

Verizon North LLC

CentraNet® CustoPAK

1. GENERAL

CentraNet® CustoPAK is a non-engineered CentraNet®-based service, with a pre-positioned switch which does not require operations provisioning at the time of the customer order and does not require the customer to use the “dial 9” access code to place calls.

Centranet® CustoPAK is classified as a business service, and is offered as a complete service package only. The exchange access, intercommunication and features are not offered separately.

Centranet® CustoPAK is customized for small businesses not to exceed a maximum of 30 lines. (Exception: There is a six-line limit in the DMS 10 Central Office). Centranet® CustoPAK provides an enhanced dial tone from the Central office to the customer's premises along with an attractive menu of basic services. All existing tariff rules, regulations, rates and charges associated with the conversion will apply. (C)

Centranet® CustoPAK is furnished from compatible digital-type switching equipment located on the Company premises and includes the facilities necessary for intercommunication between Centranet® lines within the customer's system. Centranet® CustoPAK includes local Exchange Service (no dial “9” required), direct inward-dialing to Centranet® lines, identification and billing of outgoing long distance messages by line number where such billing is done by the Company, touch-tone Calling Service and intercept to the main listed number. Network Access Register (NARs) is not required for local access or for Voice Messaging. (C)

No other Centranet® Classes of Service can be mixed with Centranet® CustoPAK Service. The customer has the flexibility of adding any combination of standard individual lines and hunt groups that meets the communications needs of the business as well as choosing features from within the offered Centranet® CustoPAK package for each line or hunt group.

2. SERVICE OPTIONS

A. Basic Standard Services – Services included with a Centranet® CustoPAK service line: ¹

Assume Dial “9”
Call Transfer – (All Calls)
Call Hold
Consultation Hold
Distinctive Ringing (Inside/Outside) ²
Intercom Dialing
Three-Way Calling

¹ The Centranet® CustoPAK service line includes a Central Office Located Trunk with Touch Tone and Direct Inward/Outward Dialing capability. An additional Central Office Located Trunk is not required.

² This feature is specific to Centranet® CustoPAK Service. See Feature Descriptions beginning on Sheet 9.

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2. SERVICE OPTIONS (continued)

- B. Selectable Standard Services ^{1,3} – Services listed in this section are available for each CentraNet® CustopAK line at no additional charge. A customer may customize his service by selecting as many of the following services as desired for each individual CentraNet® CustopAK line:

Automatic Callback (within system only)

Call Forwarding – Busy⁴

Call Forwarding - No Answer⁴

Call Forwarding Variable (All Calls)

Call Restrictions: ²

Call Restriction One

Call Restriction Two

Call Restriction Three

Call Restriction Four

Call Restriction Five

Call Restriction Six

Call Restriction Seven

Call Waiting/Cancel Call Waiting

Call Pick-up Directed

Call Pick-up Group

Dial Call Waiting-Originating

Hunting-Series

Hunting-Multi-line

Speed Calling (6 or 8)

¹ Offered where facilities are available.

² No call restrictions are required with CentraNet® CustopAK Service. Call Restrictions One through Seven are specific to CentraNet® CustopAK.

³ Lines subscribed under a 2-year term may not be combined with other voice services or features under a term commitment. Other voice services and features may only be combined with lines on a 2-year term when these other voice services and/or features are purchased on a month-to-month basis.

⁴ Effective August 21, 2016, Call Forwarding – Busy and Call Forwarding – No Answer are no longer available to new business customers. Existing business customers as of August 21, 2016, may retain these services at existing locations. Additions, rearrangements and moves are not permitted. These services are still available for resale until October 17, 2016, on which date the foregoing terms shall be effective for resale.

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2. SERVICE OPTIONS (continued)

- C. Optional Services ^{1,4} are also available for each CentraNet® CustopaK line at an additional monthly recurring charge per feature:

Automatic Busy Redial (*66)
Automatic Call Return (*69)
Call Block
Call Park
Call Park Directed
Caller ID-Number⁵
Caller ID-Name & Number
Call Trace ²
Executive Busy Override
Last Number Redial ³
Special Call Forwarding
VIP Alert

3. CONDITIONS

A. Term Options

CentraNet® CustopaK customers may select either a month-to-month or a two or three year term. The term agreement becomes effective upon the installation date of the service.

CentraNet® CustopaK payment options may be selected by billing account number within a customer's system, except as otherwise stated in split billing arrangements.

A customer selecting the month-to-month option will be obligated to pay for the service for a minimum of one-month following the installation of a CentraNet® CustopaK line.

¹ Offered where facilities are available.

² See Calling Services, Section 29 of the P.U.C. No. 4 tariff for description and rate.

³ This feature is specific to CentraNet® CustopaK Service.

⁴ Lines subscribed under a 2-year term may not be combined with other voice services or features under a term commitment. Other voice services and features may only be combined with lines on a 2-year term when these other voice services and/or features are purchased on a month-to-month basis.

⁵ Effective August 21, 2016, Caller ID Number is no longer available to new business customers. Existing business customers as of August 21, 2016, may retain this service at existing locations. Additions, rearrangements and moves are not permitted. This service is still available for resale until October 17, 2016, on which date the foregoing terms shall be effective for resale.

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3. CONDITIONS (continued)

B. Adding Lines Under Term Option

Additional CentraNet® CustopAK lines may be added to an existing system, up to a maximum of 30, during the term period. For customers subscribing to the two-year term plan, the term obligation with respect to any additional lines will be coterminous with such two-year term.

C. Termination Liability

There is no termination liability for customers who have elected the CentraNet® CustopAK month-to-month payment option. CentraNet® CustopAK customers with this payment option are subject to a one-month minimum revenue guarantee if terminated after 30 days.

When a CentraNet® CustopAK customer chooses a 2 year or 3 year term option and disconnects or terminates the service after 30 days from installation, the non-recurring and installation charges will not be refunded.

In addition, the customer will be subject to Termination Liability charges as outlined below:

Plan 1 (terms established or renewed prior to 10/18/14): In the event the service is terminated by the customer prior to completion of the current 2 or 3 year term commitment period, the customer shall be liable for an early termination charge, except as noted below. The amount of the early termination charge will be 25% of the monthly recurring charge(s) (MRC) for the remainder of the term. For example:

$$\text{Termination Charge} = 25\% \times \text{MRC} \times \# \text{ of Lines/Channels/Paths} \times \text{Remainder of Term}$$

:

Plan 1¹: The charge for a 2-year term plan will be calculated at 35% of the monthly recurring charge(s) for the remainder of the term on a per line basis. If a Centrex CustopAK customer on a 2-year term disconnects or terminates its Centrex CustopAK service within 30 days before the end of a term to 60 days after the term automatically renews, the termination liability will be waived.

1. Early termination charges will apply only to those rate elements under a term commitment period. If any rates for the service are increased during the term period, exclusive of any increase due to local, state or federal fees, taxes or surcharges, the customer may terminate the service without incurring an early termination charge.
2. End of Term Options
 - a. Prior to the end of the term commitment period, the customer may select one of the following options, to be effective at the end of the term:
 - 1) Renew their term commitment,
 - 2) Commit to a new term period,
 - 3) Arrange for a change of service, or
 - 4) Arrange for termination of the service.

¹ Lines subscribed under a 2-year term may not be combined with other voice services or features under a term commitment. Other voice services and features may only be combined with lines on a 2-year term when these other voice services and/or features are purchased on a month-to-month basis.

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3. CONDITIONS (Continued)

C. Termination Liability (Continued)

2. End of Term Options (Continued)

- b. Plan 1 (terms established or renewed prior to 10/18/14): In the event the customer does not select one of the above options, the customer will be converted to the shortest- term period available under tariff (i.e., month-to-month, two or three year, etc.) for the same service, and will be subject to the applicable term commitment, if any, unless the customer terminates the service within sixty (60) days of the conversion date.

Plan 2¹: Customers who subscribe to a 2-year term will automatically renew at the end of the existing term to a new 2-year term with 30 days before the end of a term to 60 days after the term automatically renews to opt out with no early termination charge.

3. Early termination charges will not be assessed under the following circumstances:

- a. Customer moves existing service either to a new location within the same address and/or same building (inside move) or to a new location (outside move) and maintains that service for the remainder of the term;
- b. Customer attempts to move the existing service to a new location within Company's service area, but the service is unavailable;
- c. Customer renegotiates a new term commitment plan for the same service before the current term commitment expires and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment; or
- d. Customer changes to another service or upgrades service to a higher speed or capacity under a term commitment, provided the following conditions are met:
 - 1) The value of the new term commitment is equal to or greater than the remaining value of the current term commitment,
 - 2) The Company provides the new service via tariff or on an individual case basis (ICB), and
 - 3) The order to discontinue the existing service and the order for the new or upgrade service are received by the Company at the same time.

¹ Lines subscribed under a 2-year term may not be combined with other voice services or features under a term commitment. Other voice services and features may only be combined with lines on a 2-year term when these other voice services and/or features are purchased on a month-to-month basis.

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3. CONDITIONS (continued)

D. Transfer of Term Option

With the written permission of the Company, the obligation to pay the Centranet® CustopAK charges for the remainder of the term period may be assigned to another customer, provided there is no change of location, and the new customer assumes all outstanding charges. Refer to Termination Liability exceptions in General Regulations, in this tariff.

E. Centranet CustopAK Service System

Centranet® CustopAK service lines sharing a common intercom arrangement and a primary Directory listing will be considered a Centranet® CustopAK Service System. A system may not exceed a maximum of thirty Centranet® CustopAK Service lines. (C)
Centranet® CustopAK Service is classified as a business service and is offered only as a complete service. The exchange access, intercommunication and services are not offered separately.

F. Subscriber Line Charge

An applicable interstate Subscriber Line Charge will be applied to all Centranet® CustopAK lines. Refer to the SLC tariff, Tariff 14, Section 13, in the FCC tariff.

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3. CONDITIONS (continued)

G. Additional Facilities

When a customer requests a new Centranet® CustopAK Service system that requires the installation of additional outside plant or central office facilities, the Company will judge if its practicable to provide such facilities. If the Company agrees to provide such facilities the customer will be charged the cost of providing the necessary additional facilities, in addition to the standard rates and charges for Centranet® CustopAK Service. The costs for any additional facilities required would be computed on the incremental difference between the costs of new facilities and the costs of existing facilities.

H. Incoming Toll Free Service Access Arrangement

Incoming calls on Toll Free Service access lines can be terminated on a Centranet® CustopAK Service System. Incoming calls terminated in this manner may be transferred to other lines of the same Centranet® CustopAK Service System.

I. Off-Premises Lines

Centranet® CustopAK Service lines can be provided at a separate customer premise. No mileage charges apply to lines of the same Centranet® CustopAK Service system that are located at different premises but situated within the same wire center serving area.

J. Optional Centranet® CustopAK Services

Optional services may be available where Company facilities permit at the rates specified in Section C. following. These services descriptions and regulations are specified in Section 4C of this tariff. Only the Centranet® services specified in this section will be available under Centranet® CustopAK Service. Other Centranet® Services are not available under the Centranet® CustopAK Service. The Custom Calling and CLASS services that are identified in this tariff are not offered.

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3. CONDITIONS (continued)

K. Feature Restriction

Call Transfer, Three-Way Calling, Call Forwarding-Busy¹, Call Forwarding-No Answer¹ and Call Forwarding-Variable may generate local, regional toll or long distance usage charges. If generated, these charges are the responsibility of the CentraNet® CustoPAK customer.

L. Customer Satisfaction Guarantee

When a customer subscribes to the month-to-month option or the 24-month option of CentraNet® CustoPAK Service, he must request that the Company disconnect the service within 30 calendar days of installation to be entitled to a full credit of any charges directly associated with the establishment of the service as well as the monthly charges billed for the service. In addition, customers who are not satisfied with their CentraNet® CustoPAK Service may have their previous Verizon service reinstalled, at no cost, in accordance with the following terms and conditions:

Customers who had no previous service and subsequently elect to have their CentraNet® CustoPAK Service disconnected will be converted by the Company to Verizon Business Lines or Trunks at no additional non-recurring charge to them. However, the lines cannot exceed the total number of lines in the CentraNet® CustoPAK system that the customer is disconnecting, without incurring non-recurring charges. Customers will not be permitted to convert back to a service which has been grandfathered.

The refund of any charges directly associated with the establishment of the service or monthly charges will be applied as a credit to the customer's bill.

Credit refunds will not be available for toll charges incurred, or on E911 and other like surcharges.

Each customer will be entitled to a credit refund, one time per service.

The Customer Satisfaction Guarantee applies to the service as a whole and not the individual Services offered with this service.

The Customer Satisfaction Guarantee does not extend to any Customer Provided Equipment (CPE) used in conjunction with this service, nor does it apply to Time and Material charges incurred.

The Customer Satisfaction Guarantee does not apply to the installation of temporary service.

¹ Effective August 21, 2016, Call Forwarding – Busy and Call Forwarding – No Answer are no longer available to new business customers. Existing business customers as of August 21, 2016, may retain these services at existing locations. Additions, rearrangements and moves are not permitted. These services are still available for resale until October 17, 2016, on which date the foregoing terms shall be effective for resale.

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4. FEATURE DESCRIPTIONS

A. CENTRANET® CUSTOPAK BASIC STANDARD SERVICES

The services listed here are automatically included on every Centranet® CustopAK line, and are the backbone of the Centranet® CustopAK offering:

Assume Dial "9" - Allows the customer to place calls outside the group without having to dial the access code "9".

Direct Inward Dial (DID) - The ability of each member of the Centranet® CustopAK group to receive calls from outside the group directly to their station.

Direct Outward Dial (DOD) - The ability of each member of the Centranet® CustopAK group to place calls to locations outside the group without first having to dial a "9" access code or use an attendant.

Distinctive Ringing (Inside/Outside Ringing) – This feature allows the user to distinguish between calls originating from within the Centranet® CustopAK group and Calls originated from outside the Centranet® CustopAK group. Calls originating from inside the group will receive one ring, and calls originated from outside the group will receive a double ring.

Call Transfer – (All Calls) - The ability for a Centranet® CustopAK line to transfer an established incoming call to another line. The "transfer to line" location may be inside the group or outside the group. This service may generate local, regional toll or long distance usage charges. If generated, these charges are the responsibility of the Centranet CustopAK customer.

Call Hold - The ability to place an established call on hold for an extended period of time by dialing the feature code *01. This frees the line to place or receive another call. Only one call can be put on hold at a time per line.

Consultation Hold - A temporary or soft hold activated by a hook-switch flash or link button that will place a call in progress on hold and activate dial tone. The dial tone enables the user to make another call for private consultation or to activate a three-way call.

Three Way Calling - Provides the user with the ability to add a third party, from within the group or outside the group, to any established call for a three-way conference arrangement. This service may generate local, regional toll or long distance usage charges. If generated, these charges are the responsibility of the Centranet® CustopAK customer.

Touch Call – Provides push button tone signaling for dialing calls and accessing services. Rotary dial telephones are not compatible with CentraNet® CustopAK.

Intercom Dialing - Provides the customer with the ability to communicate between lines within your own Centranet® CustopAK group by dialing a two digit code instead of having to dial the full 7 or 10 digit telephone number.

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4. FEATURE DESCRIPTIONS (continued)

B. CENTRANET® CUSTOPAK SELECTABLE SERVICES

The following services may be selected at no charge by the customer, and may be placed on any Line or Hunt Group of the customers choosing.

Automatic Call Back (within system only) – When a Centranet® CustopAK user reaches a busy line within the Centranet® CustopAK group, a code (*52) may be dialed which allows the call to be connected when both lines are idle. This feature is for use inside the Centranet® CustopAK group only, and only one request at a time from a line is permitted. The request will remain active for a period of time not to exceed 30 minutes unless it is deactivated, by dialing a code (#52), earlier by the originator.

Call Forwarding – Busy¹ - A fixed feature, provisioned by the telephone company using data provided by the customer, to automatically route all incoming calls to another number (either inside or outside the group or to Voice Messaging) when the called line is busy. Calls forwarded outside the Centranet® CustopAK group are subject to local and/or long distance charges billed to the Centranet® CustopAK customer.

Call Forwarding - No Answer¹ - A fixed feature, provisioned by the telephone company using data provided by the customer. To automatically route all incoming calls to another number (either inside or outside the group or to Voice Messaging) when the called line is not answered in a predetermined number of rings/seconds. Calls forwarded outside the Centranet® CustopAK group are subject to local and/or long distance charges billed to the Centranet® CustopAK customer.

Call Forwarding - Variable (All Calls) - Allows the customer to have all incoming calls routed to another number (either inside or outside the group). The user chooses and provisions the forwarded to number, and may change the forwarded to number as often as they wish. The user also has the ability to turn the feature off and on as needed to better serve the users needs. Calls forwarded outside the Centranet® CustopAK group are subject to local and/or long distance charges billed to the Centranet® CustopAK customer.

Call Waiting/ Cancel Call Waiting - When a busy Centranet® CustopAK line receives an incoming call, a tone is heard announcing that an incoming call is being received. The user then has the option of either placing their present call on hold and answering the incoming call or to disregard the call. The calling party will receive ringing tone instead of a busy tone. The user may terminate the Call Waiting feature at any time by dialing the Cancel Call Waiting Code *70. Canceling the Call Waiting Feature is good for only one call, and must be repeated for each call the user does not wish to be interrupted by the call waiting tone.

Dial Call Waiting-Originating - When a user calls another member of the Centranet® CustopAK group, and reaches a busy signal, this feature will automatically send a call waiting tone to the line when the user dial the code *54. This feature can be activated or deactivated by the user. The called line, upon hearing the tones, can terminate the call in progress, place the call in progress on hold, or disregard the call waiting tone.

¹ Effective August 21, 2016, Call Forwarding – Busy and Call Forwarding – No Answer are no longer available to new business customers. Existing business customers as of August 21, 2016, may retain these services at existing locations. Additions, rearrangements and moves are not permitted. These services are still available for resale until October 17, 2016, on which date the foregoing terms shall be effective for resale.

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4. FEATURE DESCRIPTIONS (continued)

B. CENTRANET® CUSTOPAK SELECTABLE SERVICES (continued)

Call Pick-Up Directed - This feature enables a user to answer (pick-up) calls directed to any other line within the Centranet® CustoPAK group by dialing a code (*18) and the number of the ringing line, even if the user and the ringing line are not in the same call pick-up group. If more than one user tries to pick-up the call, only the first user will receive the call, and the others will receive a busy tone to identify the call was answered.

Call Pick-Up Group - This feature allows the user to answer (pick-up) any call directed to any other line within the users Pick-Up Group simply by dialing a Call Pick-Up Code (*17).

Hunting (Series and/or Multi-line only) - Hunting allows the customer to eliminate busy signals and increase the Company's accessibility by expanding call coverage. Hunting begins with a call to a Lead number or Pilot number, and searches for an idle line beginning with the first number of a pre-assigned hunt group and ending with the last number in the group. Hunting for Centranet® CustoPAK Customers will be provided in a Series or Multi-line arrangement only, and must be programmed by Verizon from data provided by the customer.

Note: Circular or any other type hunting sequence is not available to Centranet® CustoPAK customers.

Speed Calling (6 or 8) - This feature allows the user to make calls to frequently dialed numbers by using an abbreviated code for each number. The short list consists of 8 numbers in all switch types except the 5ESS, which will only provide 6. This is a customer programmable feature.

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4. FEATURE DESCRIPTIONS (continued)

B. CENTRANET® CUSTOPAK SELECTABLE SERVICES (continued)

Call Restriction Options (7 options) – The customer has the option of choosing the type call restriction desired for each individual line. The customer request for each line must be identified on the service order so the line can be provisioned with the proper line class code, and call blocking services.

Types of call restrictions are:

Call Restriction One - This option block all outgoing chargeable toll calls including all operator calls. It does allow outgoing local calls (outside the group), 8XX calls, local DA calls, repair calls, and 911 calls only. This option allows all incoming calls with no restrictions.

Call Restriction Two - This option block all outgoing direct dialed chargeable toll calls, but allows outgoing operator handled calls for class call screening (3rd number, collect, or credit card only), local calls (outside the group), 8XX calling, local DA calls, repair calls, and 911 calls. This option allows all incoming calls with no restrictions.

Call Restriction Three - The user is not permitted to make any outgoing calls to numbers outside the CentraNet® CustopAK group (toll or local, including 911). This option allows all incoming calls with no restrictions.

Call Restriction Four - The user cannot make or receive calls to or from outside the CentraNet® CustopAK group (including 911). Only inside the group (intercom) calling is allowed.

Call Restriction Five – This option block all 900, 700 and 976 type calls. This type of call restriction may be added to the No Call Restriction class of service as required.

Call Restriction Six – This option block all casual dialing (101XXXX) type calls. This type of call restriction may be added to the No Call Restriction class of service as required.

Call Restriction Seven – This option block all international type calls. This type of call restriction may be added to the No Call Restriction class of service as required.

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4. FEATURE DESCRIPTIONS (continued)

C. CENTRANET® CUSTOPAK OPTIONAL SERVICES

These services may be selected by the customer and may be added to any line or hunt group of the customers choosing. There will be additional charges for these services.

Automatic Busy Redial - This feature allows the user that attempts a call to a busy line, within their defined calling area, to dial a code (*66) and be automatically connected to that line when both lines are idle. Once activated, a 30 minutes queuing process begins with a voice prompt advising the user that the network will attempt the call again. The user will be alerted with a special ring when the call is returned.

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

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

This feature is offered on a monthly subscription or per activation basis. Per activation customers are charged upon announcement of information associated with the last incoming call. The charge applies regardless of whether the customer attempts to return the call by dialing "1" and regardless of whether the announced number identifies the calling party or can be used to return the call automatically or by manual dial back. The customer is billed for any call placed by means of this service.

General Disclaimer/Conditions

Custom Local Area Signaling Service is applicable to calls placed to/from compatible central offices or within a compatible central office offering the service. These services are offered based on information stored within the switch or provided to the switch through call setup signaling and are subject to limitations associated with the availability and content of that information

Rates & Charges

Per activation customers are charged upon announcement of information associated with the last incoming call. The charge applies regardless of whether the customer attempts to return the call by dialing "1" and regardless of whether the announced number identifies the calling party or can be used to return the call automatically or by manual dial back.

Some material previously appearing on this sheet now appears on Original Sheet 13A.

(C) Indicates Change

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4. FEATURE DESCRIPTIONS (continued)

C. CENTRANET® CUSTOPAK OPTIONAL SERVICES (continued)

Executive Busy Override - This feature allows the user, upon reaching a busy line inside the group, to dial a code (*40) to gain access to the busy line, thus establishing a Three way call. The called number must be in the Centranet ® CustopAK group, and will receive a warning tone prior to the establishment of the three-way conference call.

Last number redial - This feature enables the user to redial the last called number by dialing a code (#77) rather than having to dial the entire number. This feature is not available in the 5ESS.

Special Call Forwarding - This feature allows the user the ability to program up to twelve numbers of their choosing that they want call forwarded. When one of the numbers on the user list calls them, the call will be forwarded to the number the user has programmed to receive the call. Calls from all other numbers will be handled in the normal manner. If call forwarding all calls is activated, it will override this feature.

VIP Alert - This feature provides the user the ability to identify up to twelve numbers they want to receive a special notification when a call comes is received from one of the numbers. A special ring (short-long-short) will be used to notify the user of a call from one of the numbers on their special list. This feature will not work on a hunt group Pilot number.

Voice Messaging - This feature allows the user to have busy and no answer calls forwarded to a voice messaging server to take a message if the caller chooses to leave one. If the customer has Voice Messaging, the Call Forwarding Busy¹ and No Answer¹ services are used for Voice Messaging programming purposes, and are not available for forwarding to other locations.

Call Trace - Allows the user to trace the number of the last calls received, and have the number automatically reported to the telephone company.

¹ Effective August 21, 2016, Call Forwarding – Busy and Call Forwarding – No Answer are no longer available to new business customers. Existing business customers as of August 21, 2016, may retain this service at existing locations. Additions, rearrangements and moves are not permitted. These services are still available for resale until October 17, 2016, on which date the foregoing terms shall be effective for resale.

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4. FEATURE DESCRIPTIONS (Continued)

C. CENTRANET® CUSTOPAK OPTIONAL SERVICES (Continued)

These services may be selected by the customer and may be added to any line or hunt group of the customers choosing. There will be additional charges for these services. (Continued)

Call Block - This feature provides the user the ability to block up to twelve external telephone numbers, of their choosing, from terminating a call to the user's line. The numbers the user chooses to block must be from the user's defined calling area. Calls from outside the users defined calling area and operator calls cannot be blocked. Once activated any calls from these twelve numbers will be routed to an intercept message instead of completing.

Call Park - This feature allows the user to "park" a call against their own number, and then retrieve the call from any other station in the group. Only one call can be parked on any one number at a time.

Call Park Directed - This feature is an enhanced call park feature and enables the user to "park" a call on any number within the CentraNet® CustoPAK group, except their own number, and then retrieve the call from the number the call was parked on. Only one call can be parked on any one number at a time.

Caller ID-Number¹ - This feature allows the user (with compatible CPE) to view the telephone Number, of the incoming call, before answering the call or choosing to ignore the call. Telephone numbers of incoming callers will be forwarded (typically by the second ring) for non-blocked calls, subject to technical and other limitations including the availability of the number for forwarding.

Caller ID-Name and Number - This feature allows the user (with compatible CPE) to view the telephone number and listed name (LN), of the incoming call before answering the call or choosing to ignore it. Telephone numbers and names typically will be forwarded by the second ring for non-blocked calls, subject to limitations such as those described below. The name and telephone number of the caller may not be displayed for every incoming call. "Out of Area," "Unavailable," the calling party's state name, or a similar message may appear for certain calls, including (i) calls made through certain networks, (ii) operator-assisted calls, calls from toll-free numbers, calling card calls, and international calls, (iii) when phone numbers or caller name information is not made available to Verizon, (iv) for certain telephone numbers for which Verizon does not purchase Caller ID information, and (v) for other technical reasons. In addition, "Private," "Anonymous" or a similar message may appear when the caller has blocked caller identification information.

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

Verizon North LLC

Section 4F
13th Revised Sheet 16
Cancels 12th Revised Sheet 16

CentraNet® CustopAK

5. RATES

A.. CENTRANET® CUSTOPAK BASIC SERVICE ⁴

	<u>Monthly Rate</u>	<u>24-Month Term Rate</u> ⁵	<u>36-Month Term Rate</u>
Flat Service	\$75.00 (l)	\$65.00 (l)	\$35.00
Measured Service ³	75.00 (l)	65.00 (l)	22.00

Includes the following Basic Standard Features ¹:

Assume Dial "9"
Call Transfer – (All Calls)
Call Hold
Consultation Hold
Distinctive Ringing (Inside/Outside) ²
Intercom Dialing
Three-Way Calling

- ¹ The Centranet® CustopAK service line includes a Central Office Located Trunk with Direct Inward/Outward Dialing and Touch Tone capability. An additional Central Office Located Trunk is not required.
- ² This feature is specific to Centranet® CustopAK Service. See Feature Descriptions.
- ³ Usage Charges will apply, see Pa. P.U.C No. 1 for rates.
- ⁴ The Line Connection Charge will not apply to the installation of CustopAK lines when installed under a term commitment.
- ⁵ Lines subscribed under a 2-year term may not be combined with other voice services or features under a term commitment. Other voice services and features may only be combined with lines on a 2-year term when these other voice services and/or features are purchased on a month-to-month basis.

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CentraNet® CustopAK

5. RATES (continued)

B. CENTRANET® CUSTOPAK SELECTABLE SERVICES ¹
(See Feature Descriptions beginning on Sheet 9)

	<u>Monthly Rate</u>	<u>IOSC</u>
Automatic Callback (within system only)	--	57825
Call Forwarding – Busy ³	--	57826
Call Forwarding - No Answer ³	--	57827
Call Forwarding Variable (All Calls)	--	57828
Call Restrictions: ²	--	57829
Call Restriction One	--	57830
Call Restriction Two	--	57831
Call Restriction Three	--	57833
Call Restriction Four	--	57834
Call Restriction Five	--	57835
Call Restriction Six	--	57857
Call Restriction Seven	--	57858
Call Waiting/Cancel Call Waiting	--	57836
Call Pick-up Directed	--	57838
Call Pick-up Group	--	57839
Dial Call Waiting-Originating	--	57837
Hunting-Series	--	57841
Hunting-Multi-line	--	57859
Speed Calling (6 or 8)	--	57842

¹ Offered where facilities are available.

² No call restrictions are required with Centranet® CustopAK Service. Call Restrictions One through Seven are specific to Centranet® CustopAK.

³ Effective August 21, 2016, Call Forwarding – Busy and Call Forwarding – No Answer are no longer available to new business customers. Existing business customers as of August 21, 2016, may retain these services at existing locations. Additions, rearrangements and moves are not permitted. These services are still available for resale until October 17, 2016, on which date the foregoing terms shall be effective for resale.

Verizon North LLC

CentraNet® CustopAK

5. RATES (continued)

C. CENTRANET® CUSTOPAK OPTIONAL SERVICES ¹
(See Feature Descriptions beginning on Sheet (9))

	Additional MRC <u>Per Month</u>	<u>IOSC</u>
Automatic Busy Redial (*66)	\$2.00	57843
Automatic Call Return (*69)	2.95	57847
Call Block	3.00	57844
Call Park	3.00	57845
Call Park Directed	4.00	57846
Caller ID-Number ⁴	7.50	57848
Caller ID-Name & Number	8.00	57849
Call Trace ²	--	40719
Executive Busy Override	4.00	57850
Last Number Redial ³	4.00	57851
Special Call Forwarding	3.00	57852
VIP Alert	2.00	57853

¹ Offered where facilities are available.

² See Calling Services, Section 29 of the P.U.C. No. 4 tariff for description and rate.

³ This feature is specific to CentraNet® CustopAK Service.

⁴ Effective August 21, 2016, Caller ID-Number is no longer available to new business customers. Existing business customers as of August 21, 2016, may retain this service at existing locations. Additions, rearrangements and moves are not permitted. This service is still available for resale until October 17, 2016, on which date the foregoing terms shall be effective for resale.

Verizon North LLC

CentraNet® CustopAK

5. RATES (continued)

D. Optional Prefix Service Charges – (Foreign Central Office)

When the Centranet® CustopAK station line is located in a different central office area of the serving exchange, the Foreign Central Office Service Charge apply as specified in the Local Exchange Services Tariff.

E. Usage charges

No local calling usage allowance is included in the Centranet® CustopAK message or measured rate schedule. Usage charges apply as specified in the Local

Exchange Services Tariff. Refer to the General Exchange tariff Pa. P.U.C. No. 1 for rates.

F. Service Order Activity

Some Centranet® charges will apply for Centranet® CustopAK, as specified in the Telephone Company's Local Exchange Services Tariff, Section 16, and some services charges for a one party service from the General Exchange Tariff will apply.

If a customer elects to change from a Business Line or another Centranet® Service to the Centranet® CustopAK Service or from the Centranet® CustopAK Service to another Centranet® Service, a Change of Class or Grade of Service Charge applies, rather than a Line Connection charge.

No service charges will apply for Centranet® CustopAK Custom Calling and CLASS Services, if installed initially with the Centranet® CustopAK system. When services are added or rearranged on an existing line subsequent to the installation of the Centranet® CustopAK System, the appropriate service charges, as specified in the General Exchange tariff, Section 2, will apply.

G. Calling Plans

A Centranet® CustopAK customer is eligible for a toll Discount Calling Plan. Refer to the General Exchange tariff in the Calling Plan section, Section 29 of the P.U.C. No. 4, for rates.

Lines subscribed under a 2-year term may not be combined with other voice services or features under a term commitment. Other voice services and features may only be combined with lines on a 2-year term when these other voice services and/or features are purchased on a month-to-month basis.