GENERAL REGULATIONS

A. TARIFF APPLICATION

This Tariff governs the furnishing of telephone service and facilities byContel of Pennsylvania, Inc., d/b/a GTE (C)
Pennsylvania, referred to as the Company. The general regulations in this section of the Tariff are supplemental to (C)
regulations contained in other sections of this Tariff.

Effective January 1, 1983, in accordance with the order of the Federal Communications Commission (FCC) in Docket 20828, customer premises equipment, as defined by the FCC, will be provided by the Telephone Company for use with new or existing service only so long as such equipment is available from the Telephone Company inventory acquired prior to January 1, 1983.

1. The Telephone Company will continue to provide maintenance for Company provided customer premises equipment subject to the availability of replacement parts and/or equipment.

2. The use and provisions of customer premises equipment remains subject to the regulations of the tariffs of the Telephone Company.

(C) Indicates Change

GENERAL REGULATIONS

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(C) Indicates Change

GENERAL REGULATIONS

B. TELEPHONE SERVICE DEFINED

The Company does not transmit messages but offers, subject to the terms and conditions specified in this Tariff, the use of its facilities, where available, for communication between subscribers. The term "service" as used throughout this Tariff refers to service, equipment and facilities.

C. OBLIGATION TO FURNISH SERVICE

The Company's obligation to furnish service is dependent upon its ability to secure and retain, without unreasonable expense, suitable facilities and rights for the construction and maintenance of the necessary circuits and equipment.

The following services utilize copper facilities and will only be provided subject to the availability of suitable copper facilities; in locations where, at the Company's sole discretion, it has determined to upgrade the network and to migrate services away from copper facilities, these services are no longer available: Foreign Central Office Service – Business; Foreign Central Office Service – Residential; Foreign Exchange Service – Business; Foreign Exchange Service – Residential, ISDN Basic Rate Interface Service.

Certain technologies and serving arrangements that may be used by the Company to provide voice-grade lines over fiber-to-the-premises facilities will not support more than two such lines per service address. Where such technologies and serving arrangements are utilized, the number of lines provided at a single service address will be limited to two. (C)

D. SPECIAL TYPES OF SERVICE AND EQUIPMENT

In cases where a subscriber desires some special type of service or equipment for which provision is not made, and in the judgment of the Company there is no reason for refusing to render the special service desired, a rate is quoted based on the cost of furnishing such service or equipment.

E. EQUIPMENT, APPARATUS AND LINES

No equipment, apparatus or lines of the subscriber shall be attached or used in connection with equipment, apparatus or lines furnished by the Company unless specifically authorized and connected and used exclusively with the Company's system.

F. INSTALLATION, RELOCATION, MAINTENANCE, REPAIRS & REMOVAL

1. The subscriber shall be responsible for damages to the facilities of the Company resulting from negligence or willful act of the subscriber.

2. The Company shall not be liable for any defacement of or damage to the premises of the subscriber resulting from the attachment of the Company's equipment, apparatus or lines on such premises, or their installation or removal, when such damage is not the result of negligence of the Company.

(C) Indicates Change

GENERAL REGULATIONS

G. ACCESS TO PREMISES OF CUSTOMER

For the purpose of installing, repairing, inspecting or removing any part of its equipment, apparatus or lines on the premises of the customer, or for making collections, the agents and employees of the Company shall have entrance thereto at any reasonable hour.

H. BUSINESS AND RESIDENCE SERVICE CLASSIFICATIONS

1. Business rates apply to service furnished:

   a. In office buildings, stores, factories and all other places of a business nature.

   b. In hotels, apartment houses, clubs and boarding and rooming houses except when all stations are within the customer's domestic establishment and no business listings are provided; colleges, college fraternity or sorority houses, hospitals and other institutions; and in churches except when the station is located in the clergyman's study and listed only in the clergyman's name.

   c. At any location when the listing indicates a business or profession or at any location where the use of the service is of a business or professional nature.

   d. At any location when the number is advertised in connection with a business, such as on printed business cards, advertising flyers, newspapers, etc.

   e. All Pay Telephone Line Service is classified as business service regardless of the location. (C)

2. Residence rates apply to service furnished:

   a. To a dwelling, including service provided to a location used for both residential and commercial purposes if no concurrent commercial service is provided; telephone service provided to a hotel or motel shall not be considered residential service.

   b. In the study of a clergyman located in a church when listed only in the name of the clergyman.

(C) Indicates Change

GENERAL REGULATIONS

I. USE OF SERVICE

1. Unless otherwise indicated in this Tariff, the use of business service is restricted to the customers, his agents and representatives, and the use of residence service is restricted to the customer and members of his/her household.

2. The customer shall not use the service or permit others to use it in such manner as to interfere with the service of other customers.

3. Unless otherwise provided in this Tariff, service shall in no case be resold.

J. CONTRACTS FOR SERVICE

1. The Company reserves the right to require applications for service to be made in writing on forms supplied by it. Upon acceptance of an application for service, all applicable provisions of the Company's tariffs lawfully on file become the contract between the Company and the customer. Requests for additional service or changes in service, upon acceptance by the Company, become a part of the original contract, except that each item of additional service is subject to the appropriate minimum contract term. The acceptance or use of service may be deemed an application for such service and an agreement to pay for it at the rates applicable thereto under the current Tariff. Any change in rate or regulations lawfully made acts as a modification of all contracts to that extent without further notice.

2. Except as otherwise provided in this Tariff, service is furnished for a minimum contract term of one month.

3. Transfer of Contracts - Continuation of Service
Please refer to Transfer of Service, Section 3, Service Charges.

K. DEPOSITS

1. Residential and Business Service

a. Applicants for Service

(C)

An applicant for telephone service shall not be required to post a deposit as a condition for the provision of service if the applicant can demonstrate, through evidence acceptable to the Company, that he/she is not an unsatifactory credit risk. Acceptable evidence shall include, but is not limited to: (C)

(1) Service with a telephone company within the prior 24 month period which was neither suspended nor terminated for nonpayment during the last twelve (12) months of service and where no unpaid balance exists with respect to such prior service; or

(2) Ownership of or an agreement to purchase real property located in the area served by the Company; or

(C) Indicates Change

GENERAL REGULATIONS

K. DEPOSITS (Cont'd)

1. Residential and Business Service (Cont'd) (C)

a. Applicants for Service (Cont'd)

(3) Rental of a premises located in the area served by the Company under a lease of one year or longer duration; or (C)

(4) Other information and verification demonstrating that the applicant is not an unsatisfactory credit risk. Where the applicant has had prior telephone service with a company within twenty-four (24) months of the application and an unpaid balance exists with respect to such service, a deposit may be required notwithstanding proof of ownership or rental of real property.

b. Existing Customers

Deposits may be required from an existing customer who has made payments beyond the payment due date of any two consecutive bills or three or more times within the preceding twelve (12) months. The Company shall provide written notice to the customer of its intent to request a deposit if bills continue to be paid past the due date.

A deposit may be required in all cases other than where not required under Paragraph K.a.(1). In addition, a deposit may be required as a condition for reconnection of service which has been suspended or terminated for non-payment.

(C)

(C)

(C) Indicates Change

GENERAL REGULATIONS

K. DEPOSITS (Cont'd)

2 Amount of Deposits (C)

a. Residence Customers

The maximum deposit required from an applicant for service shall be calculated by the Company by estimating the expected charges for local exchange and interexchange service for a two month period. For new applicants for service, the estimate of interexchange charges shall be based upon the average charges of residential customers in the applicant's area. For existing customers, actual averaged charges shall be utilized.

b. Business Customers

When an applicant's credit is not established, or when the credit of an existing customer has become doubtful, a deposit may be required as security for payment of future bills. Such deposits may be required in an amount not more than the estimated gross bill for any single billing period plus one month.

3. Posting of Deposits (C)

a. Where a deposit is required it may be posted:

(1) In cash,

(2) Through an acceptable third party guarantee (residence customers only).

4. Refund of Deposits (C)

Deposits will be refunded to residence customers, together with accrued interest, when:

a. Service has been terminated or discontinued; or

b. The customer has established acceptable credit under paragraph K.a.(1); or

c. A customer is not currently delinquent and has made timely payment of bills for a period of twelve (12) consecutive months. Timely payment shall mean that no more than two bills during the previous twelve (12) months were paid beyond the due date. A refund shall not be made hereunder if service has been suspended for non-payment within the previous twelve (12) months.

(C) Indicates Change

GENERAL REGULATIONS

K. DEPOSITS (Cont'd)

5. Application of Deposit to Bills

A customer may elect to have a deposit applied to reduce bills for telephone service instead of a cash refund.

6. Periodic Review

If a customer is not entitled to a refund, the Company shall review the account of the customer each succeeding quarter and shall make appropriate disposition of the deposit.

7. Refund Statement

When a cash deposit is refunded, the Company shall either mail or deliver to the customer a written statement showing the amount of the original deposit plus all accrued interest, the application of the deposit to any bill which had previously accrued, the amount of unpaid bills liquidated by the deposit, and the remaining balance.

8. Interest

See PA P.U.C. No. 4, Section 2, Sheet 5, b. and c. (C)

L. CHARGES FOR FRACTIONAL MONTHS

When service is established, the initial charge for local service, equipment and facilities for the fractional part of the current month is a pro rata share of the monthly charge.

GENERAL REGULATIONS

M. PAYMENT FOR SERVICE

1. Installation and construction charges, where applicable, must be paid in advance of the establishment of service, except as otherwise contracted.

2. Service connection charges are payable when service is established. However, residential applicants or customers may elect if service charges (installation, moves, changes, etc.) exceed $50.00 to pay in three equal monthly payments over the first three billing periods after service work is completed. The Company may require up to $15.00 plus any charges applicable for other than main station service as the first payment.

3. Message charges at pay telephones are payable in advance.

4. Monthly recurring charges for service are billed monthly in advance and are payable when the service has been rendered, except that charges for toll message service are billed after the service has been rendered and are payable on request. (C)

5. Charges for all local and toll messages sent from the customer's telephone station and for all toll messages received at such station on which charges are reversed with the consent of the person answering the call are the responsibility of the customer.

6. Partial Payments

   Payments received by the Company which are insufficient to pay the balance due for telephone service and non-basic service shall be applied to the bill in the following list of priorities.

   a. Overdue local service including late payment charges.

   b. Current local service charges.

   c. Overdue interexchange toll calls including late payment charges.

   d. Current interexchange toll charges.

   e. Overdue non-basic charges including any late payment charges.

   f. Current non-basic charges.

   This section shall not apply if the customer supplies written instructions specifying how a partial payment should be applied.

(C) Indicates Change

GENERAL REGULATIONS

M. PAYMENT FOR SERVICE (Cont'd)

7. Due Date for Payment

The due date for payment of a monthly bill shall be no less than 20 days from the date of mailing by the Company to the customer.

a. Extension of due date to next business day. If the last day for payment should fall on a Saturday, Sunday, or bank holiday or any other day when the offices of the local exchange carrier which regularly receive payments are not open to the general public - the due date shall be extended to the next business day.

b. Date of payment by mail. For a remittance by mail:

(1) payment shall be deemed to have been made on the date of the postmark; or

(2) the local exchange carrier shall not impose a late payment charge unless payment is received more than five days after the due date.

c. Date of payment to branch office or authorized payment agent. The effective date of payment to a branch office or authorized payment agent is the date of actual payment at that location.

d. Multiple notifications. When a local exchange carrier advises a customer by multiple notices or contacts and they contain different due dates, the date on or before which payment is due shall be the latest date contained in any of the aforementioned notices.

8. Returned Check Charge

The customer shall be responsible for the payment of a charge of $30.00 per incidence when a check which has been presented to the Company by the customer in payment for any charges is returned by a bank because of the customer's failure to maintain sufficient funds on deposit.

The above charge shall be in addition to any or all charges assessed by the bank.

9. Late Payment Charge

See PUC No. 4, Section 2. (C)

(C) Indicates Change.

GENERAL REGULATIONS

N. SUSPENSION OR TERMINATION OF SERVICE (C)

1. Suspension of Service

a. Residence Customers

Service to any dwelling may be suspended by the Company after at least seven days written notification to the customer, in the following circumstances:

(1) In the event of the abandonment of the service or any other violation by the customer of the rules, regulations or conditions under which service is furnished,

(2) The non-payment of charges due, the failure to make a deposit as security for payment of future bills, or the failure to comply with the material terms of a payment agreement,

(3) Unpaid indebtedness for telephone service previously furnished by the Company in the name of the customer within four (4) years of the date the bill is rendered,

(4) Any use of service by a customer in such a manner as to interfere unreasonably with or impair the use of service rendered to one or more other customers or that is used for any purpose other than as a means of communication,

(5) Unreasonable refusal to permit access to service connections, equipment and other property of the Telephone Company for maintenance and repair,

(6) Violation of any tariff provision so as to threaten the safety of any person or the integrity of the service delivery system of the Company,

(7) Fraud or material misrepresentation of identity to obtain telephone service,

Unless expressly and specifically authorized by the Commission, local exchange service shall not be suspended and a suspension notice shall not be sent for any of the following reasons:

(1) Nonpayment for non-basic services.

(2) Nonpayment of delinquent fees for interexchange service where the Company is technically capable of terminating interexchange service without also terminating local exchange service. (C)

GENERAL REGULATIONS

N. SUSPENSION OR TERMINATION OF SERVICE

1. Suspension of Service (Cont'd)

a. Residence Customers

(3) Nonpayment for commercial service received at the same or different location.

(4) Nonpayment of delinquent charges based on previously unbilled telephone service resulting from local exchange carrier billing error if these charges exceed the otherwise normal, average bill by 50%. This paragraph shall not prohibit suspension where the local exchange carrier reviews the charges with the customer and offers to enter into a payment agreement which, at the option of the customer, may extend at least as long as necessary to ensure that the bill in any one billing period will not be greater than the normal, average bill for such period plus 50%.

(5) Noncompliance with a payment agreement before the date set for payment in the payment agreement.

(6) Nonpayment of charges for telephone service furnished more than 4 years before the date the bill is rendered.

(7) Nonpayment for residential service already furnished in the name of persons other than the customer unless a court, district justice, or administrative agency has determined that the customer is legally obligated to pay for the service previously furnished. This paragraph shall not affect the creditor's rights and remedies of the local exchange carrier otherwise permitted by law.

(8) Nonpayment of a delinquent account which accrued within the two most recent billing periods and which amounts to a total average of less than $20 unless the average represents the balance of a roken payment agreement.

(9) Evidence is presented that full payment of all delinquent accounts has been made.

(10) Certification is provided in accordance with §§64.101 - 64.103, (regarding medical certification).

b. Business Service

(1) The Company reserves the right to suspend service for nonpayment of bills, ten days after date due, or for violation of rules and regulations of this Tariff, after 7 days written notice by the Company.

GENERAL REGULATIONS

N. SUSPENSION OR TERMINATION OF SERVICE

b. Business Service (Cont'd)

(2) The Company also reserves the right to suspend, without notice, service to facilitates that have apparently been abandoned and to demand payment for such service up to and including date of suspension, provided the customer has not notified the Company to discontinue service prior thereto.

2. Termination of Service

When at least 10 days have passed since suspension of service, the Company may terminate service for failure to pay a reconnection fee and to remedy the original grounds for suspension due to any of the following reasons:

a. Failure to make satisfactory arrangements to pay arrearages.

b. Failure to post a deposit, furnish a third-party guarantee, or otherwise establish credit.

c. Failure to meet the requirements of a payment agreement.

d. Failure to give adequate assurances that an unauthorized use or practice will cease.

A customer's failure to pay charges for non-basic service shall not be a basis for termination of local exchange service.

A customer's failure to pay charges for interexchange service shall not be a basis for termination of local exchange service unless the local exchange carrier is technically unable to terminate interexchange service without also terminating local exchange service.

All terminations are made in conformance with Chapter 64 of Title 52 of the Pennsylvania Code.

Subscribers of services based on packet, optical and wave technology, including Frame Relay Service, Transparent LAN Services, Asynchronous Transfer Mode Cell Relay Service (ATMCRS), and data services in bandwidths greater than 1.5 Mbps may terminate such services by giving 30 days' notice, either written or electronic. Subscriber requests to disconnect services should be submitted via the Telephone Company's online account management tool, at https://enterprisecenter.verizon.com. Notice is deemed effective only if the subscriber receives confirmation of receipt from the Telephone Company; subscriber should contact its account representative or Telephone Company's customer service if it does not receive such confirmation within two business days. (C)

O. LIABILITY OF TELEPHONE COMPANY

1. In event interruptions, omissions, defects, errors, mistakes or delays in transmission occur in the course of furnishing service, or providing lines and other facilities and are not caused by negligence of the customer, the liability of the Company for damages arising therefrom shall not, as otherwise provided for in Section 1, Sheets 8, 9 and 10 of this Tariff, exceed an amount equivalent to the proportionate charge to the customer for the period during which such interruption, omission, defect, error, mistake or delay in transmission occurs. Where a local message guarantee applies, a pro rate portion of the guarantee for the period of suspension is allowed. No other liability shall in any case attach to the Company.

2. While the telephone company's basic exchange access line service may be used by the customer for dial-up access, the advertised speeds of the customer's modem may not be attainable with this service and are not guaranteed by the telephone company.

GENERAL REGULATIONS

O. LIABILITY OF TELEPHONE COMPANY (Cont'd) (C)

3. Customer will defend and indemnify the Company, its affiliates, agents and contractors from all third-party claims, liabilities, fines, penalties, costs and expenses, including reasonable attorneys' fees, arising from or related to any acts or omissions by the customer, customer's end users or customer's third-party provider(s) that give rise to any claims of non-compliance of the Company with any applicable law, including the failure to purchase or implement features that enable compliance with laws.

P. CANCELLATION FOR CAUSE

1. Service is furnished subject to the condition that it will not be used for an unlawful purpose. Service will not be furnished if any law enforcement agency, acting within its jurisdiction, advises that such service is being used or will be used in violation of law, or if the Company receives other evidence that such service is being or will be so used.

2. The Company may also terminate without advance notice any service which is used in such a manner as to interfere with the service of others or that is used for any purpose other than a means of communication.

Q. TELEPHONE NUMBERS

The Company reserves the right to change the telephone number or numbers of a customer's station or stations as the exigencies of the business may require.

R. TELEPHONE DIRECTORIES (SEE PRODUCT GUIDE FOR COMPETITIVE SERVICES)

(C) Indicated Change

GENERAL REGULATIONS

S. OVERTIME WORK

When, at the customer's request, work is performed at other than regular business hours of the Company, an extra charge for such work will be made to compensate for the current overtime wage rates.

T. TOLL MESSAGE RATES

Rates, rules and regulations governing Toll, or Long Distance, messages are contained in the Company's Tariff Telephone-Pa. P.U.C. No. 8. (C)

U. IDENTIFICATION OF PUBLIC ANNOUNCEMENTS

1. For the purposes of identification, customers to telephone service who transmit recorded public announcements over facilities provided by the Company must include in the recorded message the name of the organization or individual responsible for the service and the address at which the service is provided. Customer's transmitting factual public announcements such as Time, Weather, Stock Market quotations, airline schedules and similar information are excluded from the preceding condition.

2. For customers not complying with the foregoing, the announcing device will be subject to disconnection from the telephone lines.

3. The Company reserves the right to release, upon request, the names and addresses of customers who transmit recorded or taped public announcements over Company facilities, when the announcing device is provided by either the Company or the customer.

V. EMPLOYEE DISCOUNT SERVICE

A. Eligibility

1. Regular full-time employees (regularly working 40 hours per week) who reside within an area served by Continental and have one month of continuous service with the company quality for telephone concession.

2. Concessions will be provided only at the employee's primary residential location.

3. The primary listing for a concession must be in the employee's last name; however, the first name or the first name and middle initial of the employee or the employee's spouse may complete the listing. Additional listing for other members of the family may be obtained at the regular tariff rate.

GENERAL REGULATIONS

V. EMPLOYEE DISCOUNT SERVICE (Cont'd)

4. Only one concession may be applied per household. No provision is made for combining the concession allowance of two or more employees living at the same residence.

5. Eligibility will be temporarily suspended or terminated if the employee's account becomes delinquent, as prescribed in Section 1, Sheet 6, Paragraph N.

6. Any employees receiving concession service who are granted a leave of absence will lose the concession during their leave of absence, effective the date of their leave. Concession service will be reinstated upon return to work.

7. Retirees who continue or subscribe to the telephone service on an exchange operated by the Company shall receive service at the same concession they had at the time of retirement.

8. Upon the death of an active employee or pensioner receiving concession service, said service may be continued for a period of six months provided such service remains in an area served by the Company and is used by a surviving spouse.

9. As of January 1, 2007, Concession service will no longer be made available to management employees hired after 1/1/07; management employees who were not eligible for Concession service prior to 1/1/07; management employees enrolled in Concession service who transfer, after 1/1/07 to another Verizon business unit where Concession service benefits are not available. These eligibility changes do not affect union represented employees or retirees. (C)

B. Concession Classifications

1. The concession rates and the extent of service to which the rates apply will be classified as either Class A or B. This concession will not include initial installation orders, rearrangements, subsequent outside move orders, installation of additional telephones, changes in type or style of instruments, inside wiring charges, mileage charges, or any other special charges for special services.

2. Class A - All non-management employees who reside within an area served by the Company shall be granted an employee credit on their monthly bill equivalent to 50% of the local service charges for one residence access line and 50% for Touch Calling charges in areas where Touch Calling Services are available and the employees have subscribed to the services through their local business office. Employees having telephone sets under the old concession will be given those sets effective the date of this tariff. (C)

3. Class B - All management employees who reside within an area served by the Company shall be granted an employee credit on their monthly bill equivalent to the local rate for one residence access line. In addition, all exempt employees shall receive an additional credit for Touch Calling and the following three Custom Calling Services: Call Waiting, Call Forwarding, and Three-Way Calling. Touch Calling and the Custom Calling Services will be credited on the monthly bills for employees where such services are available and the employees have subscribed to the services through their local business office. Employees who have telephone sets under the old concession policy will be given those sets. (C)

(C) Indicated change

GENERAL REGULATIONS

W. ALLOWANCES FOR TELEPHONE SERVICE INTERRUPTIONS

1. Temporary interruption.

The Company may temporarily interrupt service where necessary to effect repairs or maintenance; to eliminated an imminent threat to life, health, or safety or substantial property damage; or for reasons of local, State, or National emergency. The Company shall establish procedures to be followed by its employees to prevent or mitigate interruption or impairment and provide prompt notification to affected customers.

a. Notification procedures. Where the Company knows in advance of the circumstances requiring the service interruption, it shall take all reasonable steps, such as personal contact and use of the mass media, to give earlier notice of the cause and expected duration of the interruption due to unforeseen circumstances, notice of the cause and expected duration shall be given as soon as possible thereafter.

b. Permissible duration. Service may be interrupted only as long as necessary to protect the health or safety of the public, to protect property, or to remedy the situation which necessitated the interruption. Service shall be resumed as soon as possible thereafter.

2. Refunds for service interruptions.

a. When main service is interrupted for a period of at least 24 hours, the Company, after due notice by the customer, shall apply the following schedule of allowances except in situations as provided in Paragraph (b) or in Section AC following: (C)

(1) One-thirtieth of the tariff monthly rate of all services and facilities furnished by the Company rendered inoperative, useless, or substantially impaired for each of the first three full 24-hour periods during which the interruption continues after notice by the customer to the Company if the out-of-service extends beyond a minimum of 24 hours.

(2) Two-thirtieth of the tariff monthly rate for each full 24-hour period beyond the first three 24-hour periods referred to in paragraph (1). However, in no instances shall the allowance for the out-of-service period exceed the total charges in a billing period for the service and facilities furnished by the Company rendered useless or impaired.

(a) When service is interrupted for a period of at least 24 hours due to storms, fires, floods, or other conditions beyond the control of the Company, an allowance of 1/30 of the tariff monthly rate for all services and facilities furnished by the Company rendered inoperative or substantially impaired shall apply for each 24 hours during which the interruption continues after notice by the customer to the Company.

(C) Indicates Changes

GENERAL REGULATIONS

W. ALLOWANCES FOR TELEPHONE SERVICE INTERRUPTIONS (Cont'd)

2. Refunds for service interruptions. (Cont'd)

b. The allowances described in this section shall not be applicable where service is interrupted by the negligence or willful act of the customer to service or where the Company, pursuant to the terms of the contract for services, suspends of terminates service for nonpayment of charges, or for unlawful or improper use of the facilities or service, or for any other reason provided for in the filed and effective tariff.

X. STATE TAX ADJUSTMENT SURCHARGE

Regulations and rates for the State Tax Adjustment Surcharge may be found in Tariff Telephone – Pa. P.U.C. No. 4, Section 1A. (C)

GENERAL REGULATIONS

Y. THIRD PARTY NOTIFICATION - RESIDENCE CUSTOMERS

The Company shall permit its customers to designate a consenting individual or agency which is to be sent, by the local exchange carrier, a duplicate copy of all suspension and termination notices issued by that local exchange carrier. When contact with a third party is made, the Company shall advise the third party of the pending action and the efforts which must be taken to avoid termination. The Company shall institute and maintain a program.

a. To allow customers to designate third parties to receive copies of a customer's or customer's groups' notices of suspension or termination; and

b. To advise customers at least annually of the availability of such a third party notification program and to encourage its use.

GENERAL REGULATIONS

Z. EMERGENCY SERVICE PROVISIONS

1. General provision.

   The Company shall not suspend or refuse to restore service to a dwelling when any occupant in that dwelling is certified by a physician to be seriously ill or affected with a medical condition which will be aggravated by a complete cessation of service except where access to emergency services via telephone is retained.

2. Postponement of suspension pending receipt of certificate.

   If, before suspension of service, a Company employee is informed that an occupant is seriously ill or is affected with a medical condition and that the occupant will be endangered by a cessation of service, and that a medical certification will be procured, suspension shall not occur for at least 3 days. Service may be suspended if no certification is produced within the 3-day period.

3. Medical certification.

   Certifications initially may be written or oral, subject to the right of the Company to verify the certification by calling the physician or to require written confirmation within 7 days. All certifications, whether written or oral, must include all of the following information.

   a. The name, address and telephone number of the customer in whose name the account is registered.

   b. The name and address of the afflicted person and the afflicted person's relationship to the customer.

   c. The nature and anticipated length of the affliction.

   d. The name, office address and telephone number of the certifying physician.

   e. The specific reason why access to telephone service must be maintained.

4. Length of postponement; renewals.

   Service shall not be suspended for the period specified in the medical certification; however, the maximum length of the certification shall be 30 days.

   a. Time not specified. If no time is specified or if the time is not readily ascertainable, service shall not be suspended for at least 30 days.

GENERAL REGULATIONS

Z. EMERGENCY SERVICE PROVISIONS (Cont'd)

4. Length of postponement; renewals. (Cont'd)

   b. Renewals. An initial certification may be renewed for an additional period of up to 30 days in the same manner provided in Paragraphs 2 - 4. A postponement shall not extend beyond 70 days from the date of the initial certification.

5. Restoration of service.

   When service is required to be restored due to emergency medical certification, the Company shall make a diligent effort to have service restored on the date of the medical certification. In any case, service shall be restored before the end of the next working day. Each telephone company shall have employees available or on call to restore service in emergencies.

6. Duty of customer to pay bills.

   Whenever service is restored or suspension postponed pursuant to the medical emergency procedures, the customer shall:

   a. Make timely payment for all service provided by the Company after the date on which service is restored or suspension postponed; and

   b. Restrict interexchange usage to an amount no greater than $25 in any billing period while the medical certification is in effect.

7. Suspension upon expiration of medical certification.

   When the certification has expired, the original grounds for suspension shall be revived and the Company may suspend service without additional written notice, if notice previously has been mailed or delivered, if the customer has failed to make or to maintain an agreement on payment arrangements, and if the Company makes a reasonable attempt to contact the customer at least 24 hours before suspension.

8. Right of the Company to petition the Commission.

   a. To completely suspend service before the expiration of the medical certification, the Company may petition the Commission for waiver from the medical certification procedures to contest the validity of a certification.

   b. The Company shall continue to provide access to emergency telephone services while a final Commission adjudication on the petition is pending. (C)

(C) Indicates Change

GENERAL REGULATIONS

AA. PENNSYLVANIA TELECOMMUNICATIONS RELAY SERVICE

Surcharge information formerly contained in this Tariff for Pennsylvannia Telecommunications Relay Service is now (C)
found in Telephone-Pa. P.U.C. No. 4, Section 1A. (C)

GENERAL REGULATIONS

AB. CONTRIBUTIONS IN AID OF CONSTRUCTION

Any Contribution in Aid of Construction (CIAC), customer advance or other like amounts received from the customer which shall constitute taxable income as defined by the Internal Revenue Service will have the income taxes segregated in a deferred account for inclusion in rate base in a future rate case proceeding. Such income taxes associated with CIAC or customer advance will not be charged to the specific contributor of the capital.

These rates, terms and conditions are effective June 30, 2002. (C)

(C) Indicates Change

GENERAL REGULATIONS

L. ADVANCED CREDIT MANAGEMENT

1. Advanced Credit Management is a process whereby the Company will establish credit limits for new and existing customers. The Company will utilize Credit Scoring for new customers and Behavorial Scoring for existing customers.

2. Credit Scoring will be provided through the use of a third party credit reporting service for new service requests. The credit rating will determine a credit limit for toll usage. The credit limit will be based initially on a credit score assigned by a commercial credit reporting service and be adjusted periodically as a result of the customer's payment history. Customers will be informed of their credit limits during the application process. The account credit limit will appear on the first bill and on any subsequent bill in the billing cycle in which a customer's credit limit is automatically changed. Changes in credit limits will be conveyed by mailed notices to the customers.

3. Credit levels and credit limits as a result of the scoring will be catorogized as follows:

   a. Low Risk - Unlimited Credit

      - No Collection judgements
      - No collection accounts
      - No charge off accounts
      - No delinquency history over 30 days past due

   b. Medium Risk - $300 up to an Unlimited Credit (C)

      - No collection judgements
      - Collection accounts have been paid
      - No or minimal charge off accounts
      - Various degrees of delinquency history from 30-180 days, but paid in full or current at time of scoring
      - Customer provides positive identification to Company following a "No Match" on a credit inquiry

   c. High Risk - $200 Credit Limit

      - Collection judgements
      - Charge off accounts
      - Outstanding collection accounts
      - Various degrees of delinquency history from 30-180 days, and not paid in full or current at time of scoring

4. Behavorial Scoring will establish credit limits on existing customers based on Company payment history. Customers will be notified of their initial credit limit amount and subsequent credit limit changes through credit limit notices mailed to the billing address. A behavorial score will be established and maintained on each customer when the program is initiated and/or after service has been established. The behavorial scoring will be updated monthly, based on billing and payment behavior during the preceding twelve months.

5. Behavorial Scoring levels and credit limits as a result of the scoring will be catogorized as follows:

   a. Low Risk - Unlimited Credit

      - All bills during the past 12 months paid in full and by the due date
      - No dishonored checks during the past 12 months
      - No service denials due to non-payment during the preceding 12 months
      - No more than 2 reminder notices on account during the preceding 12 months

   b. Medium Risk - $300 up to an Unlimited Credit (C)

      - Telephone bills not paid on time and in full 5 or more times during the preceding 12 months
      - No more than 2 nonsufficient funds (NSF) checks for telephone bill payments during the preceding 12 months
      - No more than 1 service denial due to non-payment during the preceding 12 months
      - No more than 5 reminder notices on account during preceding 12 months

(C) Indicates Change

GENERAL REGULATIONS

L. ADVANCED CREDIT MANAGEMENT

5. Behavorial Scoring levels and credit limits as a result of the scoring will be catogorized as follows: (Cont'd)

   c. High Risk - $200 Credit Limit

      - Six or more telephone bills not paid by the due date or in full during the preceding 12 months
      - Three or more NSF checks for telephone bill payments during the preceding 12 months
      - Two or more service denials due to non-payment during the preceding 12 months
      - Six or more reminder notices on account during the preceding 12 months

6. When a customer exceeds the established credit limit, the Company will send him a Notice of Credit Limit Exceeded. If the customer does not make payment by the Final Date for Payment, his access to 1+, O+, and all 900/976/700 calls will be blocked where facilities are available. In addition, the Company will restrict all collect, credit card and third number bill calls. Access to the local calling area, emergency services, and toll-free 800 and 888 numbers will not be blocked. Notification that such blocking has been established will be mailed to the customer. A recording will advise the customer that blocking has been imposed when dialing or billing attempts are initiated. A recording will advise the customer and provide a telephone number of directions for service restoral. A service restoral charge is not applicable when the customer's toll service is unblocked.

7. Amounts due for non-basic service charges, including, but not limited to, pay-per-call services such as 900, 976 or 700 calls, will not be used to determine when customers have exceeded their established credit limits.

8. When a customer, for good cause shown, contacts the Company to request a change in the established credit limit, the Company will review the request on a case-by-case basis to try to accommodate the needs of the customer. Only in extenuating circumstances should any agreement reached by the Company to increase the established credit limit be for a limited period of time.

9. In areas served by central offices lacking the capability to toll block, affected customers will receive notices informing them that their toll credit limit has been exceeded and requesting that payment be made pursuant to either a complete payment or payment arrangement before basic service is terminated.

10. The Advanced Credit Management process will not be used as a substitute for the normal collection/suspension activity under 52 Pa. Code Chapter 64.

* * * * * * * * * (C)

GENERAL REGULATIONS

Rates and regulations formerly contained in this Tariff for LIFELINE SERVICE can now be found in Telephone-Pa. P.U.C. No. 4, Section 2. (C)

GENERAL REGULATIONS

RESERVED FOR FUTURE USE (C)

GENERAL REGULATIONS

RESERVED FOR FUTURE USE (C)

GENERAL REGULATIONS

RESERVED FOR FUTURE USE (C)

GENERAL REGULATIONS

Rates and regulations formerly contained in this Tariff for LIFELINE 135 SERVICE can now be found in Telephone-Pa. P.U.C. No. 4, Section 2. (C)

GENERAL REGULATIONS

AF. PROMOTIONAL OFFERINGS

(C)

See PA P.UC. No. 4, Section 2, Sheet 21.

GENERAL REGULATIONS

AG. TRIAL SERVICE OFFERING (TSO)

In the normal course of business, the Telephone Company, at its discretion, may elect to offer certain services to customers on a "trial basis".

In order to conduct such "trials", the Telephone Company will file with the Commission, at least sixty (60) days prior to customer availability of any trial offering, a Trial Service Offering (TSO) Supplement. The TSO Supplement is in lieu of a general Tariff and satisfies the Commission's requirements for filing a Tariff.

The TSO Supplement will contain a brief description of the trial service(s), features, special agreements, applicable rates and regulations. In addition, the Supplement will include specific information as to the availability and estimated duration of the Trial Service Offering.

The Telephone Company may, upon thirty (30) days notice to both the Commission and affected customers, terminate the TSO Supplement prior to the conclusion of the estimated trial period. In addition, the Commission, at the request of the Telephone Company for good cause shown, may authorize extension of the trial period for a period not to exceed six (6) months.

The filing of a TSO Supplement does not obligate the Telephone Company to continue the trial service beyond the stated trial period or to offer said service as a general tariff offering in the future.

Service(s) provided hereunder are subject to all other applicable provisions in the Tariffs of the Telephone Company lawfully on file with the Commission. However, the TSO rates and charges will supersede applicable general Tariff rates and charges for the duration of the trial period.

AH. CHANGE OF LOCAL SERVICE PROVIDER CHARGES (C)

Change of local service provider applies to residence and/or business customers who are requesting a change from their current local service(s) carrier to Verizon North Incorporated.

At the time of the change of the end user's local service to Verizon North Incorporated, certain nonrecurring charges will apply. In addition, the terms and conditions normally associated with a request for new service will apply.

Verizon North Incorporated will make every reasonable effort to ensure that there is no lapse in the end user's service while processing this change in local service provider.

GENERAL REGULATIONS

AI. UNAUTHORIZED LOCAL SERVICE PROVIDER CHARGES

An unauthorized local service provider change is a change in the end user's preferred local service provider that the end user denies authorizing.

If an end user denies authorizing a change in his/her local service provider from Verizon North Incorporated to another local service provider, as submitted by the alleged unauthorized local service provider, the alleged unauthorized local service provider will be assessed certain nonrecurring charges to restore the end user's service(s) as it (they) existed prior to the alleged unauthorized change, including the end user's PIC and LPIC choices.

If an alleged unauthorized local service provider is ultimately exonerated of liability, the alleged unauthorized local service provider is entitled to receive full payment from the end user for all services provided. In such situations, any nonrecurring charges assessed against the alleged unauthorized local service provider by Verizon North Incorporated are subject to rebilling to the end user by the alleged unauthorized local service provider

AJ. LIMITATION OF LIABILITY

See PA P.U.C. No. 4, Q., Limitation of Liability

AK. OBLIGATIONS OF CUSTOMER WITH RESPECT TO CERTAIN INTERCONNECTIONS WITH COMMUNICATIONS EQUIPMENT PROVIDED BY THE CUSTOMER (C)

1. Connections of Interconnections with Communications Equipment Provided by the Customer

For purposes of this Subsection AK., 'Customer-Provided Equipment' means multi-line telephone systems, as defined in 47 CFR § 9.3, that are interconnected with services offered by the Company pursuant to this Tariff. Nothing in these provisions should be interpreted to mean that all multi-line telephone systems, as defined in 47 CFR § 9.3, are suitable for interconnection with such Company services.

a. Customer-Provided Equipment connected to the Company's network which were manufactured, imported, sold, leased, or installed after February 16, 2020 must be configured to*:

- allow an end user to directly initiate a "911" call from any station equipped with dialing facilities, without dialing any additional digit, code, prefix, or post-fix, including any trunk-access code such as the digit 9, regardless of whether the user is required to dial such a digit, code, prefix, or post-fix for other calls, and

- provide Customer-Provided Equipment notification to a central location at the facility where the system is installed or to another person or organization regardless of location, if the system is able to be configured to provide the notification without an improvement to the hardware or software of the system.

Customer-Provided Equipment notification must (1) be initiated contemporaneously with the 911 call, provided that it is technically feasible to do so; (2) not delay the call to 911; and (3) be sent to a location where someone is likely to see or hear it.

* Pursuant to 47 CFR § 9.16(b)(1) and (2).

(C) Indicates Change

GENERAL REGULATIONS

AK. OBLIGATIONS OF CUSTOMER WITH RESPECT TO CERTAIN INTERCONNECTIONS WITH COMMUNICATIONS EQUIPMENT PROVIDED BY THE CUSTOMER (Cont'd)

1. Connections of Interconnections with Communications Equipment Provided by the Customer (Cont'd)

b. A person engaged in the business of installing Customer-Provided Equipment* may not install such a system in the United States unless it is configured such that it is capable of being programmed with and conveying the dispatchable location of the caller, as defined in 47 C.F.R. § 9.3, to the PSAP with 911 calls consistent with the requirements below. A person engaged in the business of managing or operating Customer-Provided Equipment may not manage or operate such a system in the United States unless it is configured such that the dispatchable location of the caller, as defined in 47 C.F.R. §9.3, is conveyed to the PSAP with 911 calls consistent with the following requirements:

- On-premise fixed telephones associated with Customer-Provided Equipment must provide dispatchable location by January 6, 2021;

- No later than January 6, 2022, on-premise non-fixed telephones associated with Customer-Provided Equipment must provide dispatchable location where technically feasible, otherwise they shall provide dispatchable location based on end user manual update or on alternative location information as defined in 47 C.F.R. § 9.3;

- No later than January 6, 2022, off-premise non-fixed telephones associated with Customer-Provided Equipment must provide dispatchable location where technically feasible, otherwise they shall provide dispatchable location based on end user manual update, or enhanced location information which may be coordinate based and consisting of the best available location that can be obtained from any available technology or combination of technologies at reasonable cost.

- Customers to DID Service capable of accessing 911 emergency services shall be responsible for providing automated dispatchable location information as defined in 47 C.F.R. § 9.3 and for maintaining the accuracy of that information for fixed services as of January 6, 2021 and for non-fixed services where technically feasible as of January 6, 2022.

- Customers, particularly private switch owners, private branch exchange owners, and customers of DID service, may need to purchase additional features or services to comply with the dispatchable location provisions of RAY BAUM's Act. Dispatchable location capability may require Customers to purchase private switch automatic location identification (PS/ALI) service from the Company or from a third-party provider.

c. Customer Equipment, PBXs and Channels.

(1) All Customer-Provided Equipment connected to the Company's network on or after February 16, 2020, must be configured to allow direct "911" dialing by any end user and must be configured to send Customer-Provided Equipment notifications as described in Section AK.1.a.

(2) Customer-Provided Equipment must be capable of conveying the dispatchable location of a 911 caller to a public safety answering point ("PSAP") as described in Section AK.1.b.

d. Customers who connect Customer-Provided Equipment to the Company's facilities agree to defend and indemnify the Company for acts and omissions that give rise to any claims of non-compliance, as described in Section O.3.

* Pursuant to 47 C.F.R. § 9.16(b)(3).