
3. Service Descriptions

3.1 Small Business Service

1. 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.
2. 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.
3. 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 Verizon Hawaii Inc. or with MCImetro or another carrier who provisions service either via resale of Verizon Hawaii Inc. Communications services or via UNE-Platform service provided by Verizon Hawaii Inc.

Effective October 1, 2019, the Company will no longer offer local exchange service to new Small Business customers as described in this section (Section 3, 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, Small Business Service) will no longer be able to move, add to, or change the service to which they are subscribed.

Effective February 23, 2006, local exchange service as described in this section will no longer be available to new customers residing in areas in which local exchange service is provided by any affiliate or subsidiary of Verizon not subject to this tariff. This does not apply to customers of this service who are eligible to subscribe to the Small Business Affinity Savings Plan I. Additionally, Company services, to the extent they have been made unavailable to new and/or existing customers of those services as of that date, may continue to be offered and provided without revision to customers subscribing to those services via an agreement with an agent or other affinity of the Company (including, but not limited to, Quixtar, Inc.; and excluding Fionda, LLC, and Espirit de Corpe, Inc.), who has contracted with the Company to sell Company services to its members.

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to small business customers and all small business local phone service offerings in this tariff are discontinued and withdrawn.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

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3. Service Descriptions

3.1 Small Business Service

3.1.1 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 WorldCom/MCI Telecommunications 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 this service as offered in MCI WorldCom Communications, Inc. Hawaii P.U.C. Tariff No. 2.

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.mci.com/service> and MCI WorldCom Communications, Inc. Hawaii P.U.C. Tariff No. 2.

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 WorldCom/MCI Telecommunications customers will be charged the intraLATA and long distance rates as specified in the companion long distance service as set forth in <http://www.mci.com/service> and MCI WorldCom Communications, Inc. Hawaii P.U.C. Tariff No. 2.

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 WorldCom Communications, Inc. Hawaii P.U.C. Tariff No. 2 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 WorldCom Communications, Inc. Hawaii P.U.C. Tariff No. 2 and <http://www.mci.com/service/>.

Offering C: For a monthly recurring charge as specified in this tariff, Customers will receive unlimited local service. Customers will also receive long distance service as described in Offering C of Business B2 Integrated Service as described in MCI WorldCom Communications, Inc. Hawaii P.U.C. Tariff No. 2 and <http://www.mci.com/service/>.

Block-of-Time Offering 1 For a monthly recurring charge as specified in this tariff, Customers will receive an allotment of up to 200 minutes per monthly period that may be used for interstate and intrastate (interLATA and intraLATA) dial-1 usage. Customers will be charged a per-minute rate of \$0.04 for each minute of interstate and intrastate (interLATA and intraLATA) dial@1@ usage over the allotment. Customers will also receive local exchange service as described in Block-of-Time Offering 1 of Business B2 Service as described in MCImetro Access Transmission Services LLC HAWAII TARIFF NO. 1 and interstate service as described in <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 with this service at no additional charge.

3. Service Descriptions

3.1 Small Business Service

3.1.1 Business B2 Service (Cont.)

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 in MCI Communications Services, Inc. d/b/a Verizon Business Services, Hawaii P.U.C. Tariff No. 2.

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 in MCI Communications Services, Inc. d/b/a Verizon Business Services, Hawaii P.U.C. Tariff No. 2 and <http://www.mci.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 or Offering B of Business B2 Service, the Feature Value Pak and the CID Feature Value Pak are not available for service on Customer=s primary line. Customers will receive Block 900 with this service for each additional line at no additional charge.

Monthly Recurring Charges

Monthly Recurring Charge B Verizon Hawaii Inc.: The following monthly recurring charges will apply to customers having service on lines with Verizon Hawaii Inc., or with MCImetro Access Transmission Services LLC, or another carrier who provisions local exchange service either via resale of Verizon Hawaii Inc. services or via UNE-Platform service provided by Verizon Hawaii Inc.:

Business B2 Service B

<u>Primary Line:</u>	<u>Per Additional Line:</u>
Offering A: \$69.99	Offering A: \$54.99
Offering B: \$41.99	Offering B: \$34.99
Offering C: \$31.99	Offering C: \$29.99

Block-of-Time Offering 1

<u>Primary Line:</u>	<u>Per Additional Line:</u>
Zone 1: \$49.99	Zone 1: \$42.99
Zone 2: \$49.99	Zone 2: \$42.99
Zone 3: \$49.99	Zone 3: \$42.99

3. Service Descriptions

3.1 Small Business Service

3.1.1 Business B2 Service (Cont.)

3.1.1.1 Business B2 Multiline Service: (Cont.)

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

This service is only available for up to fifteen (15) lines per account. By subscribing to this service, Customer understands that use of this service is restricted in the following manner: i) at any given time, Customer may only place as many concurrent calls as it has purchased individual lines; (ii) Customer may not utilize auto-dialers or any similar type of device in connection with the service; 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.

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 companion small business service offering under MCI WorldCom Communications, Inc. Hawaii P.U.C. Tariff No. 2 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 under MCI WorldCom Communications, Inc. Hawaii P.U.C. Tariff No. 2 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 companion small business service offering under MCI WorldCom Communications, Inc. Hawaii P.U.C. Tariff No. 2 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 under MCI WorldCom Communications, Inc. Hawaii P.U.C. Tariff No. 2 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.

3. Service Descriptions

3.1 Small Business Service

3.1.1 Business B2 Service (Cont.)

3.1.1.1 Business B2 Multiline 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 under MCI WorldCom Communications, Inc. Hawaii P.U.C. Tariff No. 2 or II) from intraLATA service only under MCI WorldCom Communications, Inc. Hawaii P.U.C. Tariff No. 2 The companion small business service offering under <http://www.mci.com/service/>, Business B2 Integrated Plan under MCI WorldCom Communications, Inc. Hawaii P.U.C. Tariff No. 2 , 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 under MCI WorldCom Communications, Inc. Hawaii P.U.C. Tariff No. 2 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 under MCI WorldCom Communications, Inc. Hawaii P.U.C. Tariff No. 2 for interLATA service and its companion interstate service under <http://www.mci.com/service/>.
- 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 under MCI WorldCom Communications, Inc. Hawaii P.U.C. Tariff No. 2 or II) from intraLATA service only under MCI WorldCom Communications, Inc. Hawaii P.U.C. Tariff No. 2: The companion small business service offering under <http://www.mci.com/service/>, Business B2 Integrated Plan under MCI WorldCom Communications, Inc. Hawaii P.U.C. Tariff No. 2 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 under MCI WorldCom Communications, Inc. Hawaii P.U.C. Tariff No. 2 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 under MCI WorldCom Communications, Inc. Hawaii P.U.C. Tariff No. 2 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.

3. Service Descriptions

3.1 Small Business Service

3.1.1 Business B2 Service (Cont.)

3.1.1.1 Business B2 Multiline 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 under MCI WorldCom Communications, Inc. Hawaii P.U.C. Tariff No. 2. The companion small business service offering under <http://www.mci.com/service/>, Business B2 Integrated Plan under MCI WorldCom Communications, Inc. Hawaii P.U.C. Tariff No. 2 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 under MCI WorldCom Communications, Inc. Hawaii P.U.C. Tariff No. 2, 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.
- 7) For customers of Offering C of Business B2 service under this tariff 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 companion small business service offering under MCI WorldCom Communications, Inc. Hawaii P.U.C. Tariff No. 2 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 C service under MCI WorldCom Communications, Inc. Hawaii P.U.C. Tariff No. 2 and its companion small business service under <http://www.mci.com/service/>.
- 8) For customers of Offering C 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 under MCI WorldCom Communications, Inc. Hawaii P.U.C. Tariff No. 2 or II) from intraLATA service only under MCI WorldCom Communications, Inc. Hawaii P.U.C. Tariff No. 2: The companion small business service offering under <http://www.mci.com/service/>, Business B2 Integrated Plan under MCI WorldCom Communications, Inc. Hawaii P.U.C. Tariff No. 2 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 C under this tariff for local exchange service and to Small Business Long Distance Plan C service under MCI WorldCom Communications, Inc. Hawaii P.U.C. Tariff No. 2 for intraLATA service. Customers terminating from intraLATA service will be automatically re-subscribed to Business Service C under this tariff for local exchange service and to Small Business Long Distance Plan C service under MCI WorldCom Communications, Inc. Hawaii P.U.C. Tariff No. 2 for interLATA service and its companion interstate service under <http://www.mci.com/service/>.

3. Service Descriptions

3.1 Small Business Service

3.1.1 Business B2 Service (Cont.)

3.1.1.1 Business B2 Multiline Service: (Cont.)

Termination: (Cont.)

- 9) For customers of Offering C 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 under MCI WorldCom Communications, Inc. Hawaii P.U.C. Tariff No. 2 or II) from intraLATA service only under MCI WorldCom Communications, Inc. Hawaii P.U.C. Tariff No. 2. The companion small business service offering under <http://www.mci.com/service/>, Business B2 Integrated Plan under MCI WorldCom Communications, Inc. Hawaii P.U.C. Tariff No. 2 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 C under this tariff, for local exchange service; and II) to the intrastate service under MCI WorldCom Communications, Inc. Hawaii P.U.C. Tariff No. 2 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 C under this tariff for local exchange service and to the intrastate service under MCI WorldCom Communications, Inc. Hawaii P.U.C. Tariff No. 2 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.
- 10) For customers of Offering C of Business B2 Service who disconnect both from interstate service under <http://www.mci.com/service/> and from intrastate service under MCI WorldCom Communications, Inc. Hawaii P.U.C. Tariff No. 2: The companion small business service offering under <http://www.mci.com/service/>, Business B2 Integrated Plan under MCI WorldCom Communications, Inc. Hawaii P.U.C. Tariff No. 2 and Business B2 Service under this tariff will terminate. Customers will then be automatically re-subscribed to Business Service C under this tariff.
- 11) The termination scenarios above as applied to customers of Offering A of Business B2 Integrated Service shall also apply to customers of Block-of-Time Offering 1 of Business B2 Integrated Service, except that the following shall apply for customers of Block-of-Time Offering 1 who disconnect from local exchange service as described in this tariff: Business B2 Service under MCImetro Access Transmission Services LLC Idaho Tariff No. 1, as well as Business B2 Integrated Service under this tariff and <http://www.mci.com/service/>, will terminate. Customers will then be automatically re-subscribed to Small Business Long Distance Service D under this tariff for long distance service.

3. Service Descriptions

3.1 Small Business Service

3.1.1 Business B2 Service (Cont.)

3.1.1.2 Business Service B

Customers must have been previously enrolled in Offering A or Offering B of Business B2 Service under this tariff who disconnect their long distance and/or intraLATA service under <http://www.mci.com/service> and MCI Communications Services, Inc. d/b/a Verizon Business Services, Hawaii P.U.C. Tariff No. 2. For a monthly recurring charge as specified in this tariff, Customers will receive unlimited local usage.

Customers receive the following features on their primary line, where facilities are available: Caller ID, Call Waiting, Call Forwarding, Three-Way Calling and Speed Dial 8. Customers with additional lines will continue to receive the Feature Value Pak or the CID Feature Value Pak as described in this tariff for each additional line. Customers will be charged the monthly recurring charges for those feature packages as described in this tariff for each additional line for which they are selected. Customers will receive Block 900 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 in MCI Communications Services, Inc. d/b/a Verizon Business Services, Hawaii P.U.C. Tariff No. 2.

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

Monthly Recurring Charges:

Primary Line:	\$36.99)
Each Additional Line:	\$34.99

3. Service Descriptions

3.1 Small Business Service

3.1.1 Business B2 Service (Cont.)

3.1.1.3 Business Service C

Customers must contact a Company representative to enroll in this service; this service is only available to customers previously enrolled in Offering C of Business B2 Service under this tariff who disconnect their long distance and intraLATA service under <http://www.mci.com/service> and MCI Communications Services, Inc. d/b/a Verizon Business Services, Hawaii P.U.C. Tariff No. 2.

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

Customers will continue to receive the Feature Value Pak or the CID Feature Value Pak as described in this tariff for each line on the account. 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 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 C charge. Customers who have selected MCI 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, Hawaii P.U.C. Tariff No. 2.

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

Monthly Recurring Charges

Primary Line:	\$31.99
Each Additional Line:	\$29.99

3. Service Descriptions

3.1 Small Business Service

3.1.2 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 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.

Customer may make ten (10) calls before Directory Assistance charges are applied.

3.1.3 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

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
Busy Line Verification	\$1.50
Busy Line Interrupt	\$2.00
Operator Assisted B Sent Paid:	3.00

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

3. Service Descriptions

3.1 Small Business Service

3.1.4 DIRECTORY LISTING 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 - 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

3. Service Descriptions

3.1 Small Business Service

3.1.5 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.

<u>Option</u>	<u>Non-Recurring Charge</u>
Line Connection Fee	\$20.00*
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**	\$12.00
Duplicate Invoice Charge	\$10.00
Call Detail Report	\$10.00
Facilities Move Charge ¹	\$250.00

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

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

3.1.6 Blocking Features

Block 900: Blocks all outgoing calls to 900 numbers.

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

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.

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

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

¹This 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.

3. Service Descriptions

3.1 Small Business Service

3.1.6 BLOCKING FEATURES: (Cont.)

Blocking Features & Charges

<u>Feature</u>	<u>Monthly Recurring Charge</u>
Block 900	\$0.00
Block Call Trace	\$0.00
Block DACC	\$0.00
Block International	\$0.00
Complete Blocking for Caller ID	\$0.00
Selective Caller ID Blocking	\$0.00

3.1.7 FEATURES AND OPTIONS

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

Anonymous Call Rejection (ACR): Provided only to customers selecting either Caller ID & Name and Number or Caller ID & Number Only, this feature rejects incoming calls that have been marked private or anonymous. Only available with Caller ID & Name & Number, Caller ID & Number Only, or Caller ID & Name Only.

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

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

Call Forwarding 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 Forward Busy & No Answer forwards calls to the same Call Forwarding Number on both a busy line condition and when the telephone is not answered after a predetermined Ringing Cycle. To forward calls to different Call Forwarding Numbers, separate features must be ordered. Applied per line. Cannot be selected with Call Forwarding Busy or Call Forwarding No Answer.

Call 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 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.

3. Service Descriptions

3.1 Small Business Service

3.1.7 FEATURES AND OPTIONS (Cont.)

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 decided to file a complaint. Cannot be selected with Block Call Trace.

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

Caller ID - Name and Number: This feature enables the customer to view on a display unit the Directory Name and Directory Number on incoming telephone calls. A maximum of 15 characters is allowed for transmission of the calling party name. When Caller ID - Name and Number is activated on a customer=s line, the Directory Name and Directory Number on incoming calls will be displayed on the called Customer Provided Equipment (CPE) during the first long silent interval of the ringing cycle. The date and time of the call is also transmitted to the Caller ID - Name and Number customer. Caller ID - Name and Number also includes Anonymous Call Rejection (ACR) at no extra charge. Utilization of the full capabilities of Caller ID- Name and Number requires the use of an Analog Display Services Interface (ADSI) - compatible telephone at the customer's premises. The installation, repair and the technical capability of the ADSI-compatible CPE to function in conjunction with the features specified herein is the responsibility of the customer.

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

Caller ID-Name Only: This feature enables the customer to view on a display unit the name 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 Restriction: Provides screening options that restrict certain types of outgoing operator assisted toll calls. When end-users dial 0/0+, operator services will require charges for the call to be billed collect, to a third party or to a calling card. Allows all local and nonchargeable calls, e.g., calls to 800 type service numbers and public emergency service numbers such as 911/Enhanced 911 (E911). Calls dialed 0/0+ to Directory Assistance (DA) will be permitted if alternate billing is provided. Must be selected with Block Collect & Third Party Calling.

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.

3. Service Descriptions

3.1 Small Business Service

3.1.7 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.

Priority Call Forwarding: Allows the customer to transfer up to six (6) telephone numbers on a screening list to another number. Only the calls on the screening list are forwarded. Applies on a per line basis.

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.

Selective Call Acceptance: Allows a customer to select up to 12 telephone numbers from which calls are to be received. All other calls will be intercepted and routed to a recorded announcement that informs the caller the customer is not accepting calls.

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.

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.

3.1.8 Hunting features:

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

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

3. Service Descriptions

3.1 Small Business Service

3.1.7 Features and Options (Cont.)

Call Forwarding	\$3.75	Caller ID - Number Only*	\$9.50
Call Forwarding - Busy	\$2.25	Caller ID - Name Only*	\$9.50
Call Forward Busy No Answer	\$2.50	Multi-Ring 2	\$6.25
Call Forwarding - No Answer	\$0.00	Priority Call Ringing	\$4.50
Call Return (*69)	\$6.25	Priority Call Forwarding	\$6.25
Call Screening	\$4.50	Repeat Dialing (*66)	\$6.25
Call Trace	\$6.25	Selective Call Acceptance	\$4.50
Call Waiting (w/Cancel Call Waiting)	\$4.50	Speed Dial 8	\$3.75
Call Waiting ID w/Name and Number	\$0.00	Speed Dial 30	\$4.50
Caller ID Name and Number*	\$11.00	Three-Way Calling	\$4.00

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

3.1.8 Pay Per Use Features

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

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.

The below pay-per-use charges will apply for customers having service on lines with Verizon, or with MCImetro or another carrier who provisions service either via resale of Verizon services or via UNE-Platform service provided by Verizon. These charges shall not apply if customer has subscribed to comparable features in the Features and Options section described in this tariff:

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

3. Service Descriptions

3.1 Small Business Service

3.1.9 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:	\$7.50
Includes: Call Waiting, Speed Dial 8, 3-Way Calling, and Call Forwarding	
CID Feature Value Pak:	\$12.50
Includes: Caller ID, Call Waiting, Speed Dial 8, 3-Way Calling, and Call Forwarding	

3. Service Descriptions

3.1 Small Business Service

3.1.10

3.1.11 SERVICE AVAILABILITY AND LOCAL CALLING AREAS

- a) Service Availability: Service is available in Oahu, Maui, and Kauai.
- b) Local Calling Areas: Local Calling Areas and exchanges are equivalent to those specified by Verizon Hawaii Inc..

3. Service Descriptions

3.1 Small Business Service

3.1.12 Calling Plans

3.1.12.1 Small Business Saves Credit Plan

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

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

Offering A:	\$15
Offering B and Block of Time Offering 1:	\$10
Offering C:	\$5

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

3.1.12.2 Small Business Credit Plan¹

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

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

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

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

3.1.12.3 Small Business Free Feature Plan¹

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

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

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

3.1 Small Business Service

3.1.12 Calling Plans (Cont'd)

3.1.12.4 Small Business Term Plan 3¹

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

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

3.1.12.5 Small Business Term Plan 4¹

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

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

3.1.12.6 Small Business Term Plan 5¹

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

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

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

3. Service Descriptions

3.1 Small Business Service

3.1.12.7 Business B2 \$75 Certificate Plan¹

The Company will offer the following plan to eligible customers at its discretion and subject to billing availability. New customers of Local Exchange Service 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.

3.1.12.8 Business B2 \$55 Certificate Plan¹

The Company will offer the following plan to eligible customers at its discretion and subject to billing availability. New customers of Local Exchange Service enrolling 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.

3.1.12.9 Business B2 \$45 Certificate Plan¹

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

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

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

3. Service Descriptions

3.1 Small Business Service

3.1.12 Calling Plans

3.1.12.10 \$5.00 EasyPay for Local Plan

The Company will offer the following plan to i) existing customers of Company local exchange service who elect to have their invoiced charges billed directly to a valid commercial credit card, a valid debit card issued by a third party, or an active commercial bank account, and who enroll in this plan after contacting a Company service representative and being offered this plan, and ii) new customers of Company local exchange service who elect to have their invoiced charges billed directly to a valid commercial credit card, valid debit card issued by a third party, or an active commercial bank account, and who enroll in this plan either after being contacted by a Company service representative and being offered this plan, or by contacting a Company service representative and being offered this plan. Customers enrolling in this plan will receive a credit, not to exceed \$5.00, against each of their first two Company invoiced charges for local exchange service.

3.1.12.11 Business B2 15% 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 credit of 15% against the monthly service charge for Business B2 Service on each of their first two full invoices after enrollment in this plan.

3.1.12.12 RLI \$12 Discount for 12 Invoices

New customers of RLI service who contact a Company representative will receive a credit, not to exceed \$12.00, against the monthly service charge for Integrated Calling Plan RLI service in each of their first twelve (12) full months of service.

