

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.2 Residential Service

3.2.1 Residential Plans (Cont)

3.2.1.4 Residential RLC Service

Customers who subscribe to this voice service must 1) select and designate MCImetro as its Local Exchange Carrier (LEC) and MCI 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, 2) subscribe to 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 offered in <http://www.mci.com/service> and in the companion residential service offering under MCI Communications Services, Inc. d/b/a Verizon Business Services. 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 Communications Services, Inc. d/b/a Verizon Business Services customers will be charged the intraLATA and long distance rates as specified in the companion residential long distance service as set forth in <http://www.mci.com/service> and the companion residential service offering under MCI Communications Services, Inc. d/b/a Verizon Business Services. Customer will receive unlimited local service usage.

This service is for use by residential customers. The Company reserves the right to adjust a customer's service pursuant to Section 3.2.A

Termination: The termination provisions set forth in Section 3.2.H.2 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.

Monthly Recurring Charge Zone 1 \$45.99 / Zone 3 \$45.99^{1/} (I)

^{1/} Beginning April 1, 2006 this service are no longer available in Zone 3.

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.2 Residential Service

3.2.1 Residential Plans (Cont)

3.2.1.5 Residential RLC-1 Service

Residential RLC-1 Service is available to Customers who enroll in Residential RZA Service, Residential RLE Service, 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 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, 2) subscribe to in Residential RZA Service, Residential RLE Service, 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 offered in <http://www.mci.com/service> and in the companion residential service offering under MCI Communications Services, Inc. d/b/a Verizon Business Services

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 Communications Services, Inc. d/b/a Verizon Business Services customers will be charged the intraLATA and long distance rates as specified in the companion residential long distance service as set forth in <http://www.mci.com/service> and the companion residential service offering under MCI Communications Services, Inc. d/b/a Verizon Business Services

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.2 Residential Service

3.2.1 Residential Plans (Cont)

3.2.1.5 Residential RLC-1 Service (Cont.)

This service is for use by residential voice customers. The Company reserves the right to adjust a customer=s service pursuant to Section 3.2.A

Monthly Recurring Charge: \$30.99 / Zone 3 \$30.99 (I)

Termination: The termination provisions set forth in Section 3.2.H.4 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.

1/ Beginning April 1, 2006 this service is no longer available in Zone 3.

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.2 Residential Service

3.2.1 Residential Plans (Cont)

3.2.1.6 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 under <http://www.mci.com/service> and the companion residential service offering under MCI Communications Services, Inc. d/b/a Verizon Business Services. 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 Communications Services, Inc. d/b/a Verizon Business Services as their primary intraLATA exchange carrier will be charged the intraLATA rates as specified in the companion residential service offering under MCI Communications Services, Inc. d/b/a Verizon Business Services.

This service is for use by residential customers. The Company reserves the right to adjust a customer's service pursuant to Section 3.2.A.

Monthly Recurring Charges: Zone 1 \$45.99 / Zone 3 \$45.99^{1/} (I)

^{1/} Beginning April 1, 2006 this service is no longer available in Zone 3.

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.2 Residential Service

3.2.1 Residential Plans (Cont)

3.2.1.7 Residential RLD-1 Service 1/

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 under <http://www.mci.com/service> and the companion residential service offering under MCI Communications Services, Inc. d/b/a Verizon Business Services. 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, and 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 Communications Services, Inc. d/b/a Verizon Business Services as their primary intraLATA exchange carrier will be charged the intraLATA rates as specified in the companion residential service offering under MCI Communications Services, Inc. d/b/a Verizon Business Services.

This service is for use by residential customers. The Company reserves the right to adjust a customer's service pursuant to Section 3.2.A.

Monthly Recurring Charges: Zones 1 \$50.99/ Zone 3 \$50.99 2/ (I)

1/ Beginning July 17, 2005, this service is no longer available to new customers.

2/ Beginning April 1, 2006 this service is no longer available in Zone 3.

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.2 Residential Service

3.2.1 Residential Plans (Cont)

3.2.1.8 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, and 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 Communications Services, Inc. d/b/a Verizon Business Services as their primary intraLATA exchange carrier will be charged the intraLATA rates as specified in the companion residential service offering under MCI Communications Services, Inc. d/b/a Verizon Business Services. This service is for use by residential customers. The Company reserves the right to adjust a customer's service pursuant to Section 3.2.A.

Monthly Recurring Charge: Zone 1 \$47.99 / Zone 3 \$47.99 2/ (I)

1/ Beginning July 17, 2005, this service is no longer available to new customers.

2/ Beginning April 1, 2006, this service is no longer available in Zone 3.

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.2 Residential Service

3.2.1 Residential Plans (Cont)

3.2.1.9 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 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 offered in <http://www.mci.com/service> and must subscribe to this service as offered in the companion residential service offering under MCI Communications Services, Inc. d/b/a Verizon Business Services. Customers who subscribe to this service may not subscribe to Residential RZA, RZB, RLC 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.

MCI Communications Services, Inc. d/b/a Verizon Business Services, customers will be charged the intraLATA and long distance rates as specified in the companion residential long distance service as set forth in <http://www.mci.com/service> and the companion residential service offering under MCI Communications Services, Inc. d/b/a Verizon Business Services

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, and Anonymous Call Rejection.

¹ Effective August 19, 2003, this plan will no longer be available to new subscribers.

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.2 Residential Service

3.2.1 Residential Plans (Cont)

3.2.1.9 Residential RLE Service (Cont.)

This service is for use by residential customers. The Company reserves the right to adjust a customer's service pursuant to Section 3.2.A.

Monthly Recurring Charge: Zone 1 \$53.99/ Zone 3 \$53.99 ^{1/} (I)

Termination: The termination provisions set forth in Section 3.2.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.

^{1/} Beginning April 1, 2006 this service are no longer available in Zone 3.

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.2 Residential Service

3.2.1 Residential Plans (Cont)

3.2.1.10 Residential RLG Service

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 offered in <http://www.mci.com/service> and must subscribe to this service as offered in the companion residential service offering under MCI Communications Services, Inc. d/b/a Verizon Business Services. Customers who subscribe to this service may not subscribe to Residential RZA, RZB, RLC 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.

MCI Communications Services, Inc. d/b/a Verizon Business Services Communications Inc., customers will be charged the intraLATA and long distance rates as specified in the companion residential long distance service as set forth in <http://www.mci.com/service> and the companion residential service offering under MCI Communications Services, Inc. d/b/a Verizon Business Services

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.2 Residential Service

3.2.1 Residential Plans (Cont)

3.2.1.10 Residential RLG Service (Cont.)

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, and Anonymous Call Rejection.

This service is for use by residential customers. The Company reserves the right to adjust a customer=s service pursuant to Section 3.2.A.

Monthly Recurring Charge: Zone 1 \$47.99 / Zone 3 \$47.99 1/ (I)

Termination: The termination provisions set forth in Section 3.2.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:

1/ Beginning April 1, 2006 this service are no longer available in Zone 3.

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.2 Residential Service

3.2.1 Residential Plans (Cont)

3.2.1.11 Residential RLH 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 offered through the internet at <http://www.mci.com/service> and must subscribe to this service as offered by MCI Communications Services, Inc. d/b/a Verizon Business Services MCI Communications Services, Inc. d/b/a Verizon Business Services , customers who subscribe to this service may only subscribe to Residential RLC-1, or RLH service as described in this tariff on another line on their account.

A monthly recurring charge of Zone 1 \$56.99/ Zone 3 \$56.99 2/ 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 Communications Services, Inc. d/b/a Verizon Business Services, customers will be charged the intraLATA and long distance rates as specified in the companion residential long distance service as set forth in <http://www.mci.com/service> and MCI Communications Services, Inc. d/b/a Verizon Business Services

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, and Anonymous Call Rejection.

1/ Beginning July 17, 2005, this service is no longer available to new customers.

2/ Beginning April 1, 2006 this service is no longer available in Zone 3

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.2 Residential Service

3.2.1 Residential Plans (Cont)

3.2.1.11 Residential RLH Service (Cont.)

Directory Assistance: An undiscounted charge of \$0.95 per call will be applied to each Directory Assistance call.

Directory Assistance Call Completion: 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 service to which the customer is presubscribed for completed calls. An undiscounted charge of \$0.00 will apply.

Termination:

The termination provisions set forth in Section 3.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.

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.2 Residential Service

3.2.1 Residential Plans (Cont)

3.2.1.12 Residential RLI Service²

Customers who subscribe to this voice service must 1) select and designate MCImetro as its Local Exchange Carrier (LEC) and MCI WorldCom Communications Corporation (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. 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.

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 by MCI as set forth in <http://www.mci.com/service>.

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

Monthly Recurring Charge: \$60.99 / Zone 3 \$60.99 ^{1/}

(I)

The termination provisions set forth in Section 3.H.4 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.

^{1/} Beginning April 1, 2006, this service is no longer available in Zone 3.

² Effective March 3, 2015, this service will no longer be available to new subscribers.

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.2 Residential Service

3.2.1 Residential Plans (Cont)

3.2.1.13 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, Caller ID, and 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 Communications Services, Inc. d/b/a Verizon Business Services as their primary intraLATA exchange carrier will be charged the intraLATA rates as specified in MCI Communications Services, Inc. d/b/a Verizon Business Services Corporation.

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 \$50 monthly recurring data/internet usage charge or disconnected.

Monthly Recurring Charge: \$42.99 / Zone 3 \$42.99 ^{1/} (I)

^{1/} Beginning April 1, 2006, this service is no longer available in Zone 3.

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.2 Residential Service

3.2.1 Residential Plans (Cont)

3.2.1.14 Residential RLJ 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 (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. 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 by MCI as set forth in <http://www.mci.com/service>.

Customer will receive unlimited local exchange service. Customers receive the following features, where facilities are available: Call Waiting, Caller ID, and Anonymous Call Rejection. Customers will also receive an allotment of three (3) 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 \$50 monthly recurring data/internet usage charge or disconnected.

Monthly Recurring Charge: \$59.99 / Zone 3 \$59.99 ^{2/}

The termination provisions set forth in Section 3.2.H.6 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.

3.2.1.14.1 RLJ Savings Plan ^{3/}

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 RLJ service will receive the benefit of this promotion 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.

3.2.1.14.2 RLJ Savings Plan II ^{4/}

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 Residential RLJ Service for each month they remain subscribed to Residential RLJ Service. New customers of RLJ service will receive the benefit of this promotion 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.

^{1/} This service will be offered beginning June 1, 2005.

^{2/} Beginning April 1, 2006, this service is no longer available in Zone 3.

^{3/} Beginning December 1, 2009, this service is no longer available to new customers that will subscribe to RLJ Savings Plan.

^{4/} Beginning June 1, 2010, this service is no longer available to new customers that will subscribe to RLJ Savings Plan II.

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.2 Residential Service (Cont'd)

3.2.1 Residential Plans (Cont)

3.2.1.14 Residential RLJ Service (Cont'd)

3.2.1.14.3 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.

[ALL MATERIAL ON THIS PAGE IS NEW.]

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.2 Residential Service

3.2.1 Residential Plans (Cont)

3.2.1.15 Residential RLK Service ²

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 (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. 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 by MCI as set forth in <http://www.mci.com/service>.

Customer will receive unlimited local exchange service. Customers receive the following features, where facilities are available: Call Waiting, Caller ID, and 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 \$50 monthly recurring data/internet usage charge or disconnected.

Monthly Recurring Charge: \$57.99 / Zone 3 \$57.99 ^{1/}

(I)

The termination provisions set forth in Section 3.2.H.7 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.

^{1/} Beginning April 1, 2006, this service is no longer available in Zone 3.

² Effective March 3, 2015, this service will no longer be available to new subscribers.

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.2 Residential Service

3.2.1 Residential Plans (Cont)

3.2.1.16 Residential RLL Service

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 (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. 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 by MCI as set forth in <http://www.mci.com/service>.

Customer will receive unlimited local exchange service. Customers receive the following features, where facilities are available: Call Waiting, Caller ID, and 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 \$50 monthly recurring data/internet usage charge or disconnected.

Monthly Recurring Charge: \$42.99/ Zone 3 \$42.99 1/ (I)

The termination provisions set forth in Section 3.2.H.8 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.

1/ Beginning April 1, 2006, this service is no longer available in Zone 3.

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.2 Residential Service

3.2.1 Residential Plans (Cont)

3.2.1.17 New Residential Free Month Plan¹

The Company will offer the following plan to eligible customers at its discretion and subject to billing availability. New customers of Residential RLI, RLJ, RLK Service who contact a Company representative will be mailed a certificate in the amount of the monthly service charge for Residential RLI, RLJ, 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.

3.2.1.18 Anniversary Lifetime Plan²

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 Service, 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 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.

3.2.1.19 RLL Certificate Plan²

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.

3.2.1.20 \$20 Credit Plan¹

The Company will offer the following plan 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 plan. This plan is not combinable with any other offering.

3.2.1.21 \$25 Credit Plan¹

The Company will offer the following plan to existing customers of Residential RLA 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 plan. This plan is not combinable with any other offering.

3.2.1.22 \$20 Credit Plan for 3 Invoices

The Company will offer the following plan to existing customers of Residential 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 each of their first three invoices after enrollment in this plan.

3.2.1.23 \$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.

¹ Effective May 25, 2010, this service will no longer be available to new customers.

² Effective November 3, 2010, these services will no longer be available to new customers.

(T)

(T)

(N)

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.2 Residential Service

3.2.1 Residential Plans (Cont)

3.2.1.24 Certificate Plan

The Company will offer the following plan to existing customers of Company residential service who i) are subscribed to Residential RLA/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 RLA/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 RLA/RZA, RLI, and RLH Service. 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.

3.2.1.25 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:

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

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

3.2.1.26 Small Business Credit Plan 1/

The Company will offer the following plan to existing customers of Business B2 Service 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:

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

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

3.2.1.27 Small Business Free Feature Plan 1/

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, 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.

3.2.1.28 Small Business \$10 Credit Plan for 3 Invoices

The Company will offer the following plan to existing customers of Advance Option II for Small Business Savings Plans XVI and XVII 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 \$10 on each of their first three invoices after enrollment in this plan. This plan is not combinable with any other offering.

3.2.1.29 Small Business \$5 Credit Plan for 3 invoices

The Company will offer the following plan to existing customers of Advance Option II for Small Business Savings Plan XVIII 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 \$5 on each of their first three invoices after enrollment in this plan

1/ Beginning April 1, 2009, this service is no longer available to new customers.

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.2 Residential Service

3.2.1 Residential Plans (Cont)

3.2.1.30 Small Business Term Plan 3 1/

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.

3.2.1.31 Small Business Term Plan 4 1/

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.

3.2.1.32 Small Business Term Plan 5 1/

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.

3.2.1.33 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.

3.2.1.34 Business B2 \$75 Certificate Plan 2/

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.

1/ Effective June 1, 2008, this service will no longer be available to new customers.

2/ Effective March 1, 2010, this service will no longer be available to new customers.

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.2 Residential Service

3.2.1 Residential Plans (Cont)

3.2.1.35 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.

3.2.1.36 Business B2 \$45 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 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.

3.2.1.37 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.

3.2.1.38 \$10 Credit Plan for 6 Full Invoices

The Company will offer the following plan to existing customers of Residential RLJ, RZA, 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.

(N)
(N)

3.2.1.39 \$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.

(N)

3.2.1.40 \$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.

(N)

¹ Effective March 1, 2010, this service will no longer be available to new customers.

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.2 Residential Service

3.2.1 Residential Plans (Cont)

3.2.1.41 Residential 50% Discount for 2 Invoices

New customers of Integrated Calling Plan RLB service who contact a Company representative will be mailed a certificate in the amount of 50% of the monthly service charge for Integrated Calling Plan RLB Service in each of their first two full months of service.

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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 January 4, 2012, in lieu of receiving discounts under this offering by mailing in a certificate as described above, new customers of Residential RLB service who contact a Company representative will receive a credit in the amount of 50% of the monthly service charge for Residential RLB Service in each of their first two full months of service. Customer will receive the credit on their first and second full invoices after enrollment.

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3.2.1.42 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.

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.2 Residential Service

3.2.2 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 one listing per 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.

Directory Assistance Per call charge: \$0.95

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.

Directory Assistance Call Completion Per Call Charge: \$0.00

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

3.2.3 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.

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.2 Residential Service (Cont.)

3.2.3 Operator Services (Cont.)

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.

For customers enrolling in Local Residential Service prior to January 18, 2003, the following charges apply:

Busy Line Verification:		\$2.00
Busy Line Interrupt:	\$2.75	
Person-to-Person Call:	\$9.00 *	
3 rd Number Billing Call:	\$5.00 *	
Collect:		\$3.00 *
Station-to-Station:	\$5.00 *	

* These charges will apply as billing becomes available.

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.2 Residential Service

3.2.3 Operator Services (Cont)

For new customers enrolling in Local Residential Service on or after January 18, 2003 the following charges apply:

Busy Line Verification:	\$2.00
Busy Line Interrupt:	\$2.75
Person-to-Person Call:	\$9.99
3 rd Number Billing	
B Operator Assisted	\$5.50
3 rd Number Billing	
B Automated/Mechanized	\$4.99
Collect:	
B Operator Assisted	\$5.50
Collect:	
B Automated/Mechanized	\$4.99
Operator Assisted Sent Paid:	\$5.50

3.2.4 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.

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.2 Residential Service

3.2.5 Directory Listing Options and Types B Charges

Monthly Recurring Charges
Option

	<u>Monthly Recurring Charge</u>
Listed	\$0.00
Non-Listed	\$0.00
Non-Published	\$0.00
Main	\$0.00
Additional Main	\$0.00
Residential Additional	\$1.50

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3.2.6 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.

Non-Recurring Charges

<u>Option</u>	<u>Non-Recurring Charge</u>
Line Connection Fee <u>2/</u>	\$30.89
Service Restoral Charge	\$30.00
Installation Dispatch	\$50.00
Directory Listing Change Charge	\$15.00
Blocking Set-up Fee	\$6.00
Telephone Number Change Charge	\$20.00
Returned Check Charge	\$10.00
InterLATA/IntraLATA PIC Change Charge	\$1.25
Service Order Charge <u>2/</u>	\$15.00
Call Detail Display <u>1/</u>	\$10.00
Duplicate Invoices	\$10.00 per invoice copy
Facilities Move Charge <u>3/</u>	\$250.00

1/ Not available to customers subscribing to local residential service on or after January 18, 2003.

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

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

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.2 Residential Service

3.2.7 Blocking Features

Block Call Return Blocks customer=s ability to use the Call Return as described in AFeatures and Options@ below. Cannot be selected with Call Return as described in AFeatures and Options@ below.

Block Call Trace Blocks customer=s ability to use the Call Trace feature as described in AFeatures 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 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 International Prevents completion of outgoing 011+ , 101XXX011+ , and International Direct-Dialed calls (except International Direct Dialed calls placed by dialing 1+ an area code). Cannot be selected with Toll Restriction.

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

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.2 Residential Service

3.2.7 Blocking Features (Cont.)

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

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

Blocking Features B Charges

Feature	Monthly Recurring Charge	
Complete Blocking for Caller ID	\$0.00	
Selective Blocking for Caller ID	\$0.00	
Block Call Return	\$0.00	
Block Call Trace	\$0.00	
Block Collect or Third Party or Combined	\$0.00	
Block DACC		\$0.00
Carrier Access Code Blocking	\$0.00	
Toll Restriction		\$0.00
Block International	\$0.00	
Block 900	\$0.00	
Block Repeat Dialing	\$0.00	
Block 3-Way Calling	\$0.00	

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.2 Residential Service

3.2.8 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.

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.2 Residential Service

3.2.8 Features and Options (Cont.)

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 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: 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.

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.2 Residential Service

3.2.8 Features and Options (Cont.)

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.

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.

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.2 Residential Service

3.2.8 Features and Options (Cont.)

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 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.

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.

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 Pickup¹ 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 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.

Effective September 17, 2004, this feature will no longer be available to new subscribers.

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.2 Residential Service

3.2.8 Features and Options (Cont)

Talking Call Waiting 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.

<u>Features and Options</u>	<u>Charges</u>
Anonymous Call Rejection	\$0.00
Call Forwarding	\$4.00
Call Forwarding Busy	\$1.30
Call Forwarding No Answer	\$1.70
Call Forwarding Busy & No Answer	\$1.90
Call Return	\$4.95
Call Screening	\$5.50
Repeat Dialing	\$4.50
Call Waiting	\$6.50
Call Waiting ID Name & Number	n/c
Caller ID Number Only	\$7.95
Caller ID with Name & Number	\$7.95
Multi-Ring 2	\$6.00
Multi-Ring 3	\$8.50
Priority Call Ringing	\$4.50
Speed Dial 8	\$3.00
Speed Dial 30	\$4.00
Touch Tone	\$0.00
Three Way Calling	\$4.50
Call Transfer	\$7.00
CustomNet	\$4.00
Directed Call Pickup	\$2.00
Intracall/Home Intercom	\$3.00
Talking Call Waiting	\$3.95

¹ Effective September 17, 2004, this feature will no longer be available to new subscribers.

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.2 Residential Service

3.2.9 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 Calling¹ (*71) 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.

<u>Feature</u>	<u>Per-Use Charge</u>
Repeat Dialing (*66)	\$0.75*
Call Return (*69)	\$0.75*
Call Trace	\$4.00
Three-Way Calling	\$0.75*

¹Effective January 18, 2003 these features will only be available for new customers subscribing to residential service.

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.2 Residential Service (Cont.)

3.2.10 RESERVED FOR FUTURE USE

3.2.11 Local Calling Areas/Service Availability

Service is available in North Dakota Zone 1 and Zone 3 as authorized by the North Dakota Public Service Commission.

3.2.11.1 Local Calling Areas:

Local Calling Areas and exchanges are equivalent to those specified by Qwest Corporation in its Exchange and Network Services Tariff, Section 5.

For service provisioned via UNE-Platform (UNE-P) or its functional equivalent the service and calling areas will mirror the existing ILEC Exchange Service Tariff.

3.2.11.2 Service Availability

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LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.2 Residential Service (Cont.)

Reserve for future use

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LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.2 Residential Service (Cont.)

Reserve for future use

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LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.2 Residential Service (Cont.)

Reserve for future use

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LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.2 Residential Service (Cont.)

Reserve for future use

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LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.2 Residential Service (Cont.)

Reserve for future use

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LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.2 Residential Service (Cont.)

Reserve for future use

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LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.2 Residential Service (Cont.)

Reserve for future use

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LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.2 Residential Service (Cont.)

Reserve for future use

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LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.2 Residential Service (Cont.)

Reserve for future use

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3.2 Residential Service (Cont.)

Reserve for future use

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LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.2 Residential Service (Cont.)

3.2.12 Reserved for Future Use

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.2 Residential Service (Cont.)

3.2.12 Reserved for Future Use

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.2 Residential Service (Cont.)

3.2.12 Reserved for Future Use

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.2 Residential Service (Cont.)

3.2.12 Reserved for Future Use

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.2 Residential Service (Cont.)

3.2.12 Reserved for Future Use

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.2 Residential Service (Cont.)

3.2.12 Reserved for Future Use

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.2 Residential Service (Cont.)

3.2.12 Reserved for Future Use

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.2 Residential Service (Cont.)

3.2.12 Reserved for Future Use

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.2 Residential Service (Cont.)

3.2.12 Reserved for Future Use

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.2 Residential Service (Cont.)

3.2.12 Reserved for Future Use

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.2 Residential Service (Cont.)

3.2.12 Reserved for Future Use

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LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.2 Residential Service (Cont.)

3.2.12 Reserved for Future Use

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.2 Residential Service (Cont.)

3.2.12 Reserved for Future Use

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.2 Residential Service (Cont.)

3.2.12 Reserved for Future Use

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.2 Residential Service (Cont.)

3.2.12 Reserved for Future Use

LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.2 Residential Service (Cont.)

3.2.12 Reserved for Future Use