

GENERAL REGULATIONS

A. APPLICATION OF TARIFF

1. This Tariff governs the furnishing of telephone service and facilities by the General Telephone Company of Pennsylvania, hereinafter referred to as the Telephone Company. The general regulations in this section of the Tariff are supplemental to regulations contained in other sections of this Tariff. (C)
2. The Company does not transmit telephone messages, but offers, subject to the terms and conditions specified in this Tariff, the use of the facilities where available for communication between parties, each of whom is present at the telephone. (C)

3. LONG DISTANCE TELECOMMUNICATIONS SERVICE

The regulations contained in this tariff supplement the Regulations and Rates for Long Distance Telecommunications Services from and to exchanges of this Company, as specified in the following tariffs:

General Telephone Company of Pennsylvania

Pa. P.U.C. No. 21

- Intrastate-IntraLATA messages over facilities of this Company or jointly over facilities of this Company and other independent telephone companies.

4. WIDE AREA TELECOMMUNICATIONS SERVICE

The regulations contained in this tariff supplement the regulations and rates for Wide Area Telecommunications Services from and to exchanges of this Company, as specified in the following tariffs:

GENERAL REGULATIONS

A. APPLICATION OF TARIFF (Cont'd)

4. WIDE AREA TELECOMMUNICATIONS SERVICE (Cont'd)

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GTE North Incorporated Pa. P.U.C. No. 21
- Intrastate-IntraLATA Wide Area Telecommunications Services furnished between points in Pennsylvania.

ATT Communications Pa. P.U.C. No. 3
- Intrastate-InterLATA Wide Area Telecommunications Services furnished between points in Pennsylvania.

American Telephone and Telegraph Company F.C.C. No. 2
- Interstate Wide Area Telecommunications Service furnished between points within the United States.

B. APPLICATIONS AND CONTRACTS

1. APPLICATIONS

Applications for service, additions to present service, or changes in existing service, may be made verbally or in writing. The Telephone Company reserves the right to require an application for service to be written. The accepted application becomes a contract between the customer and the Telephone Company to which the provisions of this tariff are a part.

Written agreements on standard forms of the Telephone Company may be required for special services, construction of facilities, right-of-way permits and other matters not specifically described in this tariff.

The use of service without an application is considered to be an application for service and an agreement by the customer to pay the established rates for the service being used.

Any change in rates or regulations lawfully made will modify the terms of the service contract to the extent of such change.

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

2. DISCONTINUANCE OF SERVICE

Unless otherwise provided under the several section headings of this tariff, service arrangements may be terminated by notice in writing by the customer to the Company, or vice versa, subject to the minimum charges indicated below.

If service or supplemental equipment is discontinued for any cause whatsoever:

GENERAL REGULATIONS

B. APPLICATIONS AND CONTRACTS (Cont'd)

2. DISCONTINUANCE OF SERVICE (Cont'd)(C)

Within a period less than one month following the date of installation, the minimum charge is the charge for one month's use of the service, equipment and facilities at the rate in effect during the period of service, plus any charges for toll service, service connection, installation or construction charges that may be applicable.

When one service supersedes another at the same location and both services have been consecutively furnished the same customer within the initial month, a pro rata charge is made for the actual amount of each of the services furnished, but, if service is discontinued within the initial month, the rate for the last furnished service is charged for the balance of the unexpired minimum period. If in connection with a supersedure from one service to another, it is necessary to discontinue a part of the existing equipment and facilities, the minimum charge for one month applies to the discontinued equipment and facilities.

After the customer has received continuous service for one month or more, the charges are for the period during which service, equipment or facilities are furnished. The charge for a fractional part of a month is a pro rata portion of the monthly charge.

Minimum charges for service do not apply to service facilities discontinued when such service and facilities are assumed in another name without lapse in rendition of or charges for service and when no service connection charge is made for the transfer of the service and facilities as covered in Section 3 of this tariff.

In the event of the abandonment of the station, the Telephone Company may, without notice, terminate the service of a customer.

3. TRANSFER OF CONTRACTS - CONTINUATION OF SERVICE

Please refer to Transfer of Service, Section 3, Service Charges.

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GENERAL REGULATIONS

B. APPLICATIONS AND CONTRACTS (Cont'd)

4. SUPERSEDING CONTRACTS

Superseding contracts may be taken to cover changes in, or changes to or from, any type of service furnished the same subscriber, whether service is continued at the same or at a different location within the subscriber's local service area, subject to the proper moving charges, and also to the proper service connection charges in cases of changes of location to different premises or buildings, or in cases of additions to the facilities furnished, in accordance with tariff provisions.

Superseding contracts involving a change in equipment, location, type or grade of service are made effective on completion of work.

C. BILLING AND PAYMENT

1. DEPOSITS

See PA P.U.C. No. 4, Section 2, Sheet 5.

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GENERAL REGULATIONS

C. BILLING AND PAYMENT (Cont'd)

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2. BILLING AND PAYMENT

Monthly recurring charges for service, facilities and equipment are billed monthly in advance and are due and payable upon the expiration of the period for which service has been rendered, except that charges for toll message service are billed after the service has been rendered and are payable upon request.

Nonrecurring charges for connection of service are payable when the service is established, except that, nonrecurring charges for establishment of Residence or Business single line primary exchange telephone service will be billed in equal monthly installments spread over three consecutive billing periods, upon request of the customer.

Charges for telephone service, equipment and facilities are payable monthly except that:

Construction charges are payable at the time the patron's application for service is accepted.

Charges for toll messages and Pay Telephone Line Service are payable upon request.

If objection in writing is not received by the Company within thirty days after a statement of account is rendered, such statement shall be deemed to be correct and binding upon the customer.

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

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

GENERAL REGULATIONS

C. BILLING AND PAYMENT (Cont'd)

2. BILLING AND PAYMENT (Cont'd)

When a customer's telephone number is changed, for any reason, if such change involves a difference in the billing date, but no change in the class of service furnished, the charge for local service, equipment and facilities for the interim between the date to which local service charges were billed on the last bill and the date to which local service charges are billed on the next succeeding bill is a pro rata share of the monthly charge.

The customer assumes responsibility for all charges for local messages and toll messages sent from customer's station and for toll messages received at such station on which the charges are reversed with the consent of the person called.

3. ALLOWANCES FOR TELEPHONE SERVICE INTERRUPTIONS

When main telephone 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 for in Paragraph b.

- a. 1/30 of the tariff monthly rate of all services and facilities furnished by the Company rendered inoperative to the extent of being useless for each of the first three (3) full 24-hour periods during which the interruption continues after notice by the customer to the company conditioned that the out-of-service extends beyond a minimum of 24 hours.

2/30 of each full 24-hour period beyond the first three 24-hour periods. However, in no instance 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 inoperative to the extent of being useless.

- b. When service is interrupted for a period of at least 24 hours, due to such factors as 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 to the extent of being useless shall apply for each full 24 hours during which the interruption continues after notice by the customer to the Company.

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(C) Indicates Change

Issued: December 2, 1987

Effective: January 1, 1988

GENERAL REGULATIONS

C. BILLING AND PAYMENT (Cont'd)

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

The foregoing allowances 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 service suspends or terminates service for nonpayment of charges or for unlawful or improper use of the facilities or for any other reason provided for in the filed and effective tariff.

4. LATE PAYMENT CHARGE

See PUC No. 4, Section 2.

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D. CLASSIFICATION OF SERVICE

Determination as to whether subscriber service should be classified as business, pay telephone line service or residence service is based on the character of the use to be made of the service.

Service is classified as business service where the use is primarily or substantially of a business, professional, institutional or otherwise occupational nature. Where the business use, if any, is merely incidental and where the major use is of a social or domestic nature, service is classified as residence service.

An important index of the character of use of a service is found in the application of the subscriber as to the form of the directory listing desired. In any case where other than a residence designation is desired except as qualified in 2 below the use is presumed to be of an occupational nature.

1. Business rates apply at the following locations:

- a. In offices, stores, factories and all other places of a strictly business nature.
- b. In boarding houses, offices of hotels, halls of apartment buildings, colleges, clubs (including college fraternity houses), hospitals and other institutions, and in churches (except when the station is located in the clergyman's study and listed in the clergyman's name - not in the name of the church).

GENERAL REGULATIONS

D. CLASSIFICATION OF SERVICE (Cont'd)

- c. At any location when the listing of "office" is provided, or when any title indicating a trade or profession is listed, or when the substantial use of the service is occupational rather than domestic; and at any location when extension service is provided to a point not a part, of the subscriber's domestic establishment.
- 2. Residence rates apply at the following locations:
 - a. In private residences or residential apartments of hotels and apartment houses when business listings are not provided and when all stations are in locations which are a part of the subscriber's domestic establishment.
 - b. In the studies of clergymen located in churches when listed in the clergyman's name.
 - c. In a private stable or garage when strictly a part of the subscriber's domestic establishment.

E. ESTABLISHMENT AND FURNISHING SERVICE

1. PROVISION OF EQUIPMENT

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In case any unauthorized attachment or connection is made, the Telephone Company shall have the right to remove or disconnect the same, or to terminate the service. Any equipment furnished by the Company shall remain the property of the Company and upon termination of service for any cause what so ever be returned to it, in good condition, reasonable wear and tear there of expected.

2. RIGHT OF ACCESS

For the purpose of making collections or of installing, inspecting, repairing or removing any part of its equipment on the premises of the customer, the Company and its representatives may have access thereto at any reasonable hour.

3. TELEPHONE NUMBERS

The Company reserves the right to change the telephone number or numbers of the customer's telephone station or stations, of the central office name associated with such telephone number or numbers, or both, as the exigencies of the business may require.

GENERAL REGULATIONS

E. ESTABLISHMENT AND FURNISHING SERVICE (Cont'd)

4. DIRECTORIES (Competitive Service – See Informational Tariff)

5. SPECIAL TYPES OF SERVICE AND EQUIPMENT

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

F. LIABILITY OF COMPANY

1. In view of the possibility of errors and difficulties occurring in the transmission of messages by telephone, and the impossibility of fixing the cause thereof, the customer assumes all risks connected with the service except as follows: If the initial installation is defective or if service is interrupted otherwise than by the negligence or willful act of the customer, a reduction in charges as provided in Paragraph C.3 of this section will be made for the time that the service is inoperative. No other liability shall in any case be attached to the Telephone 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.
3. Customer will defend and indemnify the Company, its affiliates, agents and contractors from all third-party claims, (C) 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.

(C) Indicates Change

GENERAL REGULATIONS

G. OBLIGATIONS TO FURNISH SERVICE

1. 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.

2. TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM

The installation and restoration of services shall be subject to the regulations, rates and charges set forth in Section 2 and Section 8 of the Tariff Telephone-Pa. P.U.C. No. 22, Facilities for Intrastate Access, concerning the Telecommunications Service Priority (TSP) System.

3. TOLL MESSAGES

In case a shortage of facilities exists at any time either for temporary or protracted periods, the furnishing of message toll telephone service shall take precedence over the use of trunk lines between central offices for the furnishing of the following types of channels: extension, branch exchange station, tie, private, leased, Morse, teletypewriter, program transmission, short period talking, secretarial, toll terminal and foreign exchange.

4. LOCAL MESSAGES

In case a shortage of facilities exists at any time either for temporary or protracted periods, the furnishing of telephone local service shall take precedence over the use of interoffice trunks, between central offices in the same exchange or in different exchanges in the same local service area, for furnishing the following types of channels: extension, branch exchange station, tie, private, leased, Morse, teletypewriter, program transmission, short period talking, secretarial, toll terminal and foreign exchange.

5. 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.

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H. SUSPENSION OF SERVICE FOR CAUSE

The Telephone Company may disconnect without advance notice, any telephone which is used in such a manner as to interfere with the service of other telephone users or that is used for any purpose other than as a means of communication. Following such disconnection, the Company will immediately notify the customer thereof.

In the event of the nonpayment of any sum due, the failure to make a deposit as security for the payment of future bills for service when required, or any other violation by the customer of the rules and regulations under which service is furnished, the Telephone Company may, after reasonable advance notice to the customer, suspend the service until all charges due to the time of the restoration of service, including the established monthly rental charge for the service during the period of partial or complete suspension for nonpayment, have been paid and all violations have ceased, or terminate the service without suspension of service or following suspension, and sever the connection and remove its equipment from the customer's premises.

GENERAL REGULATIONS

I. USE OF SERVICE

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1. Service is furnished subject to the condition that it will not be used for any 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.

2. ABUSE OR FRAUDULENT USE

Service is furnished subject to the condition that there will be no abuse or fraudulent use of the service. Abuse or fraudulent use of service includes:

- a. Use of service or facilities of the Telephone Company to transmit a message or to locate a person, or otherwise to give or obtain information without payment of the charge applicable for the service.
- b. The obtaining or attempting to obtain service, assisting another to obtain or to attempt to obtain service, by rearranging, tampering with, or making connection with any facilities of the Telephone Company, or by means of any trick, scheme, false representation, false credit device, or by or through any other fraudulent means or device whatsoever, with the intent to avoid payment, in whole or in part, of the regular charge for such service.
- c. The use of service or facilities for a call or calls, anonymous or otherwise, in such manner as to reasonably be expected to frighten, abuse, torment or harass another person or persons.
- d. The use of profane or obscene language.
- e. The use of service or facilities in such a manner as to interfere unreasonably with the use of service by one or more other customers, or infringe on the privacy of conversation of others.
- f. Failure of the customer or other calling party using his service to identify himself upon request, by the called party or an operator or other employee of the Telephone Company.

3. USE OF TELEPHONE COMPANY FACILITIES FOR PUBLIC ANNOUNCEMENTS

For purposes of identification, subscribers to telephone service who transmit recorded public announcements over facilities provided by the Telephone Company must include in the recorded message the name of the organization or individual responsible for the service and the address

GENERAL REGULATIONS

I. USE OF SERVICE (Cont'd)

(C)

at which the service is provided. Customers transmitting factual public announcements such as Time, Weather, Stock Market quotations, Airline schedules and similar information are excluded from the preceding condition.

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

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

GENERAL REGULATIONS

- J. Rates and regulations formerly contained in this Tariff for LINK UP AMERICA can now be found in Telephone-Pa. P.U.C. No. 4, Section 2. (C)
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GENERAL REGULATIONS

RESERVED FOR FUTURE USE

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.

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GENERAL REGULATIONS

RESERVED FOR FUTURE USE

Verizon North Incorporated

Telephone-Pa. P.U.C. No. 6

Section 1
3rd Revised Sheet 15B
Canceling 2nd Revised Sheet 15B

GENERAL REGULATIONS

RESERVED FOR FUTURE USE

Verizon North Incorporated

Section 1
6th Revised Sheet 15C
Canceling 5th Revised Sheet 15C

GENERAL REGULATIONS

RESERVED FOR FUTURE USE

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

LIFELINE 150 SERVICE

Rates and regulations formerly contained in this Tariff for Lifeline 150 Service are hereby canceled and withdrawn.

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GENERAL REGULATIONS

LIFELINE 150 SERVICE

Rates and regulations formerly contained in this Tariff for Lifeline 150 Service are hereby canceled and withdrawn.

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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 Behavioral 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 categorized 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. Behavioral 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 behavioral score will be established and maintained on each customer when the program is initiated and/or after service has been established. The behavioral scoring will be updated monthly, based on billing and payment behavior during the preceding twelve months.
5. Behavioral Scoring levels and credit limits as a result of the scoring will be categorized 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

Issued: April 17, 1998

Effective: July 11, 1998

GENERAL REGULATIONS

L. ADVANCED CREDIT MANAGEMENT

5. Behavioral Scoring levels and credit limits as a result of the scoring will be categorized 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.

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(C) Indicates Change

Issued: April 17, 1998

Effective: July 11, 1998

Verizon North Incorporated

Section 1
11th Revised Sheet 18
Canceling 10th Revised Sheet 18
And 14th Revised Sheet 18A

GENERAL REGULATIONS

AF. PROMOTIONAL OFFERINGS

See PA P.U.C No. 4, Section 2, Sheet 21.

(C)

GENERAL REGULATIONS

N. 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.

O. CHANGE OF LOCAL SERVICE PROVIDER CHARGES

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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 assigned 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

P. UNAUTHORIZED LOCAL SERVICE PROVIDER CHANGES

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.

Q. OBLIGATIONS OF CUSTOMER WITH RESPECT TO CERTAIN CUSTOMER-PROVIDED EQUIPMENT

(C)

1. Connections of Customer-Provided Equipment

For purposes of this Subsection Q., '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).

GENERAL REGULATIONS

Q. OBLIGATIONS OF CUSTOMER WITH RESPECT TO CERTAIN CUSTOMER-PROVIDED EQUIPMENT (Cont'd)

1. Connections of Customer-Provided Equipment

- 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.

* Pursuant to 47 C.F.R. § 9.16(b)(3).

GENERAL REGULATIONS

Q. OBLIGATIONS OF CUSTOMER WITH RESPECT TO CERTAIN CUSTOMER-PROVIDED EQUIPMENT (Cont'd)

1. Connections of Customer-Provided Equipment

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 Q.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 Q.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 E.3.