

Effective: November 1, 2009

CENTREX **CustoPAK**SM SERVICE

A. GENERAL

Centrex **CustoPAK** Service is Centrex Service furnished from compatible electronic type switching equipment located on Telephone Company premises and includes the facilities necessary for intercommunication between Centrex lines within the customer's system, Local Exchange Service, direct in-dialing to Centrex lines, identification and billing of outgoing long distance messages by line number where such billing is done by the Telephone Company, and intercept to the main listed number.

B. REGULATIONS

1. Explanation of Terms

Call Park

This feature allows a Centrex station user to park a call against its own telephone number. The parked call can be retrieved from any station by dialing the feature access code for retrieval and the station line number.

Directed Call Park

This feature allows Centrex customers to park a call against any Centrex line number appearance. Customers may be required to enter a security code to retrieve the call if desired.

Executive Busy Override

This feature allows the user to invoke an override when encountering a busy line. The customer gains access to a busy line by flashing the switchhook on a non-button station and dialing the feature code. A warning tone is emitted and a three-way call connection is established. The customer invoking override can then hang up and the prior conversation will continue, or flash the switchhook, dropping the third party from the conversation.

Last Number Redial

This feature enables a customer to redial the last called number (up to 24 digits), by depressing a single button or by dialing an access code rather than dialing the entire number.

Primary Location

The primary location of each Centrex **CustoPAK** system is the area served by the wire center in which the Centrex **CustoPAK** system's dial switching equipment is located.

Effective: November 1, 2009

CENTREX **CustoPAK**SM SERVICE

B. REGULATIONS (Cont'd)

1. Explanation of Terms (Cont'd)

Secondary Location

A secondary location is any location other than the primary location.

2. A Centrex **CustoPAK** Service line includes the following features:

- Call Restrictions
- Call Transfer - All Calls (Inside/Outside)
- Consultation Hold
- Intercommunication
- Hunting
- Three-Way Calling

3. The following Centrex features may be selected by the customer for each of their Centrex **CustoPAK** lines for no additional charge:

- Automatic Callback
- Call Forwarding - Busy - All Calls
- Call Forwarding - Don't Answer - All Calls
- Call Forwarding - Variable - All Calls (w/Reminder Ring)
- Call Pick-up/Call Hold
- Call Waiting Originating
- Call Waiting Terminating (With Tone Block)
- Directed Call Pick-up with Barge-In
- Directed Call Pick-up without Barge-In
- Distinctive Ringing
- Speed Call Short

4. Centrex **CustoPAK** Service customers may select one of the following line arrangements for each of their **CustoPAK** lines:

- Unrestricted
- Long Distance Message Restriction
- Fully Restricted (Intercommunication Only)
- 700/900/Audiotex Blocked (Originating)

Effective: June 18, 2011

CENTREX **CustoPAK**SM SERVICE

B. REGULATIONS (Cont'd)

5. Centrex **CustoPAK** Service System

Service may not exceed a maximum of thirty Centrex **CustoPAK** Service lines. Centrex **CustoPAK** Service is (C)
classified as a business service and is offered only as a complete service. The Centrex exchange access, (C)
intercommunication and features are not offered separately.

Effective: October 19, 2014

CENTREX **CustoPAK**SM SERVICE

B. REGULATIONS (Cont'd)

6. Transfers from other Centrex Service

No service charges will apply for existing lines and features when customers elect to change from other Centrex Service to Centrex **CustoPAK** Service providing they are not moving and have completed any current revenue guarantees.

7. Subscriber Line Charge Credit

A credit equal to the applicable interstate Subscriber Line Charge will be applied to all Centrex **CustoPAK** lines which are subject to an Interstate Subscriber Line Charge. This credit is limited to \$3.95 per line.

8. Payment Options

Centrex **CustoPAK** customers may select either a month-to-month, two-year or a three-year term commitment. (C)
The term commitment becomes effective upon ordering the service.

Centrex **CustoPAK** lines on a two-year term commitment plan may not be combined with other voice services or features under a term commitment plan. Other voice services and features may be only be combined with Centrex **CustoPAK** lines on a two-year term commitment when these other voice services and/or features are purchased on a month-to-month basis. (N)
(N)

Centrex **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 Centrex **CustoPAK** line.

9. Additional Facilities

When a customer requests a new Centrex **CustoPAK** Service system that requires the installation of additional outside plant or central office facilities and where, in the judgment of the Telephone Company, it is practicable 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 Centrex **CustoPAK** Service. The costs for any additional facilities required will be computed on the incremental difference between the costs of new facilities and the costs of existing facilities.

10. Incoming Toll Free Dedicated Service Access Arrangement

Incoming calls on Toll Free Dedicated Service access lines can be terminated on a Centrex **CustoPAK** Service System. Incoming calls terminated in this manner may be transferred to other lines of the same Centrex **CustoPAK** Service System.

CENTREX **CustoPAK**SM SERVICE

B. REGULATIONS (Cont'd)

11. Off-Premises Lines

Centrex **CustoPAK** Service lines can be provided at a separate customer premises. No mileage charges apply to lines of the same Centrex **CustoPAK** Service system that are located at different premises, but situated within the same wire center serving area.

12. Optional Centrex Custom Calling Service Features

Optional Centrex Custom Calling Service features may be available where Telephone Company facilities permit at the rates specified in C. following. Centrex Custom Calling Service feature descriptions and regulations are as specified in Section 3E of the Verizon Virginia LLC Product Guide for Detariffed Services (T)

13. Split Billing Arrangement

Split billing provides a Centrex **CustoPAK** customer multiple bills for their Centrex **CustoPAK** lines.

Each individual billing number will be treated separately, and the line count will be restarted on each separate bill.

The same billing name, without variation must appear on all separate bills.

Each location or individual billing number may have one or more Centrex **CustoPAK** lines.

Only one free Directory listing will be provided per Centrex **CustoPAK** system, regardless of the number of individual billing numbers or number of bills.

Directory listings for separate, individual billing numbers will be charged at rates specified in the Verizon Virginia LLC Product Guide for Detariffed Services, Section 3. (T)
(T)

If a 911 or other surtax is applicable, it will be restarted on the basis of each separate bill.

Interexchange Carrier Plans may be associated with each separate, individual billed account when requested by the customer. However, the accounts will not be bulked for rating purposes.

14. The features, Call Transfer, Three-Way Calling, Call Forwarding Busy, Call Forwarding Don't Answer and Call Forwarding Variable may generate local, regional toll or long distance usage charges. If generated, these charges are the responsibility of the customer.

Effective: November 1, 2009

CENTREX **CustoPAK**SM SERVICE

B. REGULATIONS (Cont'd)

15. Customer Satisfaction Guarantee

Customers subscribing to this Centrex **CustoPAK** Service are 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, through the date of disconnect. In addition, customers who are not satisfied with their **CustoPAK** Service may have their previous Verizon Service reinstalled, at no cost, in accordance with the following terms and conditions:

The customer must request that the Telephone Company disconnect the service within 30 calendar days of installation.

Customers who had no previous service and subsequently elect to have their **CustoPAK** Service disconnected will be converted by the Telephone Company to Verizon Business Dial Tone Lines or Trunks at no cost to them. Customers will not be permitted to convert 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 features 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.

Effective: March 5, 2024

CENTREX **CustoPAK**SM SERVICE

B. REGULATIONS (Cont'd)

16. **Rewarding Connections**[®] (T)

Effective November 15, 2014, Rewarding Connections was cancelled and withdrawn and is no longer available. (C)

17. Adding Lines Under a Term Commitment

Additional Centrex **CustoPAK** lines may be added to an existing system, up to a maximum of 30, during the term commitment. For customers subscribing to the two-year or three-year plan, the term commitment, with respect to any additional lines, will be coterminous with such three-year period.

18. Relocation

Centrex **CustoPAK** lines may be relocated to different premises without incurring termination charges. The number of **CustoPAK** lines at the new location must be equal or greater to the lines at the former location.

19. Term Commitment Renewal Options

At the expiration of the Centrex **CustoPAK** three-year term, a new term commitment may be established. If a new term commitment is not established, Centrex **CustoPAK** service will continue to be provided at the applicable month-to-month rate, unless the customer terminates the service.

(D)

Effective: October 19, 2014

CENTREX **CustoPAK**SM SERVICE

B. REGULATIONS (Cont'd)

20. Transfer of Term Commitment

With the written permission of the Telephone Company, the obligation to pay the Centrex **CustoPAK** charges for the remainder of the term commitment may be assigned to another customer, provided there is no change of location, and the new customer assumes all outstanding charges. A Transfer Charge of \$100.00 is payable by the new customer.

21. Disconnects

There is no termination liability for customers who have elected the Centrex **CustoPAK** month-to-month payment option, except that all Centrex **CustoPAK** customers with this payment option are subject to a one-month minimum revenue guarantee.

Except as provided below, when a Centrex **CustoPAK** customer under a three-year term commitment disconnects or terminates its Centrex **CustoPAK** service prior to the expiration of the three-year term commitment, an early termination charge will apply. The charge is equal to the highest number of Centrex **CustoPAK** lines the customer had in service during any point in the term commitment, multiplied by the difference between the three-year term monthly recurring rate and the applicable month-to-month recurring **CustoPAK** rate at the time of termination, multiplied by the number of months the service was provided. (C)

If a Centrex **CustoPAK** customer disconnects or terminates its Centrex **CustoPAK** service within 60 days following installation of the service, the termination charge will be the nonrecurring and recurring charges for the period of time the service was provided.

22. Conversions of Service

When a Centrex **CustoPAK** two year or three year term commitment customer upgrades to any of the Verizon services listed below under a term commitment of equal or greater revenue value than the remaining value of their current **CustoPAK** term commitment, termination charges will not apply. The revenue value of a term commitment means the minimum amount that the customer would be required to pay the Company pursuant to the commitment over the entire term of the commitment (or over the remainder of the term, if the commitment period has already begun). (C)

Centrex **CustoFLEX 2100**
Enhanced **FlexGrow** Service*
High Capacity Digital Service – DS1
DS3 High Capacity Services
IntelliLinQ PRI Service
SONET Special Access Services
Frame Relay Service

The order for the new service and the order for the disconnection of the Centrex **CustoPAK** system must be received by the Company at the same time.

Appropriate nonrecurring charges apply for the replacement service.

* Effective September 9, 2014, Enhanced FlexGrow Service is hereby cancelled and withdrawn and no longer available.

Effective: March 5, 2024

CENTREX **CustoPAK**SM SERVICE

C. Termination Liability

CENTREX **CUSTOPAK**SM SERVICE TERMINATION LIABILITY

There is no termination liability for customers who have elected the Centrex **CustoPAK**SM month-to-month payment option, except that all Centrex **CustoPAK**SM customers with this payment option are subject to a one-month minimum revenue guarantee.

Except as provided below, when a Centrex **CustoPAK**SM customer under a term commitment disconnects or terminates its Centrex **CustoPAK**SM service prior to the expiration:

1. Plan 1 - under a three-year term commitment, an early termination charge will apply. The charge is equal to the highest number of Centrex **CustoPAK**SM lines the customer had in service during any point in the term commitment, multiplied by the difference between the three-year term monthly recurring rate and the applicable month-to-month recurring **CustoPAK**SM rate at the time of termination, multiplied by the number of months the service was provided. The charge is equal to the highest number of Centrex **CustoPAK**SM lines the customer had in service during any point in the term commitment, multiplied by the difference between the three-year term monthly recurring rate and the applicable month-to-month recurring **CustoPAK**SM rate at the time of termination, multiplied by the number of months the service was provided.

If a Centrex **CustoPAK**SM customer disconnects or terminates its Centrex **CustoPAK**SM service within 60 days following installation of the service, the termination charge will be the nonrecurring and recurring charges for the period of time the service was provided.

Or

2. Plan 2 - under a two-year term commitment, an early termination charge will apply. The amount of the early termination charge will be calculated at 35% of the monthly recurring charge(s) (excluding any promotional discounts) for the remainder of the term on a per line basis. Customers with Plan 2 will automatically renew at the end of the existing term to a new two-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. Customer termination of service within first 30 days, will result in customer liability for applicable nonrecurring and recurring charges for the period of the time the service was provided, termination liability will be waived.

(T)

Effective: April 1, 2024

CENTREX **CustoPAK**SM SERVICE

D. Rates

1.	Centrex CustoPAK Service Lines, each	Per Month	USOC	
	Centrex Exchange Access	*		
	Intercommunication Lines, each			
	Primary/Secondary† Location		R3G R3K	
	<u>Payment Options #</u>			
A.	Month-to-month			
	Restricted/Unrestricted	\$40.00	R3G R3K	(I)
B.	24 month (Flat)			
	Restricted/Unrestricted	13.15	R3G R3K	
C.	36 Month (Flat)			
	Restricted/Unrestricted	7.15** 8.15*** 13.15****	R3G R3K	
D.	24 Month Basic Measured or Message - Intercom			
	Rate Group 1	\$23.00		(I)
	Rate Group 2	\$23.00		(I)
	Rate Group 3	\$23.00		(I)
	Rate Group 4	\$23.00		(I)
	Rate Group 5	\$23.00		(I)
	Rate Group 6	\$23.00		(I)
	Rate Group 7	\$23.00		(I)
	Rate Group 8	\$23.00		(I)
E.	36 Month Basic Measured or Message - Intercom			
	Rate Group 1	\$13.15		
	Rate Group 2	\$13.40		
	Rate Group 3	\$13.65		
	Rate Group 4	\$13.90		
	Rate Group 5	\$14.15		
	Rate Group 6	\$14.15		
	Rate Group 7	\$14.15		
	Rate Group 8	\$14.15		

* The Monthly rate is an amount equal to the monthly rate specified for a Centrex Line, in the Verizon Virginia LLC Product Guide for Detariffed Services.

** Rate in effect for existing CustopaK 36 month customers who have subscribed to their service prior 6/16/07 for the duration of their term agreement.

*** Rate in effect for CustopaK 36 month term customers who subscribe or renew their CustopaK 36 month term agreement between 6/16/07 and 3/15/13.

**** Rate in effect for CustopaK 36 month term customers who subscribe or renew their CustopaK 36 month term agreement on or after 3/16/13.

† In addition, rates and charges as specified for series 2000, type 2014 channels in the Verizon Virginia LLC Product Guide for Detariffed Services, Section 4, apply between the Centrex **CustoPAK** System's serving wire center and the wire center serving the customer's secondary location.

CENTREX **CustoPAK**SM SERVICE

D. Rates (Cont'd)

2. Digital Non-button Set Features
(Non-electronic set)

	Per Month	USOC
a. Call Park	\$.25	CP9
b. Directed Call Park	\$.25	CP8
c. Executive Busy Override.....	\$.25	E72
d. Last Number Redial	\$.25	LNQ
e. Non-button Set Feature Package	\$.50	3ZS04

3. Usage charges

No local calling usage allowance is included in the Centrex **CustoPAK** Service. Usage charges apply as specified in the Verizon Virginia LLC Product Guide for Detariffed Services, Section 3A.2 for Message or Measured Rate Usage Charges for Calls from Dial Tone Lines without a Monthly Usage Option. (T)

4. Service Charges

Service Charges for Centrex **CustoPAK** will be the same as those for Centrex Service as specified in Section 1C of the Verizon Virginia LLC Product Guide for Detariffed Services. (T)
(T)

If a customer elects to change from Individual Dial Tone Line Service to Centrex **CustoPAK** Service, a Change of Class or Grade of Service Charge applies rather than a Service Connection charge.

No service charges will apply for Centrex **CustoPAK** Custom Calling Services Features and Centrex **CustoPAK** Digital Features if installed initially with the Centrex **CustoPAK** system. If installed subsequent to the installation of the Centrex **CustoPAK** System, the appropriate service charges as specified in Section 1C of the Verizon Virginia LLC Product Guide for Detariffed Services apply. (T)
(T)

5. Foreign Exchange Service

Rates and charges are as specified for Foreign Exchange Service in Section 3A.1 of the Verizon Virginia LLC Product Guide for Detariffed Services. (T)
(T)

Effective: March 5, 2024

CENTREX **CustoPAKSM** SERVICE

D. Rates (Cont'd)

6. **Rewarding Connections[®]** (T)

Effective November 15, 2014, Rewarding Connections was cancelled and withdrawn and no longer available. (T)

(D)