

GENERAL REGULATIONS

1. APPLICATION OF TARIFF

This Tariff governs all service rendered throughout the territory of The Bell Telephone Company of Pennsylvania, hereinafter referred to as the Telephone Company, and supplements and governs the application of all other Tariffs of the Telephone Company.

Effective January 1, 1984, the date of the implementation of the Modification of Final Judgement ("MFJ") entered by the United States District Court for the District of Columbia in United States v. Western Electric Company, Inc. and American Telephone and Telegraph Company, Civil Action No. 82-0192 and according to the terms of the MFJ, this Tariff and the other Tariffs of the Company apply only to the extent permitted by the MFJ and the District Court.

There shall be added to charges billed for service under Tariffs Pa. P.U.C.-Toll Nos. 1A and 1D and Pa. P.U.C.-No. 296 and to charges billed by the Company for service under this Tariff, Pa. P.U.C.-No. 1 (except as otherwise specified) and Tariffs Pa. P.U.C.-Nos. 180A, 182, 182A, 185B, 185C, 295, 303 and 304 (as applied to Intrastate IntraLATA Access Services) a surcharge of 0% for service rendered on and after August 1, 1993. (D)
(C)

The above surcharge will be recomputed using the elements prescribed by the Commission:

- (a) Whenever any of the tax rates used in the calculation of the surcharge are changed
- (b) Whenever the Company makes effective increased or decreased rates

The above recalculation will be submitted to the Commission within 10 days after the occurrence of the event or date which occasions said recomputation. If the recomputed surcharge is less than the one in effect the Company will, and if the recomputed surcharge is more than the one then in effect the Company may, submit with such recomputation a Tariff revision to reflect such recomputed surcharge, the effective date of which shall be 10 days after filing.

In the application of the rates and regulations contained herein, the zones of the Philadelphia Suburban and Pittsburgh Suburban Exchange Areas are treated as separate exchanges.

The general regulations contained in this Section of the Tariff supplement the regulations contained in other Sections of this Tariff and in other Tariffs of the Telephone Company.

ISSUED JUNE 2, 1993.

EFFECTIVE AUGUST 1, 1993.

By Daniel J. Whelan, Vice-President, 315 N. 2nd St., Harrisburg, Pa.

(X) Filed under order of the Pennsylvania Public Utility Commission, State Tax Adjustment Procedure, dated March 10, 1970, as amended.

GENERAL REGULATIONS

2. DEFINITION OF SERVICE

The term "service" as used in this Tariff refers to service, equipment and facilities.

3. OBLIGATION OF TELEPHONE COMPANY

The Telephone Company's obligation to furnish service to a single Rate Demarcation Point to be located at the Minimum Point of Entry as determined by the Telephone Company or to continue to furnish service is dependent on its ability to obtain, retain and maintain, without unreasonable expense, suitable facilities and rights for the construction and maintenance of the necessary circuits and equipment, and to provide for the installation of those facilities required incident to the furnishing and maintenance of that service.

The Telephone Company's obligation to furnish service and facilities as set forth in this Tariff is limited also to the extent necessary to permit compliance with orders issued under the wartime authority of the President of the United States.

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.

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)

4. OBLIGATION OF THE BUILDING OWNER, PROPERTY OWNER, AND/OR CUSTOMER

It is the responsibility of the building owner, property owner, and/or customer to provide a means of entrance into the building and adequate space and power requirements within the building which is satisfactory to the Telephone Company to provide for mounting the necessary terminal and station protection equipment.

Where, due to the type of construction of the building or the conditions imposed by the building owner, property owner, and/or customer, extraordinary expense is incurred by the Telephone Company, the building owner and/or property owner is required to pay the difference between the expense incurred by the Telephone Company and the expense which would normally have been incurred for the installation.

5. TRANSMITTING MESSAGES

The Telephone Company does not transmit messages, but offers, subject to the terms and conditions specified in its Tariffs, the use of its facilities where available for communication between customers.

GENERAL REGULATIONS

6. CONTRACTS FOR SERVICE

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Upon the acceptance of an application for service, all the applicable provisions in the Telephone Company's Tariffs lawfully on file become the contract between the customer and the Telephone Company. The Telephone Company reserves the right to require applications for service to be made in writing on forms supplied by it. Requests for additional service, and

Material on this page formerly appeared on Sheet 2.

(C)

GENERAL REGULATIONS

6. CONTRACTS FOR SERVICE (Cont'd)

(C)

requests for changes in service, upon acceptance thereof by the Telephone Company, become a part of the original contract, except that each item of additional service so installed 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 rates or regulations lawfully made acts as a modification of all contracts to that extent, without further notice. Except as otherwise provided in other Sections of this Tariff, service is furnished for a minimum contract term of one month.

7. CANCELLATION, CHANGE OR SPECIAL HANDLING OF SERVICE REQUESTS

(C)

A. CANCELLATION OR CHANGE OF APPLICATION FOR SERVICE PRIOR TO ESTABLISHMENT

When an application for service (except for designed lines and channels as covered in B. following) is canceled or changed, in whole or in part, by the applicant prior to the establishment of service, the applicant is required to pay the Telephone Company, upon request, the aggregate of the costs and expenses incurred by the Telephone Company in arranging for, providing, and removing the facilities for the service, or part thereof, the application for which is canceled or changed. Such costs and expenses shall include: services, labor, and engineering, including overheads and equipment, apparatus, materials and supplies (including purchasing and return expenses) less net salvage value. If any facilities already installed can be used for the services as changed but at a lesser capacity than would have been required for the service previously applied for, the payment required of the applicant for such facilities shall be limited to the difference between the costs and expenses actually incurred less the costs and expenses of the facilities normally used to provide the service as changed.

When an applicant requests, prior to the establishment of service, a change in the location of all or part of the facilities provided for the service, the applicant is required to pay, upon request, the aggregate costs and expenses incurred by the Telephone Company, as detailed above, in moving and rearranging such facilities.

However, the payment to the Telephone Company required of the applicant as set forth in this Paragraph 6. shall not exceed the aggregate of the nonrecurring and minimum contract period charges, including, but not limited to, construction and termination charges, which would have applied if the service and facilities had been established prior to such cancellation, change, or change in location.

(C) Indicates change.

ISSUED MARCH 27, 1992.

EFFECTIVE MAY 26, 1992.

By Daniel J. Whelan, Vice-President, 315 N. 2nd St., Harrisburg, Pa.

In compliance with the Federal Communications Commission's Report and Order and Further Notice of Proposed Rulemaking, CC Docket No. 88-57 released June 14, 1990.

GENERAL REGULATIONS

7. CANCELLATION, CHANGE OR SPECIAL HANDLING OF SERVICE REQUESTS (Cont'd) (C)

B. CANCELLATION OR SPECIAL HANDLING OF SERVICE REQUESTS FOR LINES AND CHANNELS REQUIRING ENGINEERING DESIGN

(1) General

A non-recurring charge will apply for customer-requested cancellation or special handling of service requests for lines and channels requiring Engineering design. A designed line or channel has specific electrical parameters which cannot be provided with the local interoffice switched network and must be designed by Engineering.

The charge will apply to the following:

- Channels; Series 1000, 2000, 3000, 6000 and 9000
- Digital Data Service (DDS) Channels
- 1.544 Megabits Per Second High Capacity Service (HiCap) Channels
- Business dial-tone lines (designed)
- Wide Area Telecommunications Service Lines (designed)

(2) Cancellation Charge

A Cancellation Charge will apply when a customer cancels a request for a designed channel or line prior to establishment. The cancellation date is the date the Telephone Company receives written or verbal notice from the customer that the order is to be cancelled. A verbal notice should be followed by written confirmation within 10 days.

- (a) Applicable Cancellation Charges are determined on an individual case basis taking into consideration the following:

The proportion of the provisioning functions completed by the Telephone Company at the time the request for cancellation is received.

The corresponding proportion of the non-recurring Product Service charges, Installation charges or Connection charges as specified in the appropriate Section of this Tariff and in other Tariffs of the Telephone Company.

- (b) The Cancellation Charge is to be applied on a per-channel or per-line basis. The total Cancellation Charge cannot exceed the total non-recurring service charge for the service.

(C) Indicates change.

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GENERAL REGULATIONS

7. CANCELLATION, CHANGE OR SPECIAL HANDLING OF SERVICE REQUESTS (Cont'd) (C)

B. CANCELLATION OR SPECIAL HANDLING OF SERVICE REQUESTS FOR LINES AND CHANNELS
REQUIRING ENGINEERING DESIGN (Cont'd)

(2) Cancellation Charge (Cont'd)

- (c) When a customer cancels an order for the discontinuance of service, no charges apply for the cancellation.
- (d) If the customer cancels an order on or after the date in which the service is made available to the customer, the minimum period charges are applicable.
- (e) When a customer cancels an order which the Telephone Company is handling on an expedited basis according to the customer's request, the full Special Handling Charge as specified in (3) following will be charged in addition to the Cancellation Charges set forth preceding.
- (f) If the Telephone Company incurs any additional or extraordinary charges, including, but not limited to, overtime charges, premium work time charges, costs to purchase non-standard materials, costs of removal, etc., the Telephone Company will develop, determine, and bill such costs in accordance with terms and conditions as set forth in the appropriate Section of this Tariff and in other Tariffs of the Telephone Company.

(3) Special Handling Charge

A Special Handling Charge will apply when a customer requests a service date that is earlier than the standard interval service date on Telephone Company orders requiring Engineering design. A customer may also request an earlier service date on negotiated interval orders requiring Engineering design.

- (a) The request for an expedited service date may be received from the customer prior to the issuance of a designed channel or line order, or after the designed channel or line order has been issued but prior to the service date.
- (b) The Telephone Company maintains the exclusive right to accept or deny the request to expedite. If, upon reviewing the availability of equipment and scheduled work load, the Telephone Company agrees to provide service on an expedited basis and the customer accepts this proposal, a Special Handling Charge will apply.

(C) Indicates change.

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By Daniel J. Whelan, Vice-President, 315 N. 2nd St., Harrisburg, Pa.

GENERAL REGULATIONS

7. CANCELLATION, CHANGE OR SPECIAL HANDLING OF SERVICE REQUESTS (Cont'd) (C)

B. CANCELLATION OR SPECIAL HANDLING OF SERVICE REQUESTS FOR LINES AND CHANNELS
REQUIRING ENGINEERING DESIGN (Cont'd)

(3) Special Handling Charge (Cont'd)

- (c) If a request for expedited service has been approved by the Telephone Company and negotiated with the customer, and if the Telephone Company is subsequently unable to meet the agreed upon expedited service date, the Special Handling Charge will not apply.
- (d) In the event that the customer cancels a channel or line order that is being handled on an expedited basis, the full Special Handling Charge will be added to the Cancellation Charge specified in (2) preceding.
- (e) If a request for expedited service has been approved by the Telephone Company and negotiated with the customer and the order is subsequently delayed, at the request of the customer, the Special Handling Charge is applicable.
- (f) A Special Handling Charge will not be applied to orders expedited for Telephone Company reasons.
- (g) If costs other than additional administrative expenses are incurred when a designed order is expedited, the Telephone Company will develop, determine, and bill such costs in accordance with terms and conditions as set forth in the appropriate Section of this Tariff and in other Tariffs of the Telephone Company. Such costs include, but are not limited to, overtime charges, premium work time charges, costs to purchase non-standard materials, etc.

(C) Indicates change.

ISSUED MARCH 27, 1992.

EFFECTIVE MAY 26, 1992.

By Daniel J. Whelan, Vice-President, 315 N. 2nd St., Harrisburg, Pa.

In compliance with the Federal Communications Commission's Report and Order and Further Notice of Proposed Rulemaking, CC Docket No. 88-57 released June 14, 1990.

GENERAL REGULATIONS

7. CANCELLATION, CHANGE OR SPECIAL HANDLING OF SERVICE REQUESTS (Cont'd)

B. CANCELLATION OR SPECIAL HANDLING OF SERVICE REQUESTS FOR LINES AND CHANNELS
REQUIRING ENGINEERING DESIGN (Cont'd)

(3) Special Handling Charge (Cont'd)

- (h) The non-recurring Special Handling Charge to be applied to all orders for designed channels or lines processed on an expedited basis is as follows:

<u>SERVICE</u>	<u>SPECIAL HANDLING CHARGE PER CHANNEL</u>	(C)
Wide Area Telecom- munications Service	\$75.00	
Business Dial-Tone Line (designed)	75.00	
All Other Designed Circuits Specified in B.(1)	75.00	

The Special Handling Charge will be billed in addition to the normal Non-Recurring Product Service Charge or Connection Charge and will be applied on a per-channel or per-line basis.

8. USE OF SERVICE

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 Telephone Company receives other evidence that such service is being or will be so used.

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When a tenant on the Reseller's property elects to have the Telephone Company, instead of the Reseller provide service, the Reseller will provide the necessary facilities to connect the tenant with the Telephone Company's established Rate Demarcation Point.

In connection with resold or shared services and equipment, the customer is the customer of record. The Telephone Company, unless otherwise indicated in this Tariff, bills only the customer of record who is at all times responsible for payment of the full amount of all charges incurred, except as specified in Paragraph 9. following.

GENERAL REGULATIONS

8.1 INTERIM RESALE PROVISIONS

(C)

A. General

1. Notwithstanding other provisions of this Tariff or other Telephone Company Tariffs, the Telephone Company's telecommunications services are available for resale as set forth hereunder. To the extent that services are available for resale subject to terms and conditions set out in other provisions of this Tariff or other Telephone Company Tariffs, those terms and conditions remain applicable except to the extent they conflict with the language of this Section.
2. The regulations contained in this Section are intended to supplement the regulations contained in other sections of this or other Telephone Company tariffs to the extent such other regulations do not conflict with the regulations contained herein.

B. Regulations

1. Services provided by the Telephone Company may be resold only to a telecommunications carrier that has been duly authorized to transact business within the Commonwealth of Pennsylvania. Such carrier shall, as part of its initial application to the Telephone Company, for any service that it intends to resell, provide the Telephone Company with sufficient documentation that it has been duly authorized to transact business within the Commonwealth of Pennsylvania. Such carrier shall promptly notify the Telephone Company in writing of any subsequent judicial or administrative decision or act affecting such carrier's right to operate as a reseller of telephone service.
2. The provision of services by the Telephone Company to a resale carrier, pursuant to this or other Telephone Company tariff, does not constitute a joint undertaking with such resale carrier for the furnishing of any service.
3. Services that are offered at retail by the Telephone Company only to a limited category or class of subscribers are available for resale consistent with applicable F.C.C. and Pennsylvania P.U.C. rules and decisions that implement the Federal Telecommunications Act of 1996.
4. Services which are not available to new customers, i.e., grandfathered services, are available for resale to customers already subscribed to those services.

GENERAL REGULATIONS

8.1 INTERIM RESALE PROVISIONS (Cont'd)

(C)

B. Regulations (Cont'd)

5. A resale carrier is the Telephone Company's customer of record, and shall therefore be the single and exclusive point of contact for such carrier's subscribers in all matters pertaining to such subscribers' use of the resold service. Applications for service and requests for additions and rearrangements to or discontinuances of any resold service will be accepted by the Telephone Company only from the customer of record. Customer notification will be provided by the Telephone Company only to the customer of record.
6. A resale carrier, as the customer of record, is subject to and must comply with all conditions, limitations, and regulations that are applicable by Telephone Company tariff to the service being furnished to it by the Telephone Company and shall, in reselling such service to its subscribers, undertake in good faith to ensure that its subscribers fully comply with such of those conditions, limitations, and regulations as may be applicable to their use of the resold service, including without limitation, the Use of Service provisions of the Telephone Company's General Regulations Tariff No. 1.
7. The Telephone Company's liability, if any, for any loss or damage arising out of or in connection with its provision of service to a resale carrier is, as to both such carrier and its subscribers, limited by and subject to the provisions of Sections 2.1.3(A-H), 2.3.1, and 2.3.11(A-D) of the Telephone Company's Access Service Tariff No. 302, which sections are specifically incorporated herein by reference. For purposes of the incorporation and application of such sections to this Section, the terms "customer" and "IC" shall mean the resale carrier, and the term "end-user" shall mean any subscriber of such resale carrier.
8. To permit listings for the resale carrier's customers in the Statewide 911 data base, the resale carrier shall, as appropriate, provide to the Telephone Company the names, telephone numbers and addresses of all of its customers. Any change in the customer name, address or telephone number (including addition or deletion of a customer or a change in customer name, telephone number or address) shall be reported by the resale carrier to the Telephone Company within one day after the change occurs.

GENERAL REGULATIONS

8.1 INTERIM RESALE PROVISIONS

C. WHOLESALE DISCOUNT

1. Two permanent wholesale discount rates have been established by the Commission for the resale of retail telecommunications services:
 - a. A rate of 22.00%, inclusive of the Pennsylvania Gross Receipts Tax, for the resale of retail services if the CLEC provides its own operator services platform;
 - b. A rate of 18.34%, inclusive of the Pennsylvania Gross Receipts Tax, for the resale of retail services if the CLEC does not provide its own operator services platform.
2. The resale of retail telecommunications services is available at these wholesale rates pursuant to agreement with the Company subject to the restrictions set forth in subsection 8.1(D).

D. GENERAL RESTRICTIONS ON AVAILABILITY

1. This subsection D. implements the action taken by the FCC in WC Docket 18-141, Petition of USTelecom for Forbearance Pursuant to 47 U.S.C. § 160(c) to Accelerate Investment in Broadband and Next-Generation Networks, Memorandum Opinion and Order (rel. August 2, 2019), with respect to services offered for resale at an avoided-cost discount.
2. Notwithstanding any other provisions of this Tariff P.U.C. No. 1, and subject to the transitional provisions set forth in paragraphs 3. and 4., below, services purchased for resale are no longer available at the discount set forth in subsection 8.1(C) under this Tariff.
3. New purchases of services for resale at the discount set forth in subsection 8.1(C) may be made pursuant to this Tariff through February 2, 2020. After such date, additional purchases of services for resale may be made pursuant to this Tariff except for subsection 8.1(C) preceding, relating to resale discounts. Instead, all such purchases shall be priced at the applicable retail rates, without discount.
4. Any resold services purchased through February 2, 2020 will continue to be maintained through August 2, 2022 at the rates set forth in subsection 8.1(C) of this Tariff, unless the reseller discontinues such services or the service is terminated by Verizon for any reason authorized by this Tariff or by general regulations applicable to this Tariff (such as non-payment). (Authorized grounds for termination of a service purchased for resale under this Tariff include but are not limited to the fact that the underlying retail service is no longer offered by the company.) After such date, any such service that has not previously been discontinued by the customer or terminated by Verizon will continue to be provided by Verizon pursuant to this Tariff except for subsection 8.1(C) preceding, relating to resale discounts. Instead, such service will be provided at the applicable retail rate, without discount.

GENERAL REGULATIONS

8.1 INTERIM RESALE PROVISIONS

D. GENERAL RESTRICTIONS ON AVAILABILITY (CONT'D)

5. Nothing in this subsection D. is intended to expand the availability of services offered for resale, or of the pricing set forth in subsection 8.1(C), or to make either available if they would not be available but for this paragraph.

GENERAL REGULATIONS

9. PAYMENT FOR SERVICE

A. Nonrecurring and Recurring Charges

Non-usage sensitive charges, e.g., Dial Tone Line and usage package charges, are billed monthly, in advance of the use of such service. Usage sensitive charges, e.g., measured local usage and message toll charges, are billed monthly after the service has been rendered.

Payments received by the Telephone Company after the due date specified on the bill may not be applied to the current month's bill and may result in a past due balance appearing on a subsequent bill.

Applicants for service may be required to pay construction, special equipment and temporary service charges in advance. If advance payment is not required, such charges are payable when billed.

GENERAL REGULATIONS

9. PAYMENT FOR SERVICE (Cont'd)

A. Non-Recurring and Recurring Charges (Cont'd)

The customer assumes responsibility for the following:

- a. Charges for local and toll messages sent from and charged to his service,
- b. Charges for local and toll messages received at his service location on which the charges are reversed with the prior consent of any person answering the call,
- c. Charges for calls placed between two services other than the customer's and billed to him with the prior consent of any person at his service location,
- d. Charges for calls charged to his special billing number or credit card number by him or by any person with his knowledge, consent or acquiescence.

In all other cases the responsibility for all charges is that of the party who originates the call.

B. Dishonored Payment Charge

The customer will be responsible for the payment of a charge of \$30.00 per incidence when a negotiable instrument, which has been presented to the Telephone Company for payment of any charges, is returned by the bank for any reason including, but not limited to, nonsufficient funds, account closed, payment stopped, two signatures required, post dated, stale dated, account garnished, no account, drawn against uncollected funds, balance held, and unauthorized signature.

This charge is in addition to any or all charges assessed by the bank. This charge is not subject to the Optional Payment Plan for non-recurring charges described in Section 1A of this Tariff.

C. Late Payment Charge

1. Business Service

Any unpaid balance carried forward to the next month's bill is subject to a Late Payment Charge in the amount of the greater of (C)
\$5.00 or 1.50% of the unpaid balance. (C)

2. Residential Service

Where payment of any billed amount is not received within 5 days after the due date, the unpaid balance carried forward to the next month's bill may be subject to a Late Payment Charge in the amount of 1.25% of the unpaid balance.

GENERAL REGULATIONS

9. PAYMENT FOR SERVICE (Cont'd) (C)

D. Taxes On Contributions In Aid of Construction and Customer Advances

The following is filed in compliance with the order adopted May 11, 1989 and entered June 14, 1989, by the Pennsylvania Public Utility Commission in Docket No. I-880083.

Any Contribution In Aid of Construction, 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 a Contribution In Aid of Construction or Customer Advance will not be charged to the specific contributor of the capital.

10. DEPOSITS (C)

A. Residential Service

(1) Applicants for Service

An applicant for residential 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 Telephone Company, that he/she is not an unsatisfactory credit risk. Acceptable evidence shall include, but is not limited to:

- a. Service with a telephone company within the prior 24 month period which was neither suspended nor terminated for non-payment during the last twelve (12) months of service and where no unpaid balance exists with respect to such prior service; or
- b. Ownership of or an agreement to purchase real property located in the area served by the Telephone Company; or
- c. Rental of a residence located in the area served by the Telephone Company under a lease of one year or longer duration; or

(C) Indicates change.

ISSUED MARCH 27, 1992.

EFFECTIVE MAY 26, 1992.

By Daniel J. Whelan, Vice-President, 315 N. 2nd St., Harrisburg, Pa.

In compliance with the Federal Communications Commission's Report and Order and Further Notice of Proposed Rulemaking, CC Docket No. 88-57 released June 14, 1990.

GENERAL REGULATIONS

10. DEPOSITS (Cont'd)

(C)

A. Residential Service (Cont'd)

(1) Applicants for Service (Cont'd)

- d. Other information and verification demonstrating that the applicant is not an unsatisfactory credit risk. Where the applicant has had prior telephone service with a telephone 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.

(2) 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 more than two non-consecutive bills within the preceding twelve (12) months. The Telephone Company shall provide written notice to the customer of its intent to demand a deposit pursuant to this paragraph.

A deposit may be required in all cases other than where not required under Paragraph 9.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.

B. Business Deposits

(1) Applicants for Service

A deposit may be required from all applicants for business service. A deposit may be waived if, in the judgement of the Telephone Company, the applicant is a satisfactory credit risk.

(2) Existing Customers

A deposit may be required as a condition to the further provision of service if, in the judgement of the Telephone Company, the customer's credit has become doubtful.

(C) Indicates change.

ISSUED MARCH 27, 1992.

EFFECTIVE MAY 26, 1992.

By Daniel J. Whelan, Vice-President, 315 N. 2nd St., Harrisburg, Pa.

In compliance with the Federal Communications Commission's Report and Order and Further Notice of Proposed Rulemaking, CC Docket No. 88-57 released June 14, 1990.

GENERAL REGULATIONS

10. DEPOSITS (Cont'd)

(C)

C. Amount of Deposits

(1) Residence Customers

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

(2) Business Customers

The maximum deposit required from an applicant for service or an existing customer shall be calculated by the Telephone Company by estimating the expected charges for local exchange and interexchange service for a two month period.

(3) The amount of deposit to be held by the Telephone Company may be adjusted to maintain a two month estimated amount when, in the judgement of the Telephone Company, such adjustment is deemed necessary to adequately secure the account.

D. Posting of Deposits

Where a deposit is required it may be posted:

- (1) In cash,
- (2) Through an acceptable bank letter of credit,
- (3) Through an acceptable third party guarantee (residence customers only),
- (4) Other posting of security deemed acceptable by the Telephone Company.

E. Refund of Deposits

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

- (1) Service has been terminated or discontinued; or
- (2) The customer has established acceptable credit under Paragraph 9.A.(1);
or

(C) Indicates change.

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By Daniel J. Whelan, Vice-President, 315 N. 2nd St., Harrisburg, Pa.

In compliance with the Federal Communications Commission's Report and Order and Further Notice of Proposed Rulemaking, CC Docket No. 88-57 released June 14, 1990.

GENERAL REGULATIONS

10. DEPOSITS (Cont'd)

E. Refund of Deposits (Cont'd)

- (3) 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.

Deposits will be refunded to business customers at the sole discretion of the Telephone Company.

When service for residence or business customers has been terminated or disconnected, deposits will be deducted by the Telephone Company from any unpaid amounts. The difference will be refunded if applicable. (C)

For business customers, interest at the rate determined by the average rate of one-year Treasury bills for the months of September, October and November of the previous year will be paid by Verizon Pennsylvania Inc. on the amount of the deposit, for the period it is retained and, where the deposit is retained for a period in excess of one year, interest will be paid annually through a credit to the customer's account. The interest paid is without deduction for any taxes. (C)

For residence customers, interest will be paid by Verizon Pennsylvania Inc. on the amount of the deposit, for the period it is retained and, where the deposit is retained for a period in excess of one year, interest will be paid annually through a credit to the customer's account. The interest paid is without deduction for any taxes. For the rate at which interest is paid, see 52 Pa. Code §64.41. (C)

11. CHARGES FOR FRACTIONAL MONTHS

When service is established or discontinued or when, for any reason, a customer's billing date is changed, the charge for local service, equipment and facilities for each fractional part of a current billing month is determined as follows:

- a. The charge for local service, equipment and facilities is a pro rata share of the monthly charge.
- b. For purposes of administering this regulation, every month is considered to have thirty (30) days.

The foregoing provisions do not affect the regulations governing the minimum term of contract.

12. TRANSFER OF BUSINESS SERVICE FROM ONE CUSTOMER TO ANOTHER

The customer may transfer the customer's business service only to another company or entity that is the successor to substantially all of the customer's assets subject to the application of termination charges in accordance with Section 30 of this Tariff, and miscellaneous charges in accordance with Section 22C of this Tariff.

The call number associated with the telephone service to be transferred may, upon request of either customer, be associated with the new customer's service if the new customer assumes all tariffed charges outstanding at the time of transfer and obtains, if requested by the Telephone Company, the written consent of the customer from whom the service is transferred.

GENERAL REGULATIONS

12.1 CHANGE OF RESIDENCE SERVICE FROM ONE CUSTOMER TO ANOTHER

(C)

Change of residence service from one customer to another is permitted subject to the application of charges in accordance with Sections 22C and 30 of this tariff.

The telephone number associated with the service to be transferred must remain the same; there cannot be a lapse in service; the service address must remain the same; and the service being transferred may not be currently suspended or terminated for non-payment of charges.

GENERAL REGULATIONS

13. SUSPENSION, TERMINATION OR REFUSAL OF SERVICE

(C)

A. Suspension of Service

(1) Residence Customers

Service to any dwelling may be suspended by the Telephone Company after written notification to the customer, in the following circumstances:

- a. 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,
- b. 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,
- c. Unpaid indebtedness for telephone service previously furnished by the Telephone Company in the name of the customer within four (4) years of the date the bill is rendered,
- d. 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,
- e. Unreasonable refusal to permit access to service connections, equipment and other property of the Telephone Company for maintenance and repair,
- f. Violation of any tariff provision so as to threaten the safety of any person or the integrity of the service delivery system of the Telephone Company,
- g. Fraud or material misrepresentation of identity to obtain telephone service,
- h. Fraudulent use of the service, including:
 - (h.1.) the 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 an intraLATA message toll or local message charge,
 - (h.2.) the use of Directory Assistance to obtain a subscriber's listed name, address or telephone number for any purpose other than to facilitate the making of a telephone call,

(C) Indicates change.

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EFFECTIVE MAY 26, 1992.

By Daniel J. Whelan, Vice-President, 315 N. 2nd St., Harrisburg, Pa.

GENERAL REGULATIONS

13. SUSPENSION, TERMINATION OR REFUSAL OF SERVICE (Cont'd)

A. Suspension of Service (Cont'd)
(1) Residence Customers (Cont'd)

h. Fraudulent use of the service, including: (Cont'd)

(h.3.) the placing or acceptance of an intraLATA wide area telecommunications service call by an intraLATA wide area telecommunications service customer, his agent, employee or representative, in response to an uncompleted intraLATA message toll call, which was not completed in order to transmit or receive intelligence without the payment of the applicable intraLATA message toll charge,

(h.4.) the obtaining, or attempting to obtain, or 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 a trick, scheme, false representation, or false credit device, or by or through any other fraudulent means or device whatsoever, with intent to avoid the payment, in whole or in part, of the regular charge for such service,

(h.5.) the use of service or facilities of the Telephone Company for a call or calls, anonymous or otherwise, in a manner reasonably to be expected to frighten, abuse, torment, or harass another,

(h.6.) the use of profane or obscene language,

(h.7.) the continued use of non-basic or interexchange services where access to such services has been restricted by the Telephone Company pursuant to P.U.C. regulations and where the Telephone Company has warned the customer against further use of such services.

(2) Business Service

In the event of the abandonment of the service, the non-payment 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 terms and conditions under which service is furnished, the Telephone Company may suspend all services provided to the customer, or terminate all services provided to the customer without suspension or following suspension, and sever all connections and remove all of its equipment from the customer's premises.

(C)
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By Daniel J. Whelan, Vice-President, 315 N. 2nd St., Harrisburg, Pa.

In compliance with the Federal Communications Commission's Report and Order and Further Notice of Proposed Rulemaking, CC Docket No. 88-57 released June 14, 1990.

GENERAL REGULATIONS

13. SUSPENSION, TERMINATION OR REFUSAL OF SERVICE (Cont'd)

(C)

A. Suspension of Service (Cont'd)

(2) Business Service (Cont'd)

The Telephone Company may also terminate without advance notice any service which is used 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. Following such termination the Company will immediately notify the customer thereof.

The Company reserves the right to discontinue or refuse service because of abuse or fraudulent use of service. Abuse or fraudulent use of service includes:

- a. the 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 an intraLATA message toll or local message charge,
- b. the use of Directory Assistance to obtain a subscriber's listed name, address or telephone number for any purpose other than to facilitate the making of a telephone call,
- c. the placing or acceptance of an intraLATA wide area telecommunications service call by an intraLATA wide area telecommunications service customer, his agent, employee or representative, in response to an uncompleted intraLATA message toll call, which was not completed in order to transmit or receive intelligence without the payment of the applicable intraLATA message toll charge,
- d. the obtaining, or attempting to obtain, or 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 a trick, scheme, false representation, or false credit device, or by or through any other fraudulent means or device whatsoever, with intent to avoid the payment, in whole or in part, of the regular charge for such service,
- e. the use of service or facilities of the Telephone Company for a call or calls, anonymous or otherwise, in a manner reasonably to be expected to frighten, abuse, torment, or harass another,
- f. the use of profane or obscene language,
- g. any violation of any of the rules, regulations, or conditions under which service is furnished.

(C) Indicates change.

ISSUED MARCH 27, 1992.

EFFECTIVE MAY 26, 1992.

By Daniel J. Whelan, Vice-President, 315 N. 2nd St., Harrisburg, Pa.

GENERAL REGULATIONS

13. SUSPENSION, TERMINATION OR REFUSAL OF SERVICE (Cont'd)

B. Termination of Service

Service may be subsequently permanently terminated if the conditions for which it was suspended are not eliminated or satisfied. This satisfaction also includes the payment of all overdue charges applicable to the time of the restoration of service, including the regular monthly recurring rate for the service during the period of partial or complete suspension for non-payment and including any taxes which are imposed on the customer and are required to be paid or prepaid by the Telephone Company.

C. Refusal of Service

The Telephone Company reserves the right to refuse an application for service made by anyone who is indebted to the Telephone Company for telephone service previously furnished within four (4) years from the date of application, until the indebtedness is satisfied. In the event that service is connected for a customer who is indebted to the Telephone Company for telephone service previously furnished such customer, the service may be suspended by the Telephone Company unless the customer satisfied the indebtedness within ten (10) days after written notification (See A(1)c. preceding). The Telephone Company also reserves the right to refuse an application for service made by anyone who has not reached the age of majority.

D. Termination Liability

Early termination charges will not be assessed on voice services, when customer changes or upgrades service, within the Company or its affiliates, under a term commitment provided the following conditions are met:

- a. The value of the new term commitment is equal to or greater than the remaining value of the current term commitment,
- b. The Company or its affiliates provides both the existing and the new service via tariff, similar documents, commercial agreements or on an individual case basis (ICB), and
- c. The order to discontinue the existing service and the order for the new or upgraded service are received by the Company or its affiliates at the same time.

(C)

(C)

By Daniel J. Whelan, Vice-President, 315 N. 2nd St., Harrisburg, Pa.

GENERAL REGULATIONS

14. INTERRUPTION OF SERVICE

A. Main Service

- (1) When main service is interrupted for a period of at least 24 hours, the Telephone Company, after due notice by the customer, shall apply the following schedule of allowances except in situations provided for in subsection (2). Bell Atlantic may also, from time to time, offer its customers limited service alternatives in out of service conditions.
 - a. One-thirtieth of the tariff monthly rate of all services and facilities furnished by the Telephone 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 Telephone Company if the out-of-service extends beyond a minimum of 24 hours.
 - b. Two-thirtieths of the tariff monthly rate for each full 24-hour period beyond the first three 24-hour periods referred to in Paragraph 14A (1) a. However, in no instance shall the allowance (C) for the out-of-service period exceed the total charges in a billing period for the service and facilities furnished by the Telephone Company rendered useless or impaired.
- (2) 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 Telephone Company, an allowance of one-thirtieth of the tariff monthly rate for all services and facilities furnished by the Telephone Company rendered inoperative or substantially impaired shall apply for each full 24 hours during which the interruption continues after notice by the customer to the Telephone Company.
- (3) The allowance 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 Telephone Company, pursuant to the terms of the contract for service, suspends or terminates service for non-payment 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.

The preceding Rule applies only when main telephone service to the Rate Demarcation Point is interrupted.

GENERAL REGULATIONS

14. INTERRUPTION OF SERVICE (Cont'd)

B. Telpak Channels

When the use of the channels furnished under Section 12A of the Tariff is interrupted for two hours or more due to any cause other than the negligence or willful act of the customer or the failure of facilities provided by the customer, credit is allowed in hourly multiples for each hour or major fraction thereof of interruption, as follows:

Credit is computed separately for each two-point Telpak channel section affected.

1. Where the Telpak channel is arranged for use as a single channel, credit is allowed in the proportion that the period of interruption bears to the hours in the month.
2. Where the Telpak channel is arranged for use as a subdivided channel,
 - (a) if the equivalent telephone channels interrupted in a section are less than 50% of the total equivalent telephone channels arranged for use in the section, no credit is allowed.
 - (b) if the equivalent telephone channels interrupted in a section are 50% or more of the total equivalent telephone channels arranged for use in the section, credit is allowed as in 1. preceding.

C. Digital Data and High Capacity (DS1) Special Services - Service Assurance Maintenance Guarantee (C)

1. For Digital Data Service and High Capacity (DS1) Special Service available in Pa. P.U.C.-No. 304, a Service Assurance Maintenance Guarantee (SAMG) allowance, equal to 50% of the monthly recurring charge, applies in the event of a service interruption for four or more consecutive hours. The SAMG credit can only be applied once on a per-month, per-circuit basis. For multipoint circuits, the SAMG credit will apply to each leg of the circuit that experiences a service interruption. The SAMG credit is applied to the customer bill in addition to the existing monthly service rates, and in addition to any existing or applicable credit allowances for Digital Data Service and High Capacity (DS1) Special Service as provided in Pa. P.U.C.-No. 304, as long as the combination of monthly credits does not exceed the monthly charge. The monthly charge will consist of all applicable rate elements charged for the circuit experiencing a service interruption.

GENERAL REGULATIONS

14. INTERRUPTION OF SERVICE (Cont'd)

C. Digital Data and High Capacity (DS1) Special Services - Service Assurance Maintenance Guarantee (Cont'd) (C)

2. The Service Assurance Maintenance Guarantee (SAMG) described above does not apply under the following circumstances:

- (a) Interruptions caused by the negligence of the customer or the failure of facilities or systems furnished by the customer or others.
- (b) Interruptions of a service during any period in which the Telephone Company is not afforded access to the premises where the service is rendered.
- (c) Periods when the customer elects not to release the service for testing and/or repair and continues to use it on an impaired basis.
- (d) Interruptions due to labor difficulties, governmental orders, civil commotion, criminal actions taken against the Telephone Company, Acts of God and other circumstances beyond the Telephone Company's reasonable control.

D. All Other Channels (C)

When the use of all other channels furnished under this Tariff is interrupted for 24 hours or more due to any cause other than the negligence or wilful act of the customer or the failure of facilities provided by the customer, a credit allowance of 1/30 of the Tariff monthly rate for the specific channel for each full day that the channel was interrupted is provided.

GENERAL REGULATIONS

15. LIABILITIES

(C)

A. Of the Telephone Company

The liability of the Telephone Company to its customers or other persons for damages arising out of failure to comply with a direction to install, restore or terminate service, or out of failure to satisfy a request to an operator to render assistance, or out of failures, mistakes, omissions, interruptions, delays, errors, or defects occurring in the course of furnishing service, shall in no event, unless caused by the willful and/or wanton misconduct of the Telephone Company, exceed an amount in liquidated damages equivalent to the greater of \$500 or two times the proportionate charge to the customer for the service affected during the period in which such failures, mistakes, omissions, interruptions, delays, errors, or defects occur. In addition, no charge will be made to the customer for the affected service during the period in which such failures, mistakes, omissions, interruptions, delays, errors, or defects occur.

The Telephone Company shall not be liable for damages arising out of failure or malfunction of any customer-provided facilities which are interconnected with the Telephone Company's facilities.

The Telephone Company, except as provided herein, shall not be liable for damages arising out of errors in or omissions from its directories, nor will the Telephone Company be a party to controversies arising between customers or others as a result of listings in its directories. The Telephone Company shall not be liable for damages arising out of errors in or omissions from its directories when the listing information has been submitted by a customer on behalf of its patron(s). The Telephone Company's liability for damages arising out of errors in or omissions from its directories, including listings in the classified directory for which no specific charge applies and listings obtainable from an operator, including errors or omissions in the reporting thereof by an operator, shall in no event exceed an amount in liquidated damages equivalent to the proportionate charge for that part of the customer's service which is impaired, but not to exceed one-half the local service charges for the service affected for the period from the date of issuance of the directory in which the mistake occurred to the date of issuance of a new directory containing the proper listing, or, in the case of an error or omission in reporting by an operator, for the period that such mistake in reporting continues.

(C) Indicates change.

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By Daniel J. Whelan, Vice-President, 315 N. 2nd St., Harrisburg, Pa.

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GENERAL REGULATIONS

15. LIABILITIES (Cont'd)

A. Of the Telephone Company (Cont'd)

Adjustments within the limits provided herein may be made by direct payment to the customer or by credit to the customer's account.

When the lines of other telephone companies are used in establishing connections to points not reached by the Telephone Company's lines, the Telephone Company is not liable for any act or omission of the other company or companies.

The Telephone Company is not liable for any defacement of or damage to the premises of a customer resulting from the attachment of the Telephone Company's instruments, equipment, cable and associated wiring on such premises or by the installation or removal thereof, when such defacement or damage is not the result of the negligence of the Telephone Company.

- (1) 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.

(C)

B. Of the Customer

When telephone service on a customer's premises is intended to be available to the general public, and the customer, because of governmental regulations applicable to the customer or for any other reason, desires such service be made unavailable during certain periods other than periods when the entire premises are closed, the customer shall waive all claims which the customer may at any time have and shall indemnify and save the Telephone Company harmless from all claims by third parties (including any expense in connection with defending against such claims) arising out of any act done by the customer in making such service so unavailable.

(C) Indicates change.

GENERAL REGULATIONS

15. LIABILITIES (Cont'd)

(C)

B. Of the Customer (Cont'd)

The customer indemnifies and saves the Telephone Company harmless from any and all claims (including any expense in connection with defending against such claims); for infringement of patents arising from combining with, or using in connection with, facilities of the Telephone Company, apparatus or systems of the customer; arising out of or in connection with the failure or malfunction of any customer-provided facilities which are interconnected with the Telephone Company's facilities; or arising out of any act or omission of the customer in connection with facilities provided by the customer or by the Telephone Company.

The customer indemnifies and saves the Telephone Company harmless from any and all claims (including any expense in connection with defending against such claims); for injury to any person or property caused by Telephone Company facilities on customer's premises when the customer has altered his premises, thereby causing Telephone Company facilities to pose a danger to persons there, and has failed to inform the Telephone Company of that danger and to take such steps as would remove that danger.

The Company is not liable for any impairment in service caused by the connection, by the customer, of a combination of equipment to a line that exceeds the Ringer Equivalence of five.

16. PROVISION OF CUSTOMER PREMISES EQUIPMENT

(C)

In accordance with the Order of the F.C.C. in Docket 20828, customer premises equipment, as defined by the F.C.C., will not be provided by the Company, except as otherwise permitted by the F.C.C.

The use and provision of customer premises equipment remains subject to the regulations of filed Tariffs. It is the customer's responsibility to insure that customer-provided premises equipment is compatible with associated service of the Company.

Any equipment furnished by the Company shall remain the property of the Company and upon termination of service for any cause whatsoever be returned to it in good condition, reasonable wear and tear thereof excepted.

(C) Indicates change.

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By Daniel J. Whelan, Vice-President, 315 N. 2nd St., Harrisburg, Pa.

In compliance with the Federal Communications Commission's Report and Order and Further Notice of Proposed Rulemaking, CC Docket No. 88-57 released June 14, 1990.

GENERAL REGULATIONS

17. INSTALLATION, RELOCATION, MAINTENANCE AND REPAIRS

Except as otherwise noted in this Tariff, all network wiring and equipment owned by the Telephone Company must be installed, relocated, maintained and repaired (C) by the Telephone Company or its authorized contractor. However, the Telephone Company reserves the right to require the customer to install and maintain, in accordance with the Telephone Company's specifications, facilities furnished by the Telephone Company located in places where their installation and maintenance by the employees of the Telephone Company would involve unusual hazard to them. The customer shall be responsible for payment of the cost of replacing damaged, destroyed or lost property of the Telephone Company caused by the negligence or wilful act of the customer or by the location of the facilities to meet the customer's requirements at points involving unusual hazard to such facilities. The customer may not rearrange, disconnect, remove or attempt to repair or permit others to rearrange, disconnect, remove or attempt to repair any Telephone Company equipment or facilities on the Telephone Company's side of the Rate Demarcation Point (RDP) including the Network Interface Device (NID), if present except upon the written consent of the Telephone Company or unless specifically authorized in other Sections of this Tariff.

If extraneous electrical impulses and/or other interference are present at the customer's side of the RDP and require Telephone Company equipment or facilities to be modified, such modification shall be performed by the Telephone Company and the cost thereof shall be borne by the customer. If modification of customer-provided facilities is required, the customer shall perform the modification and bear the cost.

18. ACCESS TO PREMISES OF CUSTOMER

The agents and employees of the Telephone Company shall have the right to enter the premises of a customer at any reasonable hour for the purpose of making collections or at any time for the purpose of maintaining, inspecting or repairing the facilities of the Telephone Company.

19. TELEPHONE NUMBERS

A. ASSIGNMENT

The area code, or codes, central office designation, or designations, or line number, or numbers, or all of them, to be associated with a customer's telephone service shall be determined by the Telephone Company; and the Telephone Company reserves the right to change such codes, designations, or numbers, or all of them, associated with a customer's telephone service as the conduct of the business may require. The customer has no proprietary right in any area code, central office designation, or line number.

GENERAL REGULATIONS

19. TELEPHONE NUMBERS (Cont'd)

(C)

B. MISASSIGNMENT

In the event that a customer physically located within the Telephone Company's serving territory is inadvertently assigned a telephone number(s) associated with a Telephone Company exchange other than the one in which the customer is physically located, and such misassignment has existed for a period of at least six months, the Telephone Company will ask the misassigned customer to accept a new telephone number(s) in the correct exchange. There will be no nonrecurring charge(s) for the change of telephone number(s). The Telephone Company shall attempt to negotiate a mutually acceptable date for the change of telephone number(s), but in no event may the change of telephone number(s) occur later than 18 months after the date upon which the customer is first notified of the misassignment. The Telephone Company shall provide the customer with Basic Referral Service as defined at Section 5A of this Tariff at no additional charge (monthly or nonrecurring) for a period not to exceed 12 months for residence customers or 18 months for business customers, beginning with the date upon which the telephone number(s) is changed.

Concurrent with a change of telephone number(s), if the customer's monthly rate associated with either Dial Tone Line and/or Local Usage Option Package is higher for the exchange to which the customer was misassigned than for the exchange to which the customer should have been assigned, the Telephone Company shall refund the monthly rate difference(s). The refund will be for the period of time during which the customer was misassigned, but in no event for more than four years.

Where a change in telephone number(s) would impose undue hardship upon a customer (other than a difference in rates), the customer may continue to receive telephone service under the existing telephone number(s) for such time as the same customer continues to receive existing telephone service at the existing location. A customer whose existing telephone number(s) is retained pursuant to a showing of undue hardship shall not be eligible to receive a refund.

GENERAL REGULATIONS

20. SPECIAL SERVICES

(C)

A. Special Assembly

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

B. Standby Labor

On occasions such as, but not limited to, sporting events, one time entertainment events and telethons where the customer requests that Telephone Company employees be furnished on a standby basis to safeguard the continuity of Telephone Company provided services, the costs to the Telephone Company associated with such requests will be borne by the customer. Standby labor includes all time during which Telephone Company personnel are available for repairs, installations or tests of equipment or facilities. Charges based on cost per each hour or fraction thereof of standby labor furnished will apply.

C. Standby Equipment

Standby equipment includes all back-up or additional equipment or facilities available for use by the Telephone Company in the performance of any service. The charge for standby equipment will be based on costs.

21. PRIORITY OF SERVICE

(C)

A. IntraLATA Toll Messages

In case a shortage of facilities exists at any time either for temporary or protracted periods, the furnishing of intraLATA 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, miscellaneous purposes, teletypewriter, program transmission, secretarial and foreign exchange.

B. 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, miscellaneous purposes, teletypewriter, program transmission, secretarial and foreign exchange.

(C) Indicates change.

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By Daniel J. Whelan, Vice-President, 315 N. 2nd St., Harrisburg, Pa.

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GENERAL REGULATIONS

21. PRIORITY OF SERVICE (Cont'd)

C. Facility Shortages

During the period in which there are facility shortages, exchange line plant or exchange central office equipment made available through normal disconnection or by new acquisition will be used to take care of applications for service for which the foregoing facilities can be respectively employed in the following order:

- (1) Business service and residence main service to the extent required for the proper discharge of duties essential to Governmental and Public Health and Welfare activities listed in Schedule A1 following; pay telephone line service; temporary installation of residence main service when immediate installation of service is essential to the protection of life; connection with an answering bureau for practicing physicians and surgeons; change of address of business service and of residence main service within the same central office area; and service specifically authorized because of essentiality or unreasonable hardship. (C)
- (2) Changes of address of business service to another central office district within the Telephone Company's territory.
- (3) New business service for an enterprise which is substantially owned and principally operated or managed by a veteran who has been honorably separated or placed on terminal leave from the armed forces of the United States or the merchant marine since January 1, 1940, provided such enterprise is expected to be the veteran's principal means of livelihood. The applicant for service must certify to these facts.
- (4) Business service other than that included in the above categories.
- (5) Residence main service for cases involving serious illness or physical disability set forth in Schedule B following.
- (6) Changes of address of residence main service to another central office district within the Telephone Company's territory.
- (7) New residence main service to the extent required for the proper discharge of duties essential to Production and Employment activities listed in Schedule A2 following.
- (8) New residence main service for Veterans and Servicemen's Families set forth in Schedule C following.
- (9) New residence main service other than that included in the above categories.

(C) Indicates change.

GENERAL REGULATIONS

21. PRIORITY OF SERVICE (Cont'd)

(C)

C. Facility Shortages (Cont'd)

SCHEDULES

SCHEDULE A1 - GOVERNMENTAL AND PUBLIC HEALTH AND WELFARE

1. Governmental

- (a) Official Army, Navy, Marine Corps and Coast Guard Units and the Veterans' Administration.
- (b) Official Federal, State, county and municipal government services.
- (c) Official agencies of foreign governments.

2. Public Health and Welfare

- (a) Public or private organizations directly serving the public safety, health or welfare, such as: hospitals, clinics, sanitarium; physicians, surgeons, dentists, nurses, nurses' registries, veterinarians, ambulance services, manufacturers or distributors (wholesale and retail) of drugs, surgical, medical, hospital or dental supplies or equipment; mortuaries, burial service organizations; the American Red Cross and similar agencies.
- (b) Philanthropic and eleemosynary organizations recognized as such by the Bureau of Internal Revenue, including their fund-raising offices; United Service Organizations and other similar organizations; religious establishments and their officiating clergy; Christian Science Practitioners; public and private schools.
- (c) Press associations, newspapers, radio broadcasting stations.
- (d) Public transportation, pipe line companies, all types of public utilities.
- (e) Labor unions having bona fide collective bargaining agreements with business concerns identified in Schedule A1.

SCHEDULE A2 - PRODUCTION AND EMPLOYMENT

- (a) The hiring of substantial numbers of people.

(C) Indicates change.

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By Daniel J. Whelan, Vice-President, 315 N. 2nd St., Harrisburg, Pa.

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GENERAL REGULATIONS

21. PRIORITY OF SERVICE (Cont'd)

(C)

C. Facility Shortages (Cont'd)

SCHEDULES (Cont'd)

SCHEDULE A2 - PRODUCTION AND EMPLOYMENT (Cont'd)

- (b) The furnishing of material, equipment or facilities under prime or subcontracts to the armed forces of the United States and by suppliers to such prime or subcontractors; persons (such as engineers, architects, contractors, chemists, lawyers and accountants) who perform special services for these activities or for public works projects.
- (c) The production and wholesale distribution of fuel and lumber and other construction materials and construction equipment and mining equipment; mining operations and mining engineers.
- (d) The maintaining or servicing of equipment essential to the following: the armed forces, production for the armed forces, public works projects, public transportation, public utilities, pipe line companies, mining operations, and producers of fuel, lumber, and other construction materials and construction equipment and mining equipment.
- (e) Food processing, food distribution (wholesale and retail) and food storage and production of substantial quantities of food.
- (f) Labor unions having bona fide collective bargaining agreements with business concerns identified in Schedule A2.

SCHEDULE B - SERIOUS ILLNESS OR PHYSICAL DISABILITY

1. Residence main service where the attending physician or surgeon certifies that there exists a condition or serious illness or pregnancy involving serious complications, that he must be called repeatedly at unpredictable intervals for emergency treatment and that in view of all the circumstances telephone service is essential. Such service shall be terminated within 30 days of the termination of the conditions specified above.

(C) Indicates change.

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GENERAL REGULATIONS

21. PRIORITY OF SERVICE (Cont'd)

(C)

C. Facility Shortages (Cont'd)

SCHEDULES (Cont'd)

SCHEDULE B - SERIOUS ILLNESS OR PHYSICAL DISABILITY (Cont'd)

2. Residence main service where a person lives alone and the attending physician certifies that such person is confined to residence quarters for a protracted period by reason of serious illness or physical disability and that in view of all the circumstances telephone service is essential; residence main service where a blind person lives alone. The phrase "lives alone" includes a person who is alone all day or during the day or night working hours except for one or more children aged fifteen years or younger or another person either blind or similarly certified to be confined to residence quarters by reason of serious illness or physical disability. Such service shall be terminated within 30 days after the termination of the conditions specified above.
3. Residence main service for a seriously disabled veteran of the armed forces of the United States who has been honorably separated from the armed forces since January 1, 1940. For the purpose of this paragraph a veteran will be considered seriously disabled if he is receiving disability payments of fifty dollars a month or more from the Veterans' Administration or the Armed Forces. The applicant for service must certify to these facts.

SCHEDULE C - VETERANS AND SERVICEMEN'S FAMILIES

1. Residence main service for the wife of a member of the armed forces of the United States or the merchant marine who is on active duty away from home, where she is pregnant and there is no one else in her household, or where her household consists only of herself and one or more children aged fifteen years or younger; and under the same circumstances for a widow whose husband died since January 1, 1940 while a member of the armed forces of the United States or the merchant marine. For the purpose of this paragraph the presence of one or more persons who are blind or confined in residence quarters by reason of serious illness or physical disability shall be disregarded. The applicant for service must certify to these facts.
2. Residence main service for those who discontinued residence service upon entering the armed forces of the United States or the merchant marine and who have been honorably separated or placed on terminal leave from the armed forces or the merchant marine since January 1, 1940. The applicant for service must certify to these facts.

(C) Indicates change.

ISSUED MARCH 27, 1992.

EFFECTIVE MAY 26, 1992.

By Daniel J. Whelan, Vice-President, 315 N. 2nd St., Harrisburg, Pa.

In compliance with the Federal Communications Commission's Report and Order and Further Notice of Proposed Rulemaking, CC Docket No. 88-57 released June 14, 1990.

GENERAL REGULATIONS

21. PRIORITY OF SERVICE (Cont'd) (C)

C. Facility Shortages (Cont'd)

SCHEDULES (Cont'd)

SCHEDULE C - VETERANS AND SERVICEMENS'S FAMILIES (Cont'd)

3. Residence main service for a veteran who has been honorably separated or placed on terminal leave from the armed forces of the United States or the merchant marine since January 1, 1940, and who is head of a family (that is, who maintains in one household one or more individuals other than himself who are connected with him by blood relationship, relationship by marriage, or by adoption). The applicant for service must certify to these facts.

22. TELECOMMUNICATIONS SERVICE PRIORITY (C)

- A. The Telecommunications Service Priority System is the regulatory, administrative and operational system authorizing and providing for priority treatment, to provide and restore National Security Emergency Preparedness Telecommunications services. Under the rules of the Telecommunications Service Priority System, The Telephone Company is authorized and required to provide and restore services with Telecommunications Service Priority assignments before services without such assignments.
- B. The provision and restoration of Telecommunications Service Priority System services shall be in compliance with Part 64, Appendix A, of the Federal Communications Commission's Rules and Regulations, the guidelines set forth in the Telecommunications Service Priority for National Security Emergency Preparedness Service User Manual and Service Vendor Handbook and in accordance with the regulations, rates and charges specified in Pa. P.U.C.-No. 302 Access Service Tariff, Sections 10.7.4. and 10.7.5.
- C. The existing Private Line Service Restoration Priorities System is superseded by the Telecommunications Service Priority (TSP) System in compliance with the above mentioned rules. Existing Restoration Priority arrangements will remain in effect until March 10, 1993. If Restoration Priority Service is converted to TSP, the customer will incur the Priority Restoration Level Implementation Nonrecurring Charge set forth in Pa. P.U.C. No. 302, Section 10.7.5.

(C) Indicates change.

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By Daniel J. Whelan, Vice-President, 315 N. 2nd St., Harrisburg, Pa.

In compliance with the Federal Communications Commission's Report and Order and Further Notice of Proposed Rulemaking, CC Docket No. 88-57 released June 14, 1990.

GENERAL REGULATIONS

23. TRANSFER OF SERVICE TO ANOTHER CENTRAL OFFICE DISTRICT

The Telephone Company may, at its option, transfer service to another central office district when such rearrangement of facilities is beneficial to the long term interests of the Company and its customers. For dial tone line charges and for those services subject to channel charges, where the transfer to a different serving central office within the same exchange would affect the amount of such charges, the following treatment will apply:

- A. When the transfer results in a reduction in rates, the reduced rates will apply from the date that the transfer is completed.
- B. When the transfer results in an increase in rates, the increased rates will become effective in one year, on the anniversary date of the completion of the transfer.
- C. In cases where channel services may be reconfigured to avoid higher charges which would otherwise apply, the reconfiguration will be made without the application of non-recurring charges if the customer requests such reconfiguration within a reasonable time after the transfer to another central office district, normally not to exceed three-months thereafter. This regulation is limited to services existing at the time of the transfer. Any additions or changes in service requested by the customer are subject to applicable Tariff charges.

24. LIMITED SERVICE OFFERING

Limited Service Offerings may be furnished by the Telephone Company when it is anticipated that no more than fifty customers will request a particular service, and the service furnished to any such customer will involve an initial capital expenditure of no more than \$100,000.

The Telephone Company will file with the Commission, at least sixty days before the first installation of any service provided hereunder, a "Limited Service Offering Supplement". The supplement is in lieu of a general Tariff and satisfies the Commission's requirements for filing a Tariff. The supplement will include a brief description of the service and how it will be provided and will also include information about costs and rates. Changes in rates, terms and conditions may be made from time to time by the Telephone Company with no less than sixty days notice to the Commission and to customers for the service.

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GENERAL REGULATIONS

24. LIMITED SERVICE OFFERING (Cont'd)

(C)

Should circumstances change so that a general Tariff offering is warranted, the Telephone Company must file such a Tariff. In such case, existing customers would be furnished service in accordance with the general Tariff offering.

Service(s) provided hereunder are subject to all other applicable provisions in the Tariffs of the Telephone Company lawfully on file with the Commission.

The Telephone Company may limit the furnishing of any service provided under this Tariff provision to existing customers and decline to offer the service to new customers.

Limited Service Offerings which, in the judgement of the Telephone Company, are feasible to provide, will be furnished to customer(s) at rates based on costs, including an appropriate amount for contribution.

25. PRELIMINARY SERVICE OFFERING

(C)

In circumstances where customers require service(s) for which a Tariff is under consideration, but has not yet been filed with the Commission, the Telephone Company may provide the service(s) under authority of this provision. This provision may apply when:

1. a customer is physically moving or expanding its location(s);
2. existing service requirements exceed, or will shortly exceed, existing service capacity so that service to the customer may be impaired;
3. existing service is, or will shortly become, incompatible with future service needs of the customer;
4. a customer needs service to be installed as soon as possible.

The Telephone Company will file with the Commission, at least sixty days before the first installation of any service provided hereunder, a "Preliminary Service Offering Supplement". The supplement is in lieu of a general Tariff and satisfies the Commission's requirements for filing a Tariff. The supplement will include a brief description of the service(s) and how it will be provided and will also include information about costs and rates. The estimated rates for service(s) provided hereunder will be based on costs, including an appropriate amount of contribution.

Service(s) provided hereunder are subject to all other applicable provisions in the Tariffs of the Telephone Company lawfully on file with the Commission.

(C) Indicates change.

ISSUED MARCH 27, 1992.

EFFECTIVE MAY 26, 1992.

By Daniel J. Whelan, Vice-President, 315 N. 2nd St., Harrisburg, Pa.

In compliance with the Federal Communications Commission's Report and Order and Further Notice of Proposed Rulemaking, CC Docket No. 88-57 released June 14, 1990.

GENERAL REGULATIONS

25. PRELIMINARY SERVICE OFFERING (Cont'd)

(C)

A general Tariff offering for any service(s) rendered hereunder must be filed by the Telephone Company with the Commission within twelve months after the service(s) is initially provided to any customer. However, the Commission, at the request of the Telephone Company for good cause shown, may authorize extension of the twelve month period or may authorize the Telephone Company to limit the furnishing of any service rendered under this provision to existing customers, at the rates, terms, and conditions previously filed with the Commission. Pending approval by the Commission of any general Tariff offering filed by the Telephone Company, if said general Tariff offering has not been permitted to become effective, the service(s) shall continue to be provided under the terms, conditions, and rates as originally filed with the Commission by the Telephone Company.

Upon approval by the Commission of the general Tariff offering, or upon the effectiveness of the said general Tariff offering without Commission approval, existing customers will then be provided service(s) only in accordance with the general Tariff offering. The rates and regulations as finally approved by the Commission shall be binding on each customer who had the service(s) prior to Commission approval as if they had been in effect when the customer was originally provided the service(s).

26. TRIAL SERVICE OFFERING (TSO)

(C)

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 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 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 for a period not to exceed six 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 tariffed 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.

(C) Indicates change.

ISSUED MARCH 27, 1992.

EFFECTIVE MAY 26, 1992.

By Daniel J. Whelan, Vice-President, 315 N. 2nd St., Harrisburg, Pa.

In compliance with the Federal Communications Commission's Report and Order and Further Notice of Proposed Rulemaking, CC Docket No. 88-57 released June 14, 1990.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS

The Company may, from time to time, offer services at reduced rates and/or charges or at no rate or charge for promotional, market research, training or experimentation purposes. These Promotional Offerings may be limited to certain dates, times, and/or locations, but will not have a duration of longer than six(6) months in any rolling twelve month period which commences as of the effective date of the filed promotion (multiple promotions can occur during this twelve month period). The Company will notify the Commission ten (10) days in advance of any such customer promotional offering.

Any customer will be allowed to participate in a promotional offering upon request, provided the Company has the necessary facilities and billing capabilities to permit such participation.

For all promotional offerings which involve usage or monthly rates, the Company will provide customers with a notice of the promotional and post-promotional rate(s) for the promoted service(s) at the time the promotional offering is made.

The Company will file Promotional Offerings in a manner which complies with the Pennsylvania Public Utility Commission's Opinion and Order in Docket No. R-00943008, entered July 28, 1995.

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(C)

GENERAL REGULATIONS

The following Promotional Offering tariff sheets are hereby canceled and withdrawn:

Sheet 23B Through Sheet 23O
Sheet 23Q Through Sheet 23Z
Sheet 23AA Through Sheet 23AZ
Sheet 23BA Through Sheet 23BZ
Sheet 23CA Through Sheet 23CT
Sheet 23CU Through Sheet 23CZ
Sheet 23DA Through Sheet 23DW
Sheet 23EB

(C)

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

(C)

Residence and Business Customers (Local Service - Unauthorized Transfer):

A. Promotion Description:

This promotion provides for a nonrecurring charge waiver for Residence and Business customers when local service, previously provided by Verizon Pennsylvania, is transferred back to Verizon due to an unauthorized transfer of service by a Competitive Local Exchange Carrier (CLEC).

B. Promotional Period:

The promotional period will be from November 28, 2000 through February 12, 2001.

C. Regulations:

1. Qualified customers will not be billed the associated nonrecurring charge(s) required to reestablish local exchange service, features or options with Verizon Pennsylvania.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

(C)

Call Intercept

Description:

Selected Residence customers, who are employees of Verizon and are provided service via Siemens switching equipment in areas of the Philadelphia 228 LATA, will be given the option to trial a new service between December 15, 2000 and February 15, 2001. The service is provided to employees only for training and experimentation purposes, and there will be no rates or charges for this promotion. This service is currently available to customers that are provided service via DMS 100 or 5ESS switches.

Product Description:

Call Intercept is as an enhancement to "Caller ID with Name". When a Caller ID subscriber who participates in this promotion receives a call from an identified caller (i.e., calling party's name and number are displayed on the Caller ID box) the subscriber can make an informed choice about accepting or rejecting the call. However, when a Caller ID subscriber receives a call from an unidentified caller (i.e., caller has blocked his or her number or is calling from a telephone number that does not send the name and number information), the called party can not make an informed choice about accepting or rejecting a call. Unidentified calls/callers are shown on the Caller ID box as "Out of Area", "Unavailable", "Anonymous" or "Private".

Call Intercept provides "Caller ID with Name" customers with information they can use to make informed choices about accepting or rejecting unidentified calls by requiring identification of the calling party as a condition of call completion. The unidentified caller is prompted by a recorded message to record his/her name. Once recorded, Call Intercept calls the subscribing customer's line, and displays the words "Call Intercept" on the Caller ID box. When the subscribing customer answers, Call Intercept plays the recorded name. The subscriber can then accept the call, refuse the call, or send the call to Home Voice Mail or an answering machine, if available. If the subscribing customer is not home or chooses to not answer, Call Intercept forwards the caller to Home Voice Mail or the customer's answering machine, if available. PIN (Private Identification Number) numbers are available to subscribers for use by family or friends to allow them to bypass the new Call Intercept screening feature.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

(C)

Optional Central Office Service

Description:

Verizon PA will waive the non-recurring Product/Service Charge of \$5.00 per line, per order, as tariffed in PA P.U.C.-No. 1., Section 30E-2 for Residential customers who are first-time subscribers to Call Forwarding-Busy Line, Don't Answer.

This offering is available for Residence customers from January 6, 2001 through April 2, 2001.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

(C)

SoundDialing Plan Customer Promotion

A. Promotion Description:

During the Promotional Period, existing SoundDialing Plan customers (with service as of November 30, 2000), who choose to change to the Personal Unlimited Plan (PUP), can do so at the same or recalculated monthly rate under their SoundDialing Plan, as of the date of the customer change.

B. Promotional Period:

The Promotional Period will be from April 24, 2001 through October 19, 2001.

C. Regulations:

1. All PUP tariff regulations and applicable recalculated monthly rates will apply to all former SoundDialing Plan customers who utilize this promotional offer.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

Business **IntelliLinq**® BRI Virtual Office ISDN (VOI) Service

(C)

Verizon PA will waive the Nonrecurring Product/Service Charges for qualifying business customers. The Nonrecurring Product/Service Charges range from \$29.25 to \$100 as tariffed in Pa. P.U.C. -No. 1, Section 21E. These charges vary according to the options or term the customer has chosen. This offer will be available to business customers between April 2, 2001 and June 29, 2001.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

(C)

Additional Dial Tone Lines - Residence Customers

A. Promotion Description:

During the promotional period, Residence customers who order an additional Residence Dial Tone Line(s) will receive a \$20.00 promotional credit on the Verizon Pennsylvania portion of their telephone bill. However, customers must also have or subscribe to one of the following Verizon packages to be eligible for the promotional credit: Local Package (Standard or Premium), Local Package - Metropolitan, **SoundDeal**, **SoundDeal Plus** or Big Deal.

B. Promotional Period:

The promotional period will be from April 9, 2001 through July 6, 2001.

C. Regulations:

1. This promotion cannot be combined with any other Residence Additional Dial Tone Line offer.
2. Link Up America and Lifeline Service lines are not eligible for this promotion.
3. The additional Residence Dial Tone Line(s) must be located on the same premises as the initial line, regardless of the billing name on the account.
4. If a customer subscribes to the Local Package (Standard or Premium), Local Package - Metropolitan, **SoundDeal** for **SoundDeal Plus**, this package must be associated with the customer's main service in order to qualify for this promotional offer on any additional Dial Tone Line(s).

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

Business **IntelliLinQ**® BRI Virtual Office ISDN (VOI) Service

(C)

Verizon PA will waive the Nonrecurring Product/Service Charges for qualifying business customers. The Nonrecurring Product/Service Charges range from \$29.25 to \$100 as tariffed in Pa. P.U.C. -No. 1, Section 21E. These charges vary according to the options or term the customer has chosen. This offer will be available to business customers between October 1, 2001 and December 28, 2001.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

Business Customer - Winback Program

(C)

A. Promotion Description:

This filing provides for a Calling Certificate rebate for qualified Verizon Pennsylvania Inc. Business customers who change their Local Service Provider to Verizon. Eligible customers will receive a certificate that will be equal to the Verizon charges on their telephone bill for making the change.

Eligible customers will receive a Calling Certificate, payable to Verizon Pennsylvania Inc., equal to the value of the applicable nonrecurring charges(s) for changing their Local Service Provider to Verizon Pennsylvania Inc., which can be used toward the payment of the nonrecurring charges on their business telephone bill.

B. Promotional Period:

1. The promotional period will be from February 11, 2002 through May 11, 2002.

C. Program Regulations:

Calling Certificates may not be applied to charges for other products or services billed by Verizon Pennsylvania Inc. Each eligible customer is entitled to receive only one Calling Certificate pursuant to this promotional offering.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

Business Special - Winback Toll Program

(C)

A. Promotion Description:

The Business Special - Winback Toll Program ("Program") is an account level optional toll calling arrangement available to existing Verizon Pennsylvania Business customers who are presubscribed to an intraLATA toll provider (ITP) other than Verizon (or an LPIC of none) for one or more of the existing exchange access lines on their account as of January 14, 2002

B. Program Promotional Period:

1. The promotional period will be from January 14, 2002 through April 12, 2002.

C. Program Regulations:

1. This program is available to business customers who enroll in a two-year Program Agreement for each billed telephone number account, and retain Verizon as their intrastate ITP for all eligible Business Dial Tone Lines for the entire Agreement period.
2. Business customers in this Program will have their eligible Direct Distance Dialed intrastate intraLATA completed toll calls billed in Initial Eighteen-Second and Additional Six-Second Increments or fraction thereof (see Program Usage Rates below).
3. This Program is not available in conjunction with any other Verizon Pennsylvania optional toll offering, Remote Call Forwarding, Pay Telephone Lines, Customer Specific Pricing Arrangements, Maximum Value Plan Service and cellular service.
4. This Program is not available with customer requested Suspension of Service or to customers who are Company initiated toll restricted due to non-payment. Calling Card, Conference, Collect, Bill-to-Third Party and Operator Person-to-Person calls and customer calls to 700/900 Toll Free Services and 976/556 Services are excluded from this program.
5. This Program is not available to customers whose presubscribed intrastate intraLATA toll service is being restored to Verizon Pennsylvania Inc. in order to correct an unauthorized transfer to another ITP.

D. Program Agreement Termination Charge:

A \$50.00 Program Agreement Termination Charge will apply if the customer terminates the 2-year Agreement prior to the expiration date. The Termination Charge does not apply to customers who remain in the program and move to locations within Verizon Pennsylvania Service territory formerly served by Bell Atlantic, or if the customer enrolls in another optional Verizon toll plan for all eligible business dialtone lines which has an Agreement period of equal or greater length.

E. Program Usage Rates:

Initial Eighteen Seconds

\$0.018

Additional Six Second Increments

\$0.006

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

Residence Customer Local Service Promotional Offering

(C)

A. Promotion Description:

This filing provides for a promotional offering for qualified Pennsylvania residence customers who change their local service to Verizon.

B. Program Promotional Period:

1. The promotional period will be from February 22, 2002 through May 18, 2002.

C. Regulations:

1. Qualifying residence customers are those who are targeted by direct mail and who change their local service provider to Verizon Pennsylvania Inc.
2. Qualifying customers will receive a prepaid Verizon Phone Card valued at \$10.00 each for each customer dial tone line (per account) changed to Verizon-Pennsylvania Inc. However, this promotional offer does not apply to those qualifying customer Dial Tone Line(s) whose local dial tone line service is being restored to Verizon Pennsylvania Inc., in order to correct an unauthorized transfer to another local service provider.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

Residence Customer IntraLATA Toll Promotional Offering

(C)

A. Promotion Description:

This filing provides for a promotional offering for targeted Verizon Pennsylvania, Inc. residence customers who change their IntraLATA toll provider to Verizon

B. Promotional Period:

1. The promotional period will be from February 22, 2002 through May 18, 2002.

C. Regulations:

1. Qualifying residence customers are those who are targeted by direct mail and who change their presubscribed intraLATA toll service provider to Verizon Pennsylvania Inc.
2. Qualifying customers will receive a prepaid Verizon Phone Card valued at \$10.00 each for each presubscribed customer changed to Verizon-Pennsylvania Inc. However, this promotional offer does not apply to those qualifying customer Dial Tone Line(s) whose presubscribed IntraLATA toll service is being restored to Verizon Pennsylvania Inc., in order to correct an unauthorized transfer to another intraLATA toll service provider.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

Business **IntelliLinQ**® BRI Service

(C)

Verizon PA will waive the Nonrecurring Product/Service Charges for qualifying business customers. Qualifying business customers are those who subscribe to Individual Line BRI Service, Centrex BRI Service or Virtual Office Service during the Promotional period. These charges vary according to the options or term the customer has chosen. This offer will be available to business customers between April 1, 2002 and June 28, 2002.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

(C)

Additional Dial Tone Lines - Business Customers

A. Promotion Description:

During the promotional period, Business customers who order an additional Business Dial Tone Line(s) will have the applicable Line Connection Charges waived on the Verizon Pennsylvania portion of their telephone bill for each additional exchange line installed.

B. Promotional Period:

The promotional period will be from April 15, 2002 through July 13, 2002.

C. Regulations:

1. The additional Business Dial Tone Line(s) must result in an increase in the number of exchange lines for the Business Customer.
2. During the promotional period, businesses that establish new service with the Telephone Company will also be eligible for a waiver of the Line Connection charge associated with each line subscribed to with the **WorkSmart PackageSM**.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

(C)

WorkSmart PackageSM

Description:

Verizon PA will waive the nonrecurring Product/Service Charge of \$5.00 per line, per order, as tariffed in PA P.U.C.-No. 1., Section 30E-3 for business customers who add **WorkSmart** to their business service.

This offering is available for Business customers from April 15, 2002 through July 13, 2002.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

(C)

Business Link Rewards Promotion

A. Promotion Description:

During the Promotional Period, existing Business Link Rewards customers, who choose to subscribe to **FlexGrow** Service will receive ten thousand (10,000) Business Link Rewards bonus points.

B. Promotional Period:

The Promotional Period will be from May 1, 2002 through July 31, 2002.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

(C)

Additional Dial Tone Lines - Residence Customers

A. Promotion Description:

During the promotional period, Residence customers who order an additional Residence Dial Tone Line(s) will receive a \$20.00 promotional credit on the Verizon Pennsylvania portion of their telephone bill.

B. Promotional Period:

The promotional period will be from May 15, 2002 through July 13, 2002.

C. Regulations:

1. This promotion cannot be combined with any other Residence Additional Dial Tone Line offer.
2. Link Up America and Lifeline Service lines are not eligible for this promotion.
3. The additional Residence Dial Tone Line(s) must be located on the same premises as the initial line, regardless of the billing name on the account.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

(C)

FlexGrow Service - Business Customers

A. Promotion Description:

During the promotional period, Business customers who order **FlexGrow** Service will have the applicable Product/Service Charge waived, and will have the service available at the monthly recurring rates listed below.

B. Promotional Period:

The promotional period will be from May 17, 2002 through August 15, 2002.

C. Regulations:

1. Rates

	<u>Month-To-Month</u>	<u>2- Year Option</u>	<u>3- Year Option</u>
256K Service	\$585.00	\$553.00	\$538.00
384K Service	630.00	595.00	560.00
512K Service	698.00	659.00	620.00
768K Service	788.00	744.00	700.00

2. If a customer terminates service within the first year of an agreement, the customer is responsible for 100% of the recurring charges for the balance of the minimum service period plus 30% of the unpaid balance remaining in the selected service period.

3. Customers may convert from a one-, two- or three-year service agreement, or to a different **FlexGrow** Package without incurring a termination liability charge as long as the service agreement is equal to or greater than the customer's current service period.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

(C)

Residence Customer IntraLATA Toll Promotional Offering

A. Promotion Description:

This filing provides for a promotional offering for targeted Verizon Pennsylvania, Inc. residence customers who change their IntraLATA toll provider to Verizon.

B. Promotional Period:

The promotional period will be from May 20, 2002 through August 16, 2002.

C. Regulations:

1. Qualifying residence customers are those who are targeted by direct mail and who change their presubscribed intraLATA toll service provider to Verizon Pennsylvania Inc.
2. Qualifying customers will receive a prepaid Verizon Phone Card valued at \$15.00 for each presubscribed customer changed to Verizon-Pennsylvania Inc. However, this promotional offer does not apply to those qualifying customer Dial Tone Line(s) whose presubscribed intraLATA toll service is being restored to Verizon Pennsylvania Inc., in order to correct an unauthorized transfer to another intraLATA toll service provider.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

(C)

Residence Customer Local Service Promotional Offering

A. Promotion Description:

This filing provides for a promotional offering for qualified Pennsylvania residence customers who change their local service to Verizon.

B. Promotional Period:

1. The promotional period will be from May 20, 2002 through August 16, 2002.

C. Regulations:

1. Qualifying residence customers are those who are targeted by direct mail and who change their local service provider to Verizon Pennsylvania Inc.
2. Qualifying customers will receive a prepaid Verizon Phone Card valued at \$10.00 or \$15.00 for each customer dial tone line (per account) changed to Verizon-Pennsylvania Inc. However, this promotional offer does not apply to those qualifying customer Dial Tone Line(s) whose local dial tone line service is being restored to Verizon Pennsylvania Inc., in order to correct an unauthorized transfer to another local service provider.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

(C)

Residence Customer Local Service Promotional Offering

A. Promotion Description:

This filing provides for a promotional offering for qualified Pennsylvania residence customers who change their local service to Verizon and sign up for Local Package, Local Package Metropolitan or Local and Toll Package.

B. Promotional Period:

1. The promotional period will be from July 8, 2002 through October 5, 2002.

C. Regulations:

1. Qualifying residence customers are those who are targeted by direct mail and who change their local service provider to Verizon Pennsylvania Inc. and sign up for Local Package, Local Package Metropolitan or Local and Toll Package.
2. Qualifying customers will receive a telephone valued at \$60.00 at no charge, per account, for changing customer dial tone line(s) to Verizon Pennsylvania Inc. and signing up for Local Package, Local Package Metropolitan or Local and Toll Package. However, this promotional offer does not apply to those qualifying customer Dial Tone Line(s) whose local dial tone line service is being restored to Verizon Pennsylvania Inc., in order to correct an unauthorized transfer to another local service provider.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

(C)

SMDS/ATM Migration Offer

A. Promotional Description:

An eligible customer for this promotion is a Verizon Pennsylvania business customer who currently subscribes to Switched Multi-megabit Data Service (SMDS) and migrates to ATM Cell Relay II Service (ATM) by ordering new ATM User Network Interfaces (UNIs) and commits to an ATM term volume plan of three or more years. Eligible customers will receive a one-time ATM monthly recurring charge (ATM) credit and ATM nonrecurring charge (NRC) waiver. The MRC credit and NRC waiver applies to each SMDS SNAL converted to an ATM UNI of equal or greater bandwidth available at the customer's location.

B. Promotional Period:

1. The promotional period will be from June 3, 2002 through August 31, 2002.

C. Regulations

1. The MRC credit will consist of 2 months MRC credit per DS1, DS3 or OC3c UNI charges.
2. The NRC waiver will include the nominal assessed one-time NRC per DS1, DS3 or OC3c ATM UNI charges. The NRC waiver will also incorporate all standard installation charges.
3. This offer is not valid with any other promotion, unless otherwise specified. Additionally, this offer does not apply to any ATM UNI ordered or in service on or prior to the date of this filing.
4. If a Customer terminates a ATM term volume plan within two years after installation of service, the Customer may be assessed the full amount of the credits, as well as any early termination charges, set forth in this Tariff.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

(C)

SMDS/FRS Migration Offer

A. Promotional Description:

An eligible customer for this promotion is a Verizon Pennsylvania business customer who currently subscribes to Switched Multi-megabit Data Service (SMDS) and migrates to Frame Relay Service (FRS) by ordering new FRS SNAL(s) and commits to an FRS term volume plan of three or more years. Eligible customers will receive a one-time FRS monthly recurring charge (MRC) credit and FRS non-recurring charge (NRC) waiver. The MRC credit and NRC waiver applies to each SMDS port converted to an FRS SNAL of equal or greater bandwidth available at the customer's location.

B. Promotional Period:

1. The following promotional period will be from June 3, 2002 through August 31, 2002.

C. Regulations:

1. The MRC credit will consist of 2 months MRC credit per 56/64K, 384K, or 1.536 Mbps SNAL charges.
2. The NRC waiver will include the nominal assessed one-time NRC per 56/64K, 384K, or 1.536 Mbps SNAL charges. The NRC waiver will also incorporate all standard installation charges.
3. This offer is not valid with any other promotion, unless otherwise specified.
4. If a Customer terminates a FRS term volume plan within two years after installation of service, the Customer may be assessed the full amount of the credits, as well as any early termination charges, set forth in this Tariff.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

(C)

Business Customer - Winback Program

A. Promotional Description:

This filing provides for a Rebate Certificate for qualified Verizon Pennsylvania Inc. Business customers who change their Local Service Provider to Verizon. Eligible customers will receive a certificate, per account that returns to Verizon from a reseller, with a dollar value to be applied to payment of the nonrecurring charges to their telephone bill.

Eligible customers will receive a Rebate Certificate, payable to Verizon Pennsylvania Inc., equal to \$70.00 per Business Dial Tone line, \$40.00 per CustoSak line, \$40.00 per Centrex line and \$45.00 per system establishment charge or \$25.00 per account for changing their Local Service provider to Verizon Pennsylvania Inc. if returning from a reseller, which can be used toward the payment of the nonrecurring charges on their business telephone bill.

B. Promotional Period:

1. The following period will be from June 11, 2002 through August 14, 2002.

C. Regulations:

Rebate Certificates may not be applied to charges for other products or services billed by Verizon Pennsylvania Inc. Each eligible customer is entitled to receive only one Rebate Certificate pursuant to this promotional offering.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

Business Customer - Winback Program

(C)

A. Promotion Description:

This filing provides for a Rebate Certificate for qualified Verizon Pennsylvania Inc. Business customers who change their Local Service Provider to Verizon. Eligible customers will receive a certificate that will be equal to the Verizon charges on their telephone bill for making the change.

Eligible customers will receive a Rebate Certificate, payable to Verizon Pennsylvania Inc., equal to the value of the applicable nonrecurring charge(s) for changing their Local Service Provider to Verizon Pennsylvania Inc., which can be used toward the payment of the nonrecurring charges on their business telephone bill.

B. Promotional Period:

1. The promotional period will be from August 15, 2002 through November 8, 2002.

C. Regulations:

Rebate Certificates may not be applied to charges for other products or services billed by Verizon Pennsylvania Inc. Each eligible customer is entitled to receive only one Rebate Certificate pursuant to this promotional offering.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

(C)

Residence Customer Promotional Offering

A. Promotion Description:

This filing provides for a promotional offering for qualified Pennsylvania residence customers who subscribe to Call Waiting.

B. Promotional Period:

1. The promotional period will be from July 15, 2002 through September 30, 2002.

C. Regulations:

1. Qualifying residence customers are those who are targeted by direct mail and who subscribe to Call Waiting.
2. Qualifying customers will be eligible to purchase a cordless, Call Waiting ID capable phone for \$55.00, which includes shipping and handling, and one year product warranty.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

(C)

Additional Dial Tone Lines - Residence Customers

A. Promotion Description:

During the promotional period, Residence customers who order an additional Residence Dial Tone Line(s) will receive a \$20.00 waiver on the NRC charge on the Verizon Pennsylvania portion of their telephone bill.

B. Promotional Period:

The promotional period will be from August 15, 2002 through October 13, 2002.

C. Regulations:

1. This promotion cannot be combined with any other Residence Additional Dial Tone Line offer.
2. Link Up America and Lifeline Service lines are not eligible for this promotion.
3. The additional Residence Dial Tone Line(s) must be located on the same premises as the initial line, regardless of the billing name on the account.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

(C)

CustoPAK®/CustoFLEX 2100® NRC Waiver - Business Customers

A. Promotion Description:

During the promotional period, Business customers who newly establish **CustoPAK** or **CustoFLEX 2100** lines will have the applicable Product/Service Charge waived on the Verizon Pennsylvania portion of their telephone bill. The \$50.00 system charge for **CustoFLEX 2100** will also be waived.

B. Promotional Period:

The promotional period will be from August 15, 2002 through November 8, 2002.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

(C)

Residence Customer IntraLATA Toll Winback Program

A. Promotion Description:

This filing provides for a promotional offering for Verizon Pennsylvania Inc. residence customers who change their IntraLATA toll provider to Verizon.

B. Promotional Period:

The promotional period will be from August 20, 2002 through November 17, 2002.

C. Regulations:

1. Qualifying residence customers are those who change their presubscribed intraLATA toll service provider to Verizon Pennsylvania Inc.
2. Qualifying customers will receive a prepaid Verizon Phone Card valued at \$10.00 or \$15.00 each for each presubscribed customer changed to Verizon-Pennsylvania Inc. However, this promotional offer does not apply to those qualifying customer Dial Tone Line(s) whose presubscribed intraLATA toll service is being restored to Verizon Pennsylvania Inc., in order to correct an unauthorized transfer to another intraLATA toll service provider.
3. This promotion is available to qualified customers once during the promotional period.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

(C)

Residence Customer Local Service Winback Program

A. Promotion Description:

This filing provides for a promotional offering for qualified Pennsylvania residence customers who change their local service to Verizon.

B. Promotional Period:

1. The promotional period will be from August 20, 2002 through November 17, 2002.

C. Regulations:

1. Qualifying residence customers are those who are targeted and who change their local service provider to Verizon Pennsylvania Inc.
2. Qualifying customers will receive a prepaid Verizon Phone Card valued at \$10.00 or \$15.00 for each customer dial tone line (per account) changed to Verizon-Pennsylvania Inc. However, this promotional offer does not apply to those qualifying customer Dial Tone Line(s) whose local dial tone line service is being restored to Verizon Pennsylvania Inc., in order to correct an unauthorized transfer to another local service provider.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

(C)

WorkSmart PackageSM

Description:

Verizon PA will waive the nonrecurring Product/Service Charge per line, per order, for business customers who add **WorkSmart** to their business service.

In addition, business customers will be offered the option of receiving a single line business phone, one per billing account, at no charge, while supplies last.

This offering is available for Business customers from August 30, 2002 through November 27, 2002.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

(C)

Residence Customer IntraLATA Toll Winback Program

A. Promotion Description:

This filing provides for a promotional offering for Verizon Pennsylvania Inc. residence customers who change their IntraLATA toll provider to Verizon.

B. Promotional Period:

The promotional period will be from November 18, 2002 through February 14, 2003.

C. Regulations:

1. Qualifying residence customers are those who change their presubscribed intraLATA toll service provider to Verizon Pennsylvania Inc.
2. Qualifying customers will receive a prepaid Verizon Phone Card valued at \$10.00 or \$15.00 each for each presubscribed customer changed to Verizon-Pennsylvania Inc. However, this promotional offer does not apply to those qualifying customer Dial Tone Line(s) whose presubscribed intraLATA toll service is being restored to Verizon Pennsylvania Inc., in order to correct an unauthorized transfer to another intraLATA toll service provider.
3. This promotion is available to qualified customers once during the promotional period.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

(C)

Win Cities Offer - Business Customers

A. Promotion Description:

During the promotional period, Business customers who order Frame Relay Service or Private Line Service with a minimum speed of 384 Kbps and a minimum term of at least three years will receive up to \$750.00 for data customer premises equipment used in conjunction with the ordered service.

B. Promotional Period:

The promotional period will be from January 15, 2003 through April 18, 2003.

C. Regulations:

There is a limit of three such offers per customer.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

(C)

CustoPAK®/CustoFLEX 2100® NRC Waiver - Business Customers

A. Promotion Description:

During the promotional period, Business customers who newly establish **CustoPAK** or **CustoFLEX 2100** lines will have the applicable Product/Service Charge waived on the Verizon Pennsylvania portion of their telephone bill. The \$50.00 system charge for **CustoFLEX 2100** will also be waived.

B. Promotional Period:

The promotional period will be from January 20, 2003 through April 4, 2003.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

(C)

CustoPAK®/CustoFLEX 2100® NRC Waiver - Business Customers

A. Promotion Description:

During the promotional period, Business customers who newly establish **CustoPAK** or **CustoFLEX 2100** lines will have the applicable Product/Service Charge waived on the Verizon Pennsylvania portion of their telephone bill. The \$50.00 system charge for **CustoFLEX 2100** will also be waived.

B. Promotional Period:

The promotional period will be from January 20, 2003 through April 4, 2003.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

Business Special - Winback Toll Program

(C)

A. Promotion Description:

The Business Special - Winback Toll Program ("Program") is an account level optional toll calling arrangement available to existing Verizon Pennsylvania Business customers who are presubscribed to an intraLATA toll provider (ITP) other than Verizon (or an LPIC of none) for one or more of the existing exchange access lines on their account as of February 3, 2003.

B. Program Promotional Period:

1. The promotional period will be from February 3, 2003 through May 2, 2003.

C. Program Regulations:

1. This program is available to business customers who enroll in a two-year Program Agreement for each billed telephone number account, and retain Verizon as their intrastate ITP for all eligible Business Dial Tone Lines for the entire Agreement period.
2. Business customers in this Program will have their eligible Direct Distance Dialed intrastate intraLATA completed toll calls billed in Initial Eighteen-Second and Additional Six-Second Increments or fraction thereof (see Program Usage Rates below).
3. This Program is not available in conjunction with any other Verizon Pennsylvania optional toll offering, Remote Call Forwarding, Pay Telephone Lines, Customer Specific Pricing Arrangements, Maximum Value Plan Service and cellular service.
4. This Program is not available with customer requested Suspension of Service or to customers who are Company initiated toll restricted due to non-payment. Calling Card, Conference, Collect, Bill-to-Third Party and Operator Person-to-Person calls and customer calls to 700/900 Toll Free Services and 976/556 Services are excluded from this program.
5. This Program is not available to customers whose presubscribed intrastate intraLATA toll service is being restored to Verizon Pennsylvania Inc. in order to correct an unauthorized transfer to another ITP.

D. Program Agreement Termination Charge:

A \$50.00 Program Agreement Termination Charge will apply if the customer terminates the 2-year Agreement prior to the expiration date. The Termination Charge does not apply to customers who remain in the program and move to locations within Verizon Pennsylvania Service territory formerly served by Bell Atlantic, or if the customer enrolls in another optional Verizon toll plan for all eligible business dialtone lines which has an Agreement period of equal or greater length.

E. Program Usage Rates:

Initial Eighteen Seconds

\$0.018

Additional Six Second Increments

\$0.006

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

(C)

Residence Customer IntraLATA Toll Winback Program

A. Promotion Description:

This filing provides for a promotional offering for Verizon Pennsylvania Inc. residence customers who change their IntraLATA toll provider to Verizon.

B. Promotional Period:

The promotional period will be from February 15, 2003 through May 14, 2003.

C. Regulations:

1. Qualifying residence customers are those who change their presubscribed intraLATA toll service provider to Verizon Pennsylvania Inc. Targeted customers for this offer will be those who switched their IntraLATA service from Verizon more than 120 days ago.
2. Qualifying customers will receive a prepaid Verizon Phone Card valued at \$15.00 for each presubscribed customer changed to Verizon-Pennsylvania Inc. However, this promotional offer does not apply to those qualifying customer Dial Tone Line(s) whose presubscribed intraLATA toll service is being restored to Verizon Pennsylvania Inc., in order to correct an unauthorized transfer to another intraLATA toll service provider.
3. This promotion is available to qualified customers once during the promotional period.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

(C)

Enhanced **FlexGrow**® Service NRC Waiver - Business Customers

A. Promotion Description:

During the promotional period, Business customers who newly establish Enhanced **FlexGrow**® Service will have the applicable Product/Service Charge waived on the Verizon Pennsylvania portion of their telephone bill.

B. Promotional Period:

The promotional period will be from March 5, 2003 through May 30, 2003.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

(C)

Residence Customer Freedom Package Promotional Offering

A. Promotion Description:

This filing provides for a promotional offering for qualified Pennsylvania residence customers who subscribe to the Telephone Company's Local Package Basic or Local Package Plus in conjunction with Verizon unlimited long distance provided by Verizon Long Distance as part of Veriations Freedom or Freedom Extra service packages.

B. Promotional Period:

1. The promotional period will be from March 21, 2003 through June 17, 2003.

C. Regulations:

1. Qualifying residence customers are those who subscribe to Veriations Freedom or Freedom Extra on the Telephone Company web site, Verizon.com, during the promotional period and retain and pay for the package for three consecutive months.
2. Qualifying customers will receive a check in the amount of \$54.95 for Veriations Freedom or \$64.95 for Freedom Extra, payable to the Telephone Company, which can be applied towards the MRC of the service package.
3. Eligible customers may receive only one promotional check per qualifying line.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

Business Customer - Winback Program

(C)

A. Promotion Description:

This filing provides for giving a Calling Certificate to qualified Verizon Pennsylvania Inc. business customers who change their local service provider to Verizon PA. Eligible customers will receive a Calling Certificate, payable to Verizon PA, equal to the value of the applicable nonrecurring charges for changing their local service provider to Verizon PA which can be used toward the payment of the nonrecurring charges on their business telephone bill.

B. Promotional Period:

1. The promotional period will be from April 7, 2003 through July 3, 2003.

C. Regulations:

Calling Certificates may not be applied to charges for other products or services billed by Verizon PA. Each eligible customer is entitled to receive only one Calling Certificate pursuant to this promotional offering.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

(C)

Residence Customer Local Service Promotional Offering

A. Promotion Description:

This filing provides for a promotional offering for qualifying Pennsylvania residence customers who change their local service provider to Verizon Pennsylvania Inc.

B. Promotional Period:

1. The promotional period will be from April 25, 2003 through July 23, 2003.

C. Regulations:

1. Qualifying residence customers are those who are targeted for the promotion and who change their local service provider to Verizon Pennsylvania Inc as a result of the promotion.
2. Qualifying customers will receive an American Express Gift Check valued at \$10.00 or \$25.00, as applicable, for each customer dial tone line (per account) changed to Verizon-Pennsylvania Inc. Each targeted customer will first be offered the \$10 gift check, and then the \$25 gift check if the customer does not return for the \$10 gift check. This promotional offer does not apply to those qualifying customer Dial Tone Line(s) whose local dial tone line service is being restored to Verizon Pennsylvania Inc., in order to correct an unauthorized transfer to another local service provider.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

(C)

Residence Customer Local Service Promotional Offering

A. Promotion Description:

Qualifying Pennsylvania residence customers who change their local service provider to Verizon and sign up for Local Package Basic or Local Package Plus in conjunction with Verizon unlimited long distance provided by Verizon Long Distance as part of Verizon FreedomSM or Freedom ExtraSM service packages will receive a telephone valued at \$60.00 at no additional charge.

B. Promotion Period:

1. The promotion period will be from April 25, 2003 through July 22, 2003.

C. Promotion Regulations:

1. Qualifying residence customers are those who are targeted and who change their local service provider to Verizon Pennsylvania Inc. and sign up for Local Package Basic or Local Package Plus in conjunction with Verizon unlimited long distance provided by Verizon Long Distance as part of Verizon FreedomSM or Freedom ExtraSM service packages.
2. This promotional offer does not apply to those qualifying customer Dial Tone Line(s) whose local dial tone line service is being restored to Verizon Pennsylvania Inc., in order to correct an unauthorized transfer to another local service provider.
3. Only one phone will be provided per qualifying customer account.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

(C)

CustoPAK®/CustoFLEX 2100® NRC Waiver - Business Customers

A. Promotion Description:

During the promotional period, Business customers who newly establish **CustoPAK** or **CustoFLEX 2100** lines and subscribe to a term commitment/contractual agreement plan will have the applicable Product/Service Charge waived on the Verizon Pennsylvania portion of their telephone bill. The \$50.00 system charge for **CustoFLEX 2100** will also be waived.

B. Promotional Period:

The promotional period will be from May 1, 2003 through July 28, 2003.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

Verizon Pennsylvania Inc. provides the following promotional rates for customers subscribing to new High Capacity Service (service) available to customers from May 12 through July 25, 2003. Regular tariff rates remain in effect and are available to customers subscribing to new service during this period but who choose not to take advantage of this promotion.

Customers enrolling in the promotional offering will have their service billed at the following rates in lieu of the rates specified in Section 6 of the Product Guide for Competitive Services (FBA Tariff No. 500) available at www.verizon.com/tariffs under Pennsylvania Non-Tariff Documents.

(C)
|
(C)Promotional Rates - per Local Channel ¹

Cells 1 and 2

	Monthly Rate	Nonrecurring Charge
Mileage Band-A = total of 0 to 10 miles		
Month-to-Month	\$225.00	\$1.00
3 Years	200.00	1.00
5 Years	190.00	1.00
Mileage Band-B = total of 11 to 20 miles		
Month-to-Month	259.00	1.00
3 Years	225.00	1.00
5 Years	224.00	1.00
Mileage Band-C = total of 21 to 30 miles		
Month-to-Month	293.00	1.00
3 Years	268.00	1.00
5 Years	258.00	1.00
Mileage Band-D = total of 31 to 50 miles		
Month-to-Month	323.00	1.00
3 Years	298.00	1.00
5 Years	268.00	1.00
Additional Mileage		
Each mile over 50 miles	5.00	

NOTE:

¹ Fractional mileage will be rounded up to the next whole mile.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

Promotional Rates - per Local Channel¹

Cell 3

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Mileage Band -A = total of 0 to 10 miles		
Month-to-Month.....	\$245.00	\$1.00
3 Years.....	220.00	1.00
5 Years.....	210.00	1.00
Mileage Band -B = total of 11 to 20 miles		
Month-to-Month.....	279.00	1.00
3 Years.....	245.00	1.00
5 Years.....	244.00	1.00
Mileage Band -C = total of 21 to 30 miles		
Month-to-Month.....	313.00	1.00
3 Years.....	288.00	1.00
5 Years.....	278.00	1.00
Mileage Band -D = total of 31 to 50 miles		
Month-to-Month.....	343.00	1.00
3 Years.....	318.00	1.00
5 Years.....	288.00	1.00
Additional Mileage		
Each mile over 50 miles.....	5.00	

NOTE:

1 Fractional mileage will be rounded up to the next whole mile.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

Promotional Rates - per Local Channel ¹
Cell 4

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Mileage Band-A = total of 0 to 10 miles		
Month-to-Month.....	\$305.00	\$1.00
3 Years.....	280.00	1.00
5 Years.....	270.00	1.00
Mileage Band-B = total of 11 to 20 miles		
Month-to-Month.....	339.00	1.00
3 Years.....	314.00	1.00
5 Years.....	304.00	1.00
Mileage Band-C = total of 21 to 30 miles		
Month-to-Month.....	373.00	1.00
3 Years.....	348.00	1.00
5 Years.....	338.00	1.00
Mileage Band-D = total of 31 to 50 miles		
Month-to-Month.....	403.00	1.00
3 Years.....	378.00	1.00
5 Years.....	368.00	1.00
Additional Mileage		
Each mile over 50 miles.....	5.00	

NOTE:

1 Fractional mileage will be rounded up to the next whole mile.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

The promotional rates apply only to signed written application for orders made during the promotional period for newly installed service. New service is defined as a circuit that has been assigned a new circuit identification number. A confirmed due date for installation of the Service must be (i) within sixty days of the date of ordering or (ii) in accordance with a negotiated schedule of installation due dates requested by the customer and agreed to by the Company. Failure to accept service on the confirmed installation due date will result in cancellation of the order except when such failure to accept service is due to the Company's failure to provide service on the confirmed due date.

Customer must sign a written application for service to obtain the promotional rates. The minimum service period for month-to-month pricing is three months. The minimum service period for the three-year commitment is one year. The minimum service period for the five-year commitment is three years. No termination liability applies once the minimum service period is met.

A termination liability charge will apply if a customer terminates a promotional commitment prior to the end of the applicable minimum service period. The termination liability charge is equal to the number of months remaining between the effective date of termination and the end of the applicable service period, multiplied by the applicable promotional rate.

No other discount(s) or promotion(s) apply to service ordered pursuant to this Promotion. All other optional features and regulations not listed in this Promotion shall remain as set forth in applicable tariffs.

Upon the expiration of the original written commitment period, the customer may continue to receive service for one additional commitment period under this Promotion, provided that: (i) the additional commitment period may not exceed the duration of the original commitment period.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

(C)

Win Cities Offer - Business Customers

A. Promotion Description:

During the promotional period, Business customers who order Frame Relay Service or Private Line Service with a minimum speed of 384 Kbps and a minimum term of at least three years are eligible to receive a check payable to Verizon Pa. of up to \$900.00, which may be used toward the purchase of an item of merchandise and /or service determined by the Telephone Company.

B. Promotional Period:

The promotional period will be from May 1, 2003 through July 28, 2003.

C. Regulations:

There is a limit of three such offers per customer.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

(C)

Residence Customer IntraLATA Toll Winback Program

A. Promotion Description:

This filing provides for a promotional offering for Verizon Pennsylvania Inc. residence customers who change their IntraLATA toll provider to Verizon.

B. Promotional Period:

The promotional period will be from May 16, 2003 through August 12, 2003.

C. Regulations:

1. Qualifying residence customers are those who change their presubscribed intraLATA toll service provider to Verizon Pennsylvania Inc. Targeted customers for this offer will be those who switched their IntraLATA service from Verizon more than 120 days ago.
2. Qualifying customers will receive a prepaid Verizon Phone Card valued at \$15.00 for each presubscribed customer changed to Verizon-Pennsylvania Inc. However, this promotional offer does not apply to those qualifying customer Dial Tone Line(s) whose presubscribed intraLATA toll service is being restored to Verizon Pennsylvania Inc., in order to correct an unauthorized transfer to another intraLATA toll service provider.
3. This promotion is available to qualified customers once during the promotional period.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

(C)

Residence Customer IntraLATA Toll Winback Program

A. Promotion Description:

This filing provides for a promotional offering for Verizon Pennsylvania Inc. residence customers who change their IntraLATA toll provider to Verizon.

B. Promotional Period:

The promotional period will be from May 16, 2003 through August 12, 2003.

C. Regulations:

1. Qualifying residence customers are those who change their presubscribed intraLATA toll service provider to Verizon Pennsylvania Inc. Targeted customers for this offer will be those who switched their IntraLATA service from Verizon 90-120 days ago.
2. Qualifying customers will receive a prepaid Verizon Phone Card valued at \$10.00 for each presubscribed customer changed to Verizon-Pennsylvania Inc. However, this promotional offer does not apply to those qualifying customer Dial Tone Line(s) whose presubscribed intraLATA toll service is being restored to Verizon Pennsylvania Inc., in order to correct an unauthorized transfer to another intraLATA toll service provider.
3. This promotion is available to qualified customers once during the promotional period.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

Business Customer - Winback Program

(C)

A. Promotion Description:

This promotion provides a Calling Certificate for qualified Verizon Pennsylvania Inc. Business customers who change their Local Service Provider to Verizon and who sign up for at least one Unlimited Local Usage or Unlimited Local and Toll Usage pricing option on at least one exchange line per eligible account. Eligible customers will receive a certificate, payable to Verizon Pennsylvania Inc., that will be equal to the nonrecurring Verizon charges on their telephone bill for making the local provider change and signing up for at least one Unlimited Local Usage or Unlimited Local and Toll Usage pricing option on at least one exchange line per eligible account.

B. Promotional Period:

1. The promotional period will be from July 21, 2003 through October
2. 17, 2003.

C. Program Regulations:

Calling Certificates may not be applied to charges for other products or services billed by Verizon Pennsylvania Inc. Each eligible customer may receive only one certificate per eligible business account within a twelve-month period both prior to and after signing up for local service.

This offer cannot be combined with other discounts or promotions.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

Business Customer - Winback Program

(C)

A. Promotion Description:

This filing provides for providing a Calling Certificate to qualified Verizon Pennsylvania Inc. business customers who change their local service provider to Verizon PA and subscribe to Unlimited Local Usage or Unlimited Local and Toll Usage. Eligible customers will receive a Calling Certificate, valued at \$35.00, payable to Verizon PA, which can be used toward the payment of the nonrecurring charges on their business telephone bill.

B. Promotional Period:

1. The promotional period will be from August 11, 2003 through November 7, 2003.

C. Regulations:

Calling Certificates may not be applied to charges for other products or services billed by Verizon PA. Each eligible customer is entitled to receive only one Calling Certificate for each Unlimited Usage Plan subscribed to pursuant to this promotional offering.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

Business **IntelliLinQ**® BRI Service

(C)

Verizon PA will waive the Nonrecurring Product/Service Charges for qualifying business customers. Qualifying business customers are those who subscribe to Individual Line BRI Service, Centrex BRI Service or Virtual Office Service during the Promotional period. These charges vary according to the options or term the customer has chosen. This offer will be available to business customers between August 19, 2003 and November 14, 2003.

IntelliLinQ® BRI CPE discounts are not included in this offer.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

Business Customer - Winback Program

(C)

A. Promotion Description:

This promotion provides a Certificate for qualified Verizon Pennsylvania Inc. Business customers who change from another Local Service Provider to Verizon PA. Eligible customers will receive a Certificate, payable to Verizon Pennsylvania Inc. that will be equal in amount to Verizon's nonrecurring charges for making the local provider change.

B. Promotional Period:

1. The promotional period will be from October 15, 2003 through January 11, 2004.

C. Program Regulations:

Certificates may not be applied to charges for other products or services billed by Verizon Pennsylvania Inc. Each eligible customer may receive only one Certificate per eligible business account per twelve-month period both prior to and after changing to Verizon PA for local service.

This offer cannot be combined with other discounts or promotions.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

Residence Customer - Local Winback Program

A. Promotion Description:

Qualifying Pennsylvania residence customers who return to Verizon Pennsylvania Inc. for local service and sign up for **Verizon Regional Package**SM or **Verizon Regional Package Extra**SM in conjunction with Verizon unlimited long distance provided by Verizon Long Distance as part of Verizon FreedomSM or Freedom ExtraSM service packages will receive a telephone valued at \$60.00 at no additional charge. (C) (C)

B. Promotion Period:

1. The promotion period will be from December 29, 2003 through March 26, 2004.

C. Promotion Regulations:

2. Qualifying residence customers are those who are targeted and who change their local service provider to Verizon Pennsylvania Inc. and sign up for **Verizon Regional Package** or **Verizon Regional Package Extra** in conjunction with Verizon unlimited long distance provided by Verizon Long Distance as part of Verizon FreedomSM or **Freedom Extra**SM service packages. (C) (C)
2. This promotional offer does not apply to those qualifying customer Dial Tone Line(s) whose local dial tone line service is being restored to Verizon Pennsylvania Inc., in order to correct an unauthorized transfer to another local service provider.
3. Only one phone will be provided per qualifying customer account.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

Business Customer - Winback Program

A. Promotion Description:

This promotion provides a Certificate for qualified Verizon Pennsylvania Inc. business customers statewide who change from another local service provider to Verizon PA and subscribe to at least one Unlimited Local Usage or Unlimited Local and Toll Usage Plan. Eligible customers will receive a Certificate, valued at \$38.00 plus applicable Service Connection Charge(s).

B. Promotional Period:

The promotional period will be from January 5, 2004 through April 2, 2004.

C. Program Regulations:

Certificates are to be applied towards the Verizon PA portion of the customer's telephone bill. These certificates are made payable to Verizon PA and are redeemable with bill payment by mail.

Each eligible customer may receive only one certificate per eligible business line within the twelve-month periods before and after the date of the customer's subscription of such line(s) under this promotion.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

Residence Customer Local Service Promotional Offering

A. Promotion Description:

This filing provides for a promotional offering for qualifying Pennsylvania residence customers who change their local service provider to Verizon Pennsylvania Inc.

B. Promotional Period:

1. The promotional period will be from March 29, 2004 through June 25, 2004.

C. Regulations:

1. Qualifying residence customers are those who are targeted for the promotion and who change their local service provider to Verizon Pennsylvania Inc as a result of the promotion.
2. Qualifying customers will receive an American Express Gift Check valued \$25.00 for each customer dial tone line (per account) changed to Verizon Pennsylvania Inc.
3. This promotional offer does not apply to those qualifying customer Dial Tone Line(s) whose local dial tone line service is being restored to Verizon Pennsylvania Inc., in order to correct an unauthorized transfer to another local service provider.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

Business Customer DID NRC Waiver

A. Promotion Description:

Verizon PA will waive the nonrecurring charges associated with DID Number group and DID Trunk terminations for business customers who order a new digital communications service for a term of at least one year during the promotional period.

B. Promotional Period:

The promotional period will be from April 15, 2004 through July 14, 2004.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

Residence Customer - Local Winback Program

A. Promotion Description

Qualifying Pennsylvania residence customers who return to Verizon Pennsylvania Inc. for local service and sign up for **Verizon Regional PackageSM** or **Verizon Regional Package ExtraSM** will receive a check in the amount of \$75.00, payable to Verizon, which can be applied toward the payment of charges billed by Verizon Pennsylvania Inc.

B. Promotion Period

The promotion period will be from May 1, 2004 through July 24, 2004.

C. Promotion Regulations

3. Qualifying residence customers are those who are targeted and who change their local service provider to Verizon Pennsylvania Inc. and sign up for **Verizon Regional Package** or **Verizon Regional Package Extra**.
2. This promotional offer does not apply to those qualifying customer Dial Tone Line(s) whose local dial tone line service is being restored to Verizon Pennsylvania Inc., in order to correct an unauthorized transfer to another local service provider.
3. Only one phone will be provided per qualifying customer account.

GENERAL REGULATIONS

27. PROMOTIONAL OFFFERINGS (Cont'd)

Business Customer - Winback Program

A. Promotion Description:

This promotion provides a Certificate for qualified Verizon Pennsylvania Inc. business customers statewide who change from another local service provider to Verizon PA and subscribe to at lease one Unlimited Local Usage or Unlimited Local and Toll Usage Plan. Eligible customers will receive a Certificate, valued at \$35.00 per usage plan subscribed to, plus applicable Service Connection Charge(s).

B. Promotional Period:

The promotional period will be from July 6, 2004 through October 2, 2004.

C. Program Regulations:

Certificates are to be applied towards the Verizon PA portion of the customer's telephone bill. These certificates are made payable to Verizon PA and are redeemable with bill payment by mail.

Each eligible customer may receive only one certificate per eligible business line within the twelve-month periods before and after the date of the customer's subscription of such line(s) under this promotion.

This offer cannot be combined with other discounts or promotions.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

Residence Customer Local Service Promotional Offering

A. Promotion Description:

This filing provides for a promotional offering for qualifying Pennsylvania residence customers who change their local service provider back to Verizon Pennsylvania Inc.

B. Promotional Period:

1. The promotional period will be from July 8, 2004 through October 1, 2004.

C. Regulations:

1. Qualifying residence customers are those who are targeted for the promotion and who change their local service provider back to Verizon Pennsylvania Inc. as a result of the promotion.
2. Qualifying customers will receive an American Express Gift Check valued \$25.00 for each customer dial tone line (per account) changed to Verizon Pennsylvania Inc.
3. This promotional offer does not apply to those qualifying customer Dial Tone Line(s) whose local dial tone line service is being restored to Verizon Pennsylvania Inc., in order to correct an unauthorized transfer to another local service provider.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

Residence Customer - Local Winback Program

A. Promotion Description

Qualifying Pennsylvania residence customers who return to Verizon Pennsylvania Inc. for local service and sign up for **Verizon Regional PackageSM** or **Verizon Regional Package ExtraSM** will receive a check in the amount of \$75.00, payable to Verizon, which can be applied toward the payment of charges billed by Verizon Pennsylvania Inc.

B. Promotion Period

The promotion period will be from October 1, 2004 through November 30, 2004.

C. Promotion Regulations

1. Qualifying residence customers are those who are targeted and who change their local service provider to Verizon Pennsylvania Inc. and sign up for **Verizon Regional PackageSM** or **Verizon Regional Package ExtraSM**.
2. This promotional offer does not apply to those qualifying customer Dial Tone Line(s) whose local dial tone line service is being restored to Verizon Pennsylvania Inc., in order to correct an unauthorized transfer to another local service provider.
3. Only one \$75 check will be provided per qualifying customer account.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

Business Customer - Calling Certificates

A. Promotion Description

This promotion provides a certificate valued at \$25.00 and waiver of the associated non-recurring charges with the change of service for qualified business customers statewide who return to Verizon Pennsylvania Inc. for local service from another local service carrier as a direct result of Verizon's outbound telemarketing, direct mail campaigns, or customers' inbound calls to Verizon's business offices. The eligible nonrecurring charges, when applicable, are the Line or Port Change Charge or Record Order Charge and the Service Charge. (Installation charge for DID Line Numbers is not included.)

B. Promotional Period:

The promotional period will be from October 4, 2004 through December 31, 2004.

C. Program Regulations:

The certificate is to be applied towards the Verizon Pennsylvania Inc. portion of the customer's Verizon Pennsylvania Inc. telephone bill. The certificate is made payable to Verizon Pennsylvania Inc. and is redeemable with bill payment by mail. Certificates cannot be applied to any of the Local Package business offerings, i.e., Unlimited Local Usage for Business and Unlimited Local and Toll Usage for Business.

Customers are qualified to receive only one certificate per eligible business line within a twelve-month period both prior to and after signing up for local service. This promotional offering will be made under the terms and conditions of the Tariff and will not extend beyond December 31, 2004.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

Business Customer DID NRC Waiver

A. Promotion Description:

Verizon PA will waive the nonrecurring charges associated with DID Number group and DID Trunk terminations for business customers who order a new ISDN PRI, PADA, CyberDSL, Digital Hand Off or FlexGrow service for a term of at least one year during the promotional period.

B. Promotional Period:

The promotional period will be from October 15, 2004 through January 11, 2005.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

Residence Customer - Local Winback Program

A. Promotion Description

Qualifying Pennsylvania residence customers who return to Verizon Pennsylvania Inc. for local service and sign up for **Verizon Regional PackageSM**, **Verizon Regional Package ExtraSM** or **Verizon Regional Package UnlimitedSM** will receive a check in the amount of \$75.00, payable to Verizon, which can be applied toward the payment of charges billed by Verizon Pennsylvania Inc.

B. Promotion Period

The promotion period will be from December 1, 2004 through December 31, 2004.

C. Promotion Regulations

1. Qualifying residence customers are those who are targeted and who change their local service provider to Verizon Pennsylvania Inc. and sign up for **Verizon Regional PackageSM**, **Verizon Regional Package ExtraSM** or **Verizon Regional Package UnlimitedSM**.
2. This promotional offer does not apply to those qualifying customer Dial Tone Line(s) whose local dial tone line service is being restored to Verizon Pennsylvania Inc., in order to correct an unauthorized transfer to another local service provider.
3. Only one \$75 check will be provided per qualifying customer account.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

Business Customer - Winback Program

A. Promotion Description:

This promotion provides a Certificate for qualified Verizon Pennsylvania Inc. business customers statewide who change from another local service provider to Verizon PA and subscribe to at least one Unlimited Local Usage or Unlimited Local and Toll Usage Plan and commit to a 12-month term agreement. Eligible customers will receive a Certificate, valued at \$35.00 per usage plan subscribed to, plus applicable Service Connection Charge(s).

B. Promotional Period:

The promotional period will be from January 3, 2005 through April 1, 2005.

C. Program Regulations:

Certificates are to be applied towards the Verizon PA portion of the customer's telephone bill. These certificates are made payable to Verizon PA and are redeemable with bill payment by mail.

Each eligible customer may receive only one certificate per eligible business line within the twelve-month periods before and after the date of the customer's subscription of such line(s) under this promotion.

Certificates cannot be applied to any of the Local Package offerings.

The full certificate amount will be charged back if the customer disconnects or changes to another local service provider prior to the end of the 12-month term agreement.

This offer cannot be combined with other discounts or promotions.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

Residence Customer Local Service Promotional Offering

A. Promotion Description:

This filing provides for a promotional offering for qualifying Pennsylvania residence customers who change their local service provider back to Verizon Pennsylvania Inc.

B. Promotional Period:

1. The promotional period will be from January 5, 2005 through March 31, 2005.

C. Regulations:

1. Qualifying residence customers are those who are targeted for the promotion and who change their local service provider back to Verizon Pennsylvania Inc. as a result of the promotion.
2. Qualifying customers will receive an American Express Gift Check valued \$50.00 for each customer dial tone line (per account) changed to Verizon Pennsylvania Inc.
3. This promotional offer does not apply to those qualifying customer Dial Tone Line(s) whose local dial tone line service is being restored to Verizon Pennsylvania Inc., in order to correct an unauthorized transfer to another local service provider.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

Business Customer Rebate Offering for Customer Premise Equipment

A. Promotion Description:

This filing provides for a promotional offering for qualifying Pennsylvania business customers who purchase Customer Premise Equipment (CPE) when purchasing IntelliLinQ® PRI from Verizon Pennsylvania Inc. Eligible customers must have an annual total billing of \$120,000 or less.

B. Promotional Period:

1. The promotional period will be from January 27, 2005 through April 27, 2005.

C. Regulations:

1. Qualifying customers are eligible to receive a check up to \$750 on Voice CPE when CPE is purchased with IntelliLinQ® PRI with a term contract. The rebate cannot exceed the purchase price of the CPE.
2. This offer will be extended to select qualifying customers or to any qualifying customer who requests to participate.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

Business Customer DID NRC Waiver

A. Promotion Description:

Verizon Pennsylvania Inc. will waive the Business Service Dial Tone Line Connection Charge for business customers during the promotional period.

B. Promotional Period:

The promotional period will be from March 15, 2005 through April 15, 2005.

C. Promotion Regulations

1. Promotional offer does not apply to Network Controlled Inmate, Coin-Line or Non-Coin Line Dial Tone Line Connection Charge.
2. This offer cannot be combined with any other Dial Tone Line adjustment or waiver.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

Business Customer - Calling Certificates

A. Promotion Description

Eligible business customers statewide who change to Verizon Pennsylvania Inc. for local service from another local service carrier as a direct result of Verizon's outbound telemarketing, direct mail campaigns, or customer's inbound call to Verizon's business offices will be eligible to receive credit on the customer's bill for the applicable nonrecurring charge(s) associated with the business customer's change to Verizon for local service per eligible line.

Eligible business customers who are specifically targeted via outbound telemarketing or direct mail campaign and have between 2 and 7 business exchange lines will also be eligible to receive an American Express Gift Check in the amount of \$50 per business account.

B. Promotional Period:

The promotional period will be from April 4, 2005 through July 1, 2005.

C. Program Regulations:

This promotional offering cannot be combined with any other discount or promotion except as authorized by Verizon Pennsylvania Inc.

Eligible business customers are qualified to receive only one gift check per business account and credit once per eligible business line within a twelve-month period both prior to and after signing up for local service.

This promotional offering will be made under the terms and conditions of the Tariff and will not extend beyond July 1, 2005.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

Residence Customer - Save Promotional Offer

A. Promotion Description

This filing provides for a promotional offering for qualifying residential customers who call Verizon Pennsylvania, Inc. to disconnect dial tone service. Qualifying customers who agree not to disconnect service will receive an American Express Gift Check valued at \$50.00.

B. Promotional Period:

The promotional period will be from April 11, 2005 through May 6, 2005.

C. Program Regulations:

1. Eligible customers are those who have proactively contacted Verizon Pennsylvania Inc. to disconnect dial tone service. Qualifying customers will be routed to, and requests handled by, the Verizon Pennsylvania Save Team. Only a Verizon Pennsylvania Save Team representative can extend this promotion to eligible customers.
2. This promotional offer does not apply to qualifying customers who are disconnecting dial tone service with a Verizon representative from their local Business Office, through the Voice Response Unit (VRU) system or the Verizon website (<http://www.verizon.com>).
3. This offer is not available to customers disconnecting dial tone service for any following reasons:
 - Misdirected call
 - Disconnect as result of death
 - Customer moving out of Verizon serving territory
 - Customer moving within Verizon serving territory
 - Seasonal service (not returning)
 - Additional line disconnect
 - Employees (concession and non-concession)
4. Qualifying customers are limited to one promotional offer for the period of the promotion plus 60 days.
5. This promotional offering cannot be combined with any other discount or promotion except as authorized by Verizon Pennsylvania Inc.
5. This promotional offering will be made under the terms and conditions of the Tariff and will not extend beyond May 6, 2005.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

Business Customer Rebate Offering for Customer Premise Equipment

A. Promotion Description:

This filing provides for a promotional offering for qualifying Pennsylvania business customers who purchase Customer Premise Equipment (CPE) when purchasing IntelliLinQ® PRI from Verizon Pennsylvania Inc. Eligible customers must have an annual total billing of \$120,000 or less.

B. Promotional Period:

1. The promotional period will be from April 28, 2005 through July 25, 2005.

C. Regulations:

1. Qualifying business customers are eligible to receive a check up to \$1,000 on Voice CPE when CPE is purchased with IntelliLinQ® PRI with a term contract. The rebate cannot exceed the purchase price of the CPE.
2. This offer will be extended to select qualifying customers or to any qualifying customer who requests to participate.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

Residence Customer - Local Winback Program

A. Promotion Description

Qualifying Pennsylvania residence customers who change to Verizon Pennsylvania Inc. for local service and sign up for **Verizon Regional PackageSM** or **Verizon Regional Package ExtraSM** will receive a check in the amount of \$75.00 or \$100, payable to Verizon, which can be applied toward the payment of charges billed by Verizon Pennsylvania Inc. and are redeemable with bill payment by mail.

B. Promotion Period

The promotion period will be from May 1, 2005 through July 29, 2005.

C. Promotion Regulations

1. Qualifying residence customers are those who are targeted and who change their local service provider to Verizon Pennsylvania Inc. and sign up for **Verizon Regional PackageSM** or **Verizon Regional Package ExtraSM**.
2. Qualifying residence customers changing to Verizon Pennsylvania Inc. will receive either:
 - A check valued at \$75.00 payable to Verizon for customers receiving initial offers to change to Verizon Pennsylvania Inc., or,
 - A check valued at \$100.00 payable to Verizon for customers receiving subsequent offers to change to Verizon Pennsylvania Inc.
3. This promotional offer does not apply to those qualifying customer Dial Tone Line(s) whose local dial tone line service is being restored to Verizon Pennsylvania Inc., in order to correct an unauthorized transfer to another local service provider.
4. Only one \$75 or \$100 check will be provided per qualifying customer account.
5. This promotional offer cannot be combined with any other discount or promotion except as authorized by Verizon Pennsylvania Inc.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

Residence Customer - Save Promotional Offer

A. Promotion Description

This filing provides for a promotional offering for qualifying residential customers who call Verizon Pennsylvania Inc. to disconnect dial tone service. Qualifying customers who agree not to disconnect service will receive an American Express Gift Check valued at \$25.00.

B. Promotional Period:

The promotional period will be from May 9, 2005 through July 29, 2005.

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C. Program Regulations:

1. Eligible customers are those who have proactively contacted Verizon Pennsylvania Inc. to disconnect dial tone service. Qualifying customers will be routed to, and requests handled by, the Verizon Pennsylvania Save Team. Only a Verizon Verizon Pennsylvania Save Team representative can extend this promotion to eligible customers.

2. This promotional offer does not apply to qualifying customers who are disconnecting dial tone service through the Voice Response Unit (VRU) system or the Verizon website (<http://www.verizon.com>).

3. This offer is not available to customers disconnecting dial tone service for any following reasons:

- Misdirected call
- Disconnect as result of death
- Customer moving out of Verizon serving territory
- Customer moving within Verizon serving territory
- Seasonal service (not returning)
- Additional line disconnect
- Employees (concession and non-concession)

4. Qualifying customers are limited to one promotional offer for the period of the promotion plus 60 days.

5. This promotional offering will be made under the terms and conditions of the Tariff and will not extend beyond July 29, 2005.

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GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

Business Customer DID NRC Waiver

A. Promotion Description:

Verizon PA will waive the nonrecurring charges associated with DID Number Groups and DID Trunk terminations for business customers who order new ISDN PRI, CyberDSL, or Flexgrow and PADA service for a minimum term service period of 12-months during the promotional period.

B. Promotional Period:

The promotional period will be from May 15, 2005 through August 12, 2005.

C. Program Regulations:

1. This promotional offering is subject to the availability of facilities and number designations.
2. This promotional offering cannot be combined with any other discount or promotion except as authorized by Verizon Pennsylvania Inc.
3. This promotional offering will be made under the terms and conditions of the Tariff and will not extend beyond August 12, 2005.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

Business Customer - Winback Program

A. Promotion Description:

This promotion provides Credit and Certificate for qualified Verizon Pennsylvania Inc. business customers statewide who change from another local service provider as a direct result of Verizon's outbound telemarketing, direct mail campaigns, or customers' inbound calls to Verizon's business offices and subscribe to at least one Unlimited Local Usage Plan or Unlimited Local and Toll Usage Plan with a 1-year term option. Eligible customers will receive a Certificate, valued at \$33.00 per usage plan subscribed to, plus Credit for the applicable Service Connection Charge(s).

B. Promotional Period:

The promotional period will be from July 5, 2005 through October 2, 2005.

C. Program Regulations:

Certificates are to be applied towards the Verizon PA Inc. portion of the customer's Verizon PA Inc. telephone bill. These certificates are made payable to Verizon PA Inc. and are redeemable with bill payment by mail.

Each eligible customer may receive only one credit and one certificate per eligible business line within the twelve-month periods before and after the date of the customer's subscription of such line(s) under this promotion.

Certificates cannot be applied to any of the Local Package offerings.

Full Service Connection Credit amount will be charged back if customer leaves Verizon PA Inc. with twelve months after signing up for service. In addition, customer will be subject to the termination liability of the Unlimited Local Usage Plan or Unlimited Local and Toll Usage Plan with the 1-year term option.

This offer cannot be combined with other discounts or promotions.

This offering is made under the terms and conditions of this Tariff and will not extend beyond October 2, 2005.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

Business Customer - ISDN PRI AMEX Gift Card Offer

A. Promotion Description:

This filing provides for a promotional offering for qualifying business customers who purchase IntelliLinQ® PRI from Verizon Pennsylvania Inc. Eligible customers must have an annual total billing of \$120,000 or less.

B. Promotional Period:

1. The promotional period will be from July 5, 2005 through September 30, 2005.

C. Regulations:

1. Qualifying business customers are eligible to receive an AMEX gift card valued at \$750.00 per circuit.
2. Qualifying customers are new or upgrading IntelliLinQ® PRI customers who purchase a minimum two-year agreement or existing customers who renew their current IntelliLinQ® PRI service for a term agreement of three or more years.
3. This promotional offering will be made under the term and conditions of this Tariff and will not extend beyond September 30, 2005.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

Business Customer - Winback Program

A. Promotion Description:

This promotion provides a Credit and Certificate for qualified Verizon Pennsylvania Inc. business customers statewide which change from another local service provider. Eligible customers will receive a Certificate, valued at \$66.00 per usage plan subscribed to, plus Credit for the applicable Service Connection Charge(s).

B. Promotional Period:

The promotional period will be from October 6, 2005 through December 31, 2005.

C. Program Regulations:

Qualifying customers are business customers statewide which:

- change their local service providers to Verizon Pennsylvania Inc. as a result of Verizon's outbound telemarketing, direct mail campaigns, or customers' inbound calls to Verizon's business office;
- subscribe to **CustoPAK**¹ 36-Month Term service or local exchange service; and
- subscribe to at least one Unlimited Local Usage for Business² 12-Month Term service or Unlimited Local Usage for Toll and Business² 12-Month Term service.

Local exchange customers which do not qualify for either the Unlimited Local Usage for Business 12-Month Term service or Unlimited Local Usage and Toll for Business 12-Month Term service will only receive Credit for the applicable Service Connection Charge(s).

Certificates are to be applied towards the Verizon Pennsylvania Inc. portion of the customer's Verizon Pennsylvania Inc. telephone bill. These certificates are made payable to Verizon Pennsylvania Inc. and are redeemable with bill payment by mail. Certificates cannot be applied to any of the Local Package offerings.

Each eligible customer may receive only one credit and/or one certificate per eligible business line within the twelve-month periods before and after the date of the customer's subscription of such line(s) under this promotion.

Full Service Connection Credit amount will be charged back if customer leaves Verizon Pennsylvania Inc. within twelve months after signing up for service. In addition, customer will be subject to the termination liability of the Unlimited Local Usage for Business 12-Month Term service, Unlimited Local and Toll Usage for Business 12-Month Term service and/or CustoPAK 36-Month Term Service.

The nonrecurring charge for establishing DID Line Numbers is not included in this promotional offering. This offer cannot be combined with other discounts or promotions.

This offering is made under the terms and conditions of this Tariff.

¹ See Section 2 of the Product Guide for Competitive Services (FBA Tariff No. 500) available at www.verizon.com/tariffs under Pennsylvania Non-Tariff Documents.

² See Section 43 of the Product Guide for Competitive Services (FBA Tariff No. 500) available at www.verizon.com/tariffs under Pennsylvania Non-Tariff Documents.

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GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

Business Customer - Winback Program

A. Promotion Description:

This promotion provides a Credit and Certificate for qualified Verizon Pennsylvania Inc. business customers statewide which change from another local service provider. Eligible customers will receive a Certificate, valued at \$66.00 per usage plan subscribed to, plus Credit for the applicable Service Connection Charge(s).

B. Promotional Period:

The promotional period will be from January 3, 2006 through March 31, 2006.

C. Program Regulations:

Qualifying customers are business customers statewide which:

- change their local service providers to Verizon Pennsylvania Inc. as a result of Verizon's outbound telemarketing, direct mail campaigns, or customers' inbound calls to Verizon's business office;
- subscribe to **CustoPAK**¹ 36-Month Term service or local exchange service; and
- subscribe to at least one Unlimited Local Usage for Business² 12-Month Term service or Unlimited Local Usage for Toll and Business² 12-Month Term service.

Certificates are to be applied towards the Verizon Pennsylvania Inc. portion of the customer's Verizon Pennsylvania Inc. telephone bill. These certificates are made payable to Verizon Pennsylvania Inc. and are redeemable with bill payment by mail. Certificates cannot be applied to any of the Local Package offerings.

Each eligible customer may receive only one credit and/or one certificate per eligible business line within the twelve-month periods before and after the date of the customer's subscription of such line(s) under this promotion.

Full Service Connection Credit amount will be charged back if customer leaves Verizon Pennsylvania Inc. within twelve months after signing up for service. In addition, customer will be subject to the termination liability of the Unlimited Local Usage for Business 12-Month Term service, Unlimited Local and Toll Usage for Business 12-Month Term service and/or CustoPAK 36-Month Term Service.

This offering is made under the terms and conditions of this Tariff.

¹ See Section 2 of the Product Guide for Competitive Services (FBA Tariff No. 500) available at www.verizon.com/tariffs under Pennsylvania Non-Tariff Documents.

² See Section 43 of the Product Guide for Competitive Services (FBA Tariff No. 500) available at www.verizon.com/tariffs under Pennsylvania Non-Tariff Documents.

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GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

Business Local Service - Winback Program

A. Promotion Description:

This filing provides for a new promotional offering for business customers who change to Verizon Pennsylvania Inc. for local service from another local service provider as a result of Verizon's outbound telemarketing, direct mail, or customers' inbound calls to Verizon's business offices.

Qualifying business customers who were selected and agree to participate in Verizon Pennsylvania's bill review analysis program and subsequently change to Verizon Pennsylvania Inc. for local service are eligible to receive an American Express Reward Card in the amount of \$25.00 per business account.

B. Promotional Period:

The promotional period will be from April 3, 2006 through June 30, 2006.

C. Program Regulations:

Business customers who change to Verizon for local exchange service or CustopAK¹ 36-Month Term Plan and subscribe to at least one Unlimited Local Usage for Business² 12-Month Term Plan or Unlimited Local Usage and Toll for Business² 12-Month Term Plan will receive a credit for the applicable nonrecurring charge(s) associated with the change and a Calling Certificate valued at \$33.00 for each Unlimited Local Usage for Business or Unlimited Local Usage and Toll for Business subscription. PBX trunks are not eligible for the 12-Month Term Plans.

The nonrecurring charge for establishing DID Line Numbers is not included in this promotional offering.

Calling Certificates are to be applied towards the Verizon Pennsylvania Inc. portion of the customer's Verizon Pennsylvania Inc. telephone bill. These Calling Certificates are made payable to Verizon Pennsylvania Inc. and are redeemable with bill payment by mail.

Business customers who do not qualify for either the Unlimited Local Usage for Business 12-Month Term Plan or Unlimited Local and Toll Usage for Business 12-Month Term Plan will only be eligible to receive a credit for the nonrecurring charge(s).

Customers are qualified to receive one Calling Certificate and Service Connection Credit per eligible business line within a 12-month period after signing up for local service. Calling Certificates cannot be applied to any of the Local Package offerings. This promotional offering will be made under the terms and conditions of the Tariff and will not extend beyond June 30, 2006.

If the customer leaves Verizon Pennsylvania Inc. within twelve months after signing up for service the Full Service Connection Credit amount will be charged back to the customer. The customer will also be subject to the termination liability associated with the Unlimited Local Usage for Business 12-Month Term Plan, Unlimited Local and Toll Usage for Business 12-Month Term Plan and/or CustopAK 36-Month Term Plan.

¹ See Section 2 of the Product Guide for Competitive Services (FBA Tariff No. 500) available at www.verizon.com/tariffs under Pennsylvania Non-Tariff Documents.

² See Section 43 of the Product Guide for Competitive Services (FBA Tariff No. 500) available at www.verizon.com/tariffs under Pennsylvania Non-Tariff Documents.

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GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

Business Retention Program

A. Promotion Description:

This filing provides for a new promotional offering for business customers who agree not to disconnect their Verizon Pennsylvania Inc. dial tone service and satisfy one or more of the below eligibility criteria. Qualifying business customers will be eligible to receive a one-time \$75.00 credit, appearing on their monthly telephone bill.

B. Promotional Period:

The promotional period will be from November 13, 2006 through February 5, 2007.

C. Program Regulations:

Qualified customers are business customers who:

1. currently subscribe to no less than two (2) and no greater than fourteen (14) Verizon Pennsylvania Inc. business exchange lines (i.e., any combination of voice and/or data service lines or their equivalents) per account and currently spend no less than \$60 per month total billed revenue for Verizon Pennsylvania Inc. services, based on three month average spend;
2. have been identified by the Telephone Company as likely to disconnect based upon criteria determined by the Telephone Company, who proactively contact Verizon Pennsylvania Inc. during the promotional period;
3. satisfy at least one of the following eligibility criteria:
 - a. state they intend to disconnect their dial tone service
 - b. cite a competitive offer from another provider
 - c. experience at least one of the following events:
 - i. contacts Verizon Pennsylvania Inc. more than once on an installation, repair or service outage;
 - ii. contacts the Verizon Business office more than once to resolve a billing problem;
 - iii and/or subscribes to a term contract for any Verizon PA service or subscribes to certain non-regulated services determined by the Company.
4. This offer does not apply to customers who are disconnecting service through the Verizon website (<http://www.verizon.com>).
5. This offer is not available to customers disconnecting dial tone service for any of the following reasons:
 - a. Customer moving out of Verizon serving territory,
 - b. Customer moving within Verizon serving territory,
 - c. Seasonal service (not returning,)
 - d. Additional line disconnect or
 - e. Death of customer.
6. This offer is not available to employees of Verizon Communications Inc. or its subsidiaries.
7. Qualifying business customers are limited to a maximum of one (1) direct bill credit offer per rolling six (6) months period.
8. This offer may not be combined with any other discount or promotion.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

Business Retention Program

A. Promotion Description:

This filing provides for a new promotional offering for business customers who agree not to disconnect their Verizon Pennsylvania Inc. dial tone service and satisfy one or more of the below eligibility criteria. Qualifying business customers will be eligible to receive a one-time \$75.00 credit, appearing on their monthly telephone bill.

B. Promotional Period:

The promotional period will be from February 6, 2007 through March 31, 2007.

C. Program Regulations:

Qualified customers are business customers who:

1. currently subscribe to no less than two (2) and no greater than fourteen (14) Verizon Pennsylvania Inc. business exchange lines (i.e., any combination of voice and/or data service lines or their equivalents) per account and currently spend no less than \$60 per month total billed revenue for Verizon Pennsylvania Inc. services, based on three month average spend;
2. have been identified by the Telephone Company as likely to disconnect based upon criteria determined by the Telephone Company, who proactively contact Verizon Pennsylvania Inc. during the promotional period;
3. satisfy at least one of the following eligibility criteria:
 - a. state they intend to disconnect their dial tone service
 - b. cite a competitive offer from another provider
 - c. experience at least one of the following events:
 - i. contacts Verizon Pennsylvania Inc. more than once on an installation, repair or service outage;
 - ii. contacts the Verizon Business office more than once to resolve a billing problem;
 - iii and/or subscribes to a term contract for any Verizon PA service or subscribes to certain non-regulated services determined by the Company.
4. This offer does not apply to customers who are disconnecting service through the Verizon website (<http://www.verizon.com>).
5. This offer is not available to customers disconnecting dial tone service for any of the following reasons:
 - a. Customer moving out of Verizon serving territory,
 - b. Customer moving within Verizon serving territory,
 - c. Seasonal service (not returning,)
 - d. Additional line disconnect or
 - e. Death of customer.
6. This offer is not available to employees of Verizon Communications Inc. or its subsidiaries.
7. Qualifying business customers are limited to a maximum of one (1) direct bill credit offer per rolling six (6) months period.
8. This offer may not be combined with any other discount or promotion.

GENERAL REGULATIONS

27. PROMOTIONAL OFFFERINGS (Cont'd)

Not Ready for Service

A. Promotion Description

Qualified customers are residential package customers who disconnect service with Verizon Pennsylvania Inc. due to changes in residence, that also indicate they are not ready for service in the new location will receive a coupon redeemable for \$50 off their first telephone bill when they reestablish service.

B. Promotional Period:

This promotion will begin on March 12, 2007 and end on June 8, 2007

C. Promotion Regulations

1. Qualifying residential customers who are moving to a new location within Verizon serving area and who contact Verizon directly to disconnect service at their existing location, but are not ready to place an order for service at their new location are eligible to receive a Not Ready For Service coupon.
2. The coupon will be sent to customers by mail or email during the promotional offer period, and must be redeemed before the date printed on the coupon's mailing label. The redemption period will be 90 days from the service order date disconnecting service at the customer's existing location. Customers must call the toll-free number printed on the coupon and provide the offer code printed on the mailing label to receive the Not Ready for Service credit at the time they initiate service at their new residential location.
3. The coupon will provide for a \$50.00 credit to the customer's Verizon Pennsylvania Inc. bill for the new residential location.
4. Verizon Pennsylvania Inc. will honor Not Ready for Service coupons issued by Verizon from other Verizon jurisdictions.
5. This offer is not transferable or redeemable for cash. Qualifying customers are limited to one coupon per move. The coupon may not be used to satisfy delinquent balances owed to Verizon Pennsylvania Inc. or any other Verizon affiliate.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

Repair Credit React Program

A. Promotion Description:

This filing provides for a new promotional offering for qualified residential customers who contact Verizon Pennsylvania Inc. and express a desire to disconnect their dial-tone service as a result of a repair issue. Qualifying customers who agree not to disconnect their dial tone service will be eligible to receive a credit on their Verizon Pennsylvania Inc. monthly telephone bill.

B. Promotional Period:

The promotional period will be from March 16, 2007 through June 13, 2007.

C. Program Regulations:

1. Qualified customers are eligible residential customers who during the promotional period, contact Verizon to express a desire to disconnect service as a result of a repair issue.
2. The nature of the complaint could consist of, but is not limited to, missed appointments by Verizon or a repair not completed as agreed.
3. Qualifying customers who agree not to disconnect their dial tone service will be eligible to receive a \$20 credit appearing on their Verizon Pennsylvania Inc. monthly telephone bill for three (3) consecutive months
4. Qualifying customers are limited to one offer per unsatisfactory repair event during this promotional period.
5. This promotion may not be combined with any other Verizon Pennsylvania Inc. promotional offer.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

Business SAVE/Retention Program

A. Promotion Description:

This filing provides for a new promotional offering for business customers who agree not to disconnect their Verizon Pennsylvania Inc. dial tone service and satisfy one or more of the below eligibility criteria. Qualifying business customers will be eligible to receive one of the following monthly credits, appearing on their monthly telephone bill.

1. One (1) line in jeopardy of disconnect and one line is saved the account will receive a \$10 credit for five (5) consecutive months;
2. Two (2) to four (4) lines in jeopardy of disconnect and 2 to 4 lines are saved the account will receive a \$15 credit for five (5) consecutive months or
3. Five (5) lines or more in jeopardy of disconnect and 5 or more lines are saved the account will receive a \$20 credit for five (5) consecutive months.

B. Promotional Period:

The promotional period will be from May 14, 2007 through August 10, 2007.

C. Program Regulations:

Qualified customers are business customers who:

1. currently subscribe to at least one voice line;
2. have been identified by the Telephone Company as likely to disconnect based upon criteria determined by the Telephone Company, who proactively contact Verizon Pennsylvania Inc. during the promotional period;
3. satisfy at least one of the following eligibility criteria:
 - a. state they intend to disconnect their dial tone service
 - b. cite a competitive offer from another provider
4. This offer does not apply to customers who are disconnecting service through the Verizon website (<http://www.verizon.com>).
5. This offer is not available to customers disconnecting dial tone service for any of the following reasons:
 - a. Customer moving out of Verizon serving territory,
 - b. Customer moving within Verizon serving territory,
 - c. Seasonal service (not returning,)
 - d. Additional line disconnect or
 - e. Death of customer.
6. This offer is not available to employees of Verizon Communications Inc. or its subsidiaries.
7. Qualifying business customers are limited to a maximum of one (1) direct bill credit offer per rolling six (6) months period.
8. This offer may not be combined with any other discount or promotion.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

Business SAVE/Retention Program

A. Promotion Description:

This filing provides for a new promotional offering for business customers who agree not to disconnect their Verizon Pennsylvania Inc. dial tone service; who spend no less than \$60 per month total billed revenue for services and satisfy one or more of the below eligibility criteria. Qualifying business customers will be eligible to receive one of the following monthly credits, appearing on their monthly telephone bill.

1. One (1) line in jeopardy of disconnect and one line is saved the account will receive a \$10 credit for six (6) consecutive months;
2. Two (2) to four (4) lines in jeopardy of disconnect and 2 to 4 lines are saved the account will receive a \$20 credit for six (6) consecutive months or
3. Five (5) lines or more in jeopardy of disconnect and five (5) or more lines are saved the account will receive a \$30 credit for six (6) consecutive months.

B. Promotional Period:

The promotional period will be from May 22, 2007 through August 10, 2007.

C. Program Regulations:

Qualified customers are business customers who:

1. currently subscribe to at least one voice line;
2. have been identified by the Telephone Company as likely to disconnect based upon criteria determined by the Telephone Company, who proactively contact Verizon Pennsylvania Inc. during the promotional period;
3. spend no less than \$60 per month total billed revenue for services and satisfy at least one of the following eligibility criteria:
 - a. state they intend to disconnect their dial tone service
 - b. cite a competitive offer from another provider
4. This offer does not apply to customers who are disconnecting service through the Verizon website (<http://www.verizon.com>).
5. This offer is not available to customers disconnecting dial tone service for any of the following reasons:
 - a. Customer moving out of Verizon serving territory,
 - b. Customer moving within Verizon serving territory,
 - c. Seasonal service (not returning,)
 - d. Additional line disconnect or
 - e. Death of customer.
6. This offer is not available to employees of Verizon Communications Inc. or its subsidiaries.
7. Qualifying business customers are limited to a maximum of one (1) direct bill credit offer per rolling six (6) months period.
8. This offer may not be combined with any other discount or promotion.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

Seasonal Suspension Promotion - Residential

A. Promotion Description:

This filing will be offered to residential customers who temporarily suspend their dial tone service during the promotional period.

B. Promotional Period:

The promotional period will be from June 1, 2007 through July 30, 2007.

C. Program Regulations:

1. Qualified customers who temporarily suspend their Verizon service will be eligible for a nonrecurring credit of \$18.00 and a monthly credit of \$13.50 for up to six (6) months, during the requested temporary suspension period.
2. Any customer requesting less than two (2) months suspension of service will be ineligible for this promotion.
3. At the end of the requested temporary suspension period, normal tariff rates will apply.
4. This promotion is not available through the Verizon website (<http://www.verizon.com>).
5. Eligible customers are limited to one (1) offer during the promotional period.
6. This promotional offer may not be combined with any other discount or promotion except as authorized by Verizon Pennsylvania Inc.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

Repair Credit React Program

A. Promotion Description:

This filing provides for a new promotional offering for qualified residential customers who, during the promotional period, contact Verizon Pennsylvania Inc. and express:

- 1) a desire to disconnect their dial-tone service as a result of a network related repair issue, or
- 2) report a chronic network related repair problem/poor installation experience that resulted in at least three (3) visits, or
- 3) report a network related repair/installation problem within 30 days of a new, change, or move order.

Qualifying customers who meet the above criteria and agree not to disconnect their service will be eligible to receive a \$20 credit on their monthly telephone bill for three (3) consecutive months.

B. Promotional Period:

The promotional period will be from June 22, 2007 through September 18, 2007.

C. Program Regulations:

1. The nature of the complaint could consist of, but is not limited to, missed appointments or a repair not completed as agreed.
2. The repair/installation experience must end within the promotional period.
3. Qualifying customers are limited to one (1) offer.
4. This promotion may not be combined with any other discount or promotion except as authorized by Verizon Pennsylvania Inc.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

Business Customer - Calling Certificate Program

A. Promotional Period:

The promotional period will be from July 2, 2007 through September 28, 2007.

B. Promotion Description:

Qualifying customers are business customers who: (i) never had local service in PA and sign up with Verizon PA, or (ii) change to Verizon PA from another local service provider, as a direct result of Verizon PA's outbound telemarketing, direct mail or other targeted marketing activities, for the 24-month local exchange term plan, or a term commitment of at least 36-months of **CustoPAK** service, will receive one of the following:

- an American Express Branded Reward card valued at \$40 per account;
- an American Express Branded Reward card valued at \$80 per account and a Calling Certificate valued at \$66 per usage plan purchased if the customers subscribe to at least one Unlimited Local Usage for Business 12-Month term plan or Unlimited Local & Toll Usage for Business 12-Month term plan; or
- an American Express Branded Reward card valued at \$120 per account and a Calling Certificate valued at \$66 per usage plan purchased if the customers subscribe to at least one Unlimited Local Usage for Business 12-Month term or Unlimited Local & Toll Usage for Business 12-Month term plan, and at least one Verizon DSL or FiOS data term service.

Qualifying customers will also receive a credit on the customer bill for the applicable nonrecurring charge(s) associated with each local exchange term line purchased in connection with the change to Verizon PA. Installation charge for DID service is not included in this promotion.

B. Promotion Regulations:

1. The applicable nonrecurring charge may differ depending on the "type" of Local Service Provider the qualifying business customer subscribed to before changing to Verizon PA. If the customer is changing from a Reseller, the applicable nonrecurring charge is a record order charge, per Billing Telephone Number. If the customer is changing from a competitive local exchange carrier ("CLEC"), the applicable nonrecurring charge equates to New Connect charges, which include a Service Order charge per Billing Telephone Number and a Line charge per dial tone line. The full non-recurring charge will be applied to the customer's bill if the customer transfers from Verizon PA within twelve months after subscribing to Verizon Pennsylvania Inc. for local service.
2. Calling Certificates are to be applied towards the Verizon PA portion of the qualifying business customer's Verizon PA telephone bill. These calling certificates are made payable to Verizon Pennsylvania Inc. and are redeemable with bill payment by mail.
3. Qualifying business customers may receive no more than one American Express Branded Reward Card per account, one Calling Certificate, and/or one credit for applicable nonrecurring charges per eligible business line within a twelve-month period after changing to Verizon PA for local service.
4. Full nonrecurring credit will be charged back when customers leave Verizon PA within 12 months after signing up for local service. In addition, customer will be subject to termination liability of the Unlimited Local Usage for Business 12-Month Term service, Unlimited Local & Toll Usage for Business 12-Month Term service, 24-month local exchange term service, **CustoPAK** 36-Month Term service, and DSL or FiOS term service.
5. These promotional offerings will be made under the terms and conditions of the Tariff and will not extend beyond September 28, 2007. The tariffed rates, terms and conditions for the services in these promotional offers apply except to the extent provided in this promotion. These promotional offerings cannot be combined with any other discount or promotion except as authorized by Verizon PA.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

Residential - Online Ordering NRC Promotion

A. Promotional Period:

The promotional period will be from July 9, 2007 through September 28, 2007.

B. Promotion Description:

During the promotional period, qualifying residential customers who order dial tone service on-line will receive a waiver of the ordering and line connection charges. Other installation charges that may be incurred, such as inside wiring, are not waived.

Qualifying customers are residential customers who order new service, including changes of location, as well as those who order additional lines.

B. Promotion Regulations:

1. This promotion only applies to customers who are ordering their dial tone service through the Verizon website (<http://www.verizon.com>).
2. Customers ordering packages, such as Local Package, that already waive non-recurring charges are not eligible for this offer.
3. Existing customers who go on-line to order additional features for their current service are not eligible for this offer.
4. Customers are limited to one offer during the promotional period.
5. This promotion may not be combined with any other promotional offer unless specified by Verizon Pennsylvania, Inc.

GENERAL REGULATIONS

27. PROMOTIONAL OFFFERINGS (Cont'd)

Business - SAVE/Retention Promotion

A. Promotional Period:

The promotional period will be from August 13, 2007 through November 10, 2007.

B. Promotion Description:

During the promotional period, qualifying existing Verizon business customers who have decided to disconnect dial tone service and subsequently agree not to disconnect their service will receive one (1) of the following credit offers, which will appear on their monthly telephone bill over four (4) consecutive billed months:

- 1 line = \$15.00 (total of \$60.00 per account)
- 2 to 4 lines = \$25.00 (total of \$100.00 per account)
- 5 to 9 lines = \$35.00 (total of \$140.00 per account)

B. Promotion Regulations:

1. This offer does not apply to customers who disconnect service through the Verizon website (<http://www.verizon.com>)
2. Qualifying customers are limited to one (1) direct bill credit offer per rolling six (6) months.
3. This promotional offer cannot be combined with any other discount or promotion except as authorized by Verizon.
4. This offer is not available to employees of Verizon or its subsidiaries.
5. Verizon reserves the right to withdraw this promotion before its expiration date in the event an alternative promotion is offered.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

Voice or Package Promotion

A. Promotion Description

Eligible customers for this promotion are residence customers who proactively contact Verizon Pennsylvania Inc. during the promotional period to disconnect their dial tone service and/or cite a competitive offer from another provider.

Eligible customers who agree not to disconnect their dial tone service and who currently subscribe to or purchase: (a) a Voice Only service (any basic exchange service excluding Lifeline Service, Local Package or Regional Package); or (b) a Voice Only service and one (1) Verizon affiliate service specified by Verizon Pennsylvania Inc.

Customers who qualify will receive a \$6 credit for nine (9) consecutive months or \$10 credit for seven (7) consecutive months, respectively.

B. Promotional Period:

This promotion will begin on August 13, 2007 and end on November 9, 2007.

C. Promotion Regulations

1. This promotion does not apply to customers who are disconnecting their dial tone service through the Verizon website (<http://www.verizon.com>).
2. This offer is not available to customers disconnecting dial tone service for any following reasons:
 - Customer moving out of Verizon serving territory
 - Seasonal service (not returning)
 - Death of customer
3. Eligible customers are limited to one (1) offer during the promotional period.
4. This promotion may not be combined with any other Verizon Pennsylvania Inc. promotional offer unless otherwise specified by Verizon Pennsylvania Inc.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

Seasonal Suspension Promotion - Residential

A. Promotion Description:

This filing will be offered to residential customers who temporarily suspend their dial tone service during the promotional period.

B. Promotional Period:

The promotional period will be from September 4, 2007 through November 21, 2007.

C. Program Regulations:

1. Qualified customers who temporarily suspend their Verizon service will be eligible for a nonrecurring credit of \$18.00 and a monthly credit of \$13.50 for up to six (6) months, during the requested temporary suspension period.
2. Any customer requesting less than two (2) months suspension of service will be ineligible for this promotion.
3. At the end of the requested temporary suspension period, normal tariff rates will apply.
4. This promotion is not available through the Verizon website (<http://www.verizon.com>).
5. Eligible customers are limited to one (1) offer during the promotional period.
6. This promotional offer may not be combined with any other discount or promotion except as authorized by Verizon Pennsylvania Inc.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

\$25 or \$50 Promotion Offer- Residential

A. Promotion Description:

Eligible customers for this promotion are residence customers who disconnect their Verizon telephone service and subsequently return to Verizon, customers who contact Verizon to disconnect their service but ultimately retain Verizon or customers who contact Verizon citing offers for voice telephone service from Verizon's competitors.

Verizon may offer a one time benefit of either \$25 or \$50, which may either take the form of a gift card or bill credit. Customers who disconnect their Verizon telephone service and subsequently return to Verizon, customers who contact Verizon to disconnect their service but ultimately retain Verizon or customers who contact Verizon citing offers for voice telephone service from Verizon's competitors are eligible for the \$25 benefit. Customers are eligible for the \$50 benefit if they are responding to a Verizon marketing letter, sent after their disconnection request, offering this benefit.

B. Promotional Period:

The promotional period will be from September 10, 2007 through March 6, 2008.

C. Program Regulations:

1. The offer is not redeemable for cash and may not be used to satisfy delinquent balances owed to Verizon or any Verizon affiliate. Bill credit offers mailed to qualifying customers must be redeemed prior to the expiration date specified in the mailing.
2. This offer is limited to one per customer and cannot be combined with any other promotional offers except as authorized by Verizon.
3. This offer is only available through Verizon designated sales channels for Verizon designated marketing campaigns.

GENERAL REGULATIONS

27. PROMOTIONAL OFFFERINGS (Cont'd)

Repair and Churn Promotion

A. Promotion Description

Eligible customers are residence customers who, during the promotional period, contact or are contacted by Verizon Pennsylvania Inc. and:

- 1) request to have voice service disconnected as a result of a network related repair problem, or
- 2) report a chronic network related repair problem or poor installation problem that resulted in multiple visits, or
- 3) have been identified by Verizon Pennsylvania Inc. as likely to disconnect service based upon criteria determined by the Telephone Company.

The nature of the complaint could consist of, but is not limited to, missed appointments or a repair not completed as agreed. The repair/installation experience must end within the promotional period.

Eligible customers who meet the above criteria and agree not to disconnect their service will receive a one-time \$25.00 credit on their next month's telephone bill.

B. Promotional Period:

This promotion will begin on September 17, 2007 and end on March 14, 2008.

C. Promotion Regulations

1. Eligible customers are limited to one (1) offer during the promotional period.
2. This promotion may not be combined with any other Verizon Pennsylvania Inc. promotional offer unless otherwise specified by Verizon Pennsylvania Inc.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

Residential - Online Ordering NRC Promotion

A. Promotional Period:

The promotional period will be from October 3, 2007 through December 30, 2007.

B. Promotion Description:

During the promotional period, qualifying residential customers who order dial tone service on-line will receive a waiver of the ordering and line connection charges. Other installation charges that may be incurred, such as inside wiring, are not waived.

Qualifying customers are residential customers who order new service, including changes of location, as well as those who order additional lines.

B. Promotion Regulations:

1. This promotion only applies to customers who are ordering their dial tone service through the Verizon website (<http://www.verizon.com>).
2. Customers ordering packages, such as Local Package, that already waive non-recurring charges are not eligible for this offer.
3. Existing customers who go on-line to order additional features for their current service are not eligible for this offer.
4. Customers are limited to one offer during the promotional period.
5. This promotion may not be combined with any other promotional offer unless specified by Verizon Pennsylvania, Inc.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

Voice or Package Promotion

A. Promotion Description

Eligible customers for this promotion are residence customers who proactively contact Verizon Pennsylvania Inc. during the promotional period to disconnect their dial tone service and/or cite a competitive offer from another provider.

Eligible customers who agree not to disconnect their dial tone service and who currently subscribe to or purchase: (a) a Voice Only service (any basic exchange service excluding Lifeline Service, Local Package or Regional Package); or (b) a Voice Only service and one (1) Verizon affiliate service specified by Verizon Pennsylvania Inc.

Customers who qualify will receive a \$6 credit for nine (9) consecutive months or \$10 credit for seven (7) consecutive months, respectively.

B. Promotional Period:

This promotion will begin on November 12, 2007 and end on February 8, 2008.

C. Promotion Regulations

1. This promotion does not apply to customers who are disconnecting their dial tone service through the Verizon website (<http://www.verizon.com>).
2. This offer is not available to customers disconnecting dial tone service for any following reasons:
 - Customer moving out of Verizon serving territory
 - Seasonal service (not returning)
 - Death of customer
3. Eligible customers are limited to one (1) offer during the promotional period.
4. This promotion may not be combined with any other Verizon Pennsylvania Inc. promotional offer unless otherwise specified by Verizon Pennsylvania Inc.

GENERAL REGULATIONS

27. PROMOTIONAL OFFFERINGS (Cont'd)

Business - SAVE/Retention Promotion

A. Promotional Period:

The promotional period will be from November 22, 2007 through December 18, 2007. (C)

B. Promotion Description:

During the promotional period, qualifying existing Verizon business customers who have decided to disconnect dial tone service and subsequently agree not to disconnect their service will receive one (1) of the following credit offers, which will appear on their monthly telephone bill over four (4) consecutive billed months:

- 1 line = \$15.00 (total of \$60.00 per account)
- 2 to 4 lines = \$25.00 (total of \$100.00 per account)
- 5 to 9 lines = \$35.00 (total of \$140.00 per account)

B. Promotion Regulations:

1. This offer does not apply to customers who disconnect service through the Verizon website (<http://www.verizon.com>)
2. Qualifying customers are limited to one (1) direct bill credit offer per rolling six (6) months.
3. This promotional offer cannot be combined with any other discount or promotion except as authorized by Verizon.
4. This offer is not available to employees of Verizon or its subsidiaries.
5. Verizon reserves the right to withdraw this promotion before its expiration date in the event an alternative promotion is offered.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

Seasonal Suspension Promotion - Residential

A. Promotion Description:

This filing will be offered to residential customers who temporarily suspend their dial tone service during the promotional period.

B. Promotional Period:

The promotional period will be from December 5, 2007 through February 15, 2007.

C. Program Regulations:

1. Qualified customers who temporarily suspend their Verizon service will be eligible for a nonrecurring credit of \$18.00 and a monthly credit of \$14.00 for up to five (5) months, during the requested temporary suspension period.
2. Any customer requesting less than five (5) months suspension of service will be ineligible for this promotion.
3. At the end of the requested temporary suspension period, normal tariff rates will apply.
4. This promotion is not available through the Verizon website (<http://www.verizon.com>).
5. Eligible customers are limited to one (1) offer during the promotional period.
6. This promotional offer may not be combined with any other discount or promotion except as authorized by Verizon Pennsylvania Inc.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

Business - SAVE/Retention Promotion

A. Promotional Period:

The promotional period will be from December 17, 2007 through June 13, 2008.

B. Promotion Description:

During the promotional period, qualifying existing Verizon business customers who state their intent to disconnect dial tone service and subsequently agree not to disconnect their service will receive one (1) of the following credit offers, which will appear on their monthly telephone bill over five (5) consecutive billed months:

- Customers must subscribe to at least one voice line and maintains a monthly minimum spend level of \$ 50.00 per month based, based on a three-month spending average of voice services, shall receive a monthly bill credit of \$ 10.00 (total of \$50.00 per account)
- Customers must subscribe to at least one voice line and maintains a monthly minimum spend level of \$ 70.00 per month based, based on a three-month spending average of voice services, shall receive a monthly bill credit of \$ 20.00 (total of \$100.00 per account)
- Customers must subscribe to at least one voice line and maintains a monthly minimum spend level of \$ 90.00 per month based, based on a three-month spending average of voice services, shall receive a monthly bill credit of \$ 30.00 (total of \$150.00 per account)

B. Promotion Regulations:

1. This offer does not apply to customers who disconnect service through the Verizon website (<http://www.verizon.com>)
2. Qualifying customers are limited to one (1) direct bill credit offer per rolling six (6) months.
3. This promotional offer cannot be combined with any other discount or promotion except as authorized by Verizon.
4. This offer is not available to employees of Verizon or its subsidiaries.
5. Verizon reserves the right to withdraw this promotion before its expiration date in the event an alternative promotion is offered.
6. This offer is not available to customers disconnecting dial tone service for any of the following reasons:
 - Customer moving out of Verizon serving territory
 - Customer moving within Verizon serving territory
 - Season service (not returning)

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

\$25 or \$50 Promotion Offer- Residential

A. Promotion Description:

Eligible customers for this promotion are residence customers who meet one (1) of the following three (3) criteria.

- A) Current residence customers of Verizon local service who: i) contact Verizon to disconnect their local service; or ii) have otherwise taken steps to accept a competitive offer; and who in either case (i or ii) agree to retain their Verizon local service may be eligible to receive a one-time bill credit of \$25.00.
- B) Individuals who change their existing local exchange service from another local service provider to Verizon as a direct result of Verizon's outbound telemarketing or direct mail campaigns, and who agree to subscribe to any Verizon voice-only service, may be eligible for a one-time bill credit of \$25.00.
- C) Current residence customers who contact Verizon to disconnect their local service due to a move, and indicate that they are not ready to order service at the new location; will be mailed a letter informing them that they are eligible for a one-time bill credit in the amount of \$50.00 if they establish new dial tone service with Verizon within 90 days of disconnecting their service. The one-time \$50.00 bill credit will be applied to the customer's first Verizon monthly bill for the new location.

At the time the customer orders service at the new location, the customer (i) must call the toll-free number printed on the letter, and (ii) provide the representative with the offer code included in the letter to receive the Not Ready for Service one-time \$50.00 bill credit.

Verizon will honor the Not Ready for Service one-time \$50.00 bill credit issued by other Verizon jurisdictions as long as the offer meets the terms and conditions of this tariff.

B. Promotional Period:

The promotional period will be from March 7, 2008 through July 20, 2008.

(C)

C. Program Regulations:

- 1. The offer is not redeemable for cash and may not be used to satisfy delinquent balances owed to Verizon or any Verizon affiliate. Bill credit offers mailed to qualifying customers must be redeemed prior to the expiration date specified in the mailing.
- 2. This offer is limited to one per customer and cannot be combined with any other discount or promotional offers except as authorized by Verizon.
- 3. This offer is only available through Verizon designated sales channels for Verizon designated marketing campaigns.
- 4. The one-time bill credit will not be offered to customers disconnecting dial tone service for seasonal service (not returning) customers.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

\$25 Repair Credit- Residential

A. Promotion Description:

This filing provides for a new promotional offering for qualified residential customers. Residential customers who experience more than one repair problem within 30 days of a New, Change, or Move order may receive a one-time proactive repair credit of \$25.00.

B. Promotional Period:

The promotional period will be from March 19, 2008 through June 17, 2008.

C. Program Regulations:

1. Qualified customers are eligible residential customers who during the promotional period experience a repair problem within 30 days of a New, Change or Move order.
2. Certain qualifying customers will receive an automatic one-time proactive repair credit of \$25.00.
3. Qualifying customers are limited to one offer per unsatisfactory repair event during this promotional period.
4. This promotion may not be combined with any other Verizon Pennsylvania Inc. Promotional offer.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

Retain/Save Promotion - Business

A. Promotion Description:

Qualifying business customers who proactively call Verizon to disconnect their dial tone service, and subsequently agree not to disconnect, will receive a credit on their Verizon bill each month as described below following their agreement not to disconnect their dial tone service. (C)

Qualifying customers who currently subscribe or are willing to subscribe to one or more Verizon business exchange lines with a 24-Mo term agreement (i.e., any combination of voice and/or data service lines or their equivalents) or Custopak, a Centrex with a 36mo term and agree to retain their dial-tone service, are eligible to receive one of the following credits:

- \$10 for ten (10) months (total of \$100.00 per account) when customers want to disconnect 1 line, have a minimum of \$45 in monthly billing with Verizon and agree to retain the account, the lines, and the minimum monthly spend level, or
- \$15 fifteen for (10) months (total of \$150.00 per account) when customers want to disconnect 1 line, have a minimum of \$70 in monthly billing with Verizon and agree to retain the account, the lines, and the minimum monthly spend level, or
- \$15 fifteen for twelve (12) months (total of \$180 per account) when customers want to disconnect 2-4 or more lines, have a minimum of \$70 in monthly billing with Verizon and agree to retain the account, the lines, and the minimum monthly spend level, or
- \$20 twenty for twelve (12) months (total of \$240 per account) when customers want to disconnect 2-4 lines, have a minimum of \$90 in monthly billing with Verizon and agree to retain the account, the lines, and the minimum monthly spend level, or
- \$50 fifty for six (6) months (total of \$300 per account) when customers want to disconnect 2-4 lines, have a minimum of \$310 in monthly billing with Verizon and agree to retain the account, the lines, and the minimum monthly spend level.
- \$70 seventy for nine (9) months (total of \$630 per account) when customers want to disconnect 2-4 lines, have a minimum of \$610 in monthly billing with Verizon and agree to retain the account, the lines, and the minimum monthly spend level.
- \$30 thirty for twelve (12) months (total of \$360 per account) when customers want to disconnect 5 or more lines, have a minimum of \$160 in monthly billing with Verizon and agree to retain the account, the lines, and the minimum monthly spend level.
- \$70 seventy for nine (9) months (total of \$630 per account) when customers want to disconnect 5 or more lines, have a minimum of \$310 in monthly billing with Verizon and agree to retain the account, the lines, and the minimum monthly spend level.
- \$100 one-hundred for nine (9) months (total of \$900 per account) when customers want to disconnect 5 or more lines, have a minimum of \$610 in monthly billing with Verizon and agree to retain the account, the lines, and the minimum monthly spend level.

B. Promotional Period:

The promotional period will be from May 15, 2009 through October 28, 2010. (C)

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

\$25 or \$50 Promotion Offer- Residential

A. Promotion Description:

Eligible customers for this promotion are residence customers who meet one (1) of the following three (3) criteria.

- A) Current residence customers of Verizon local service who contact Verizon to disconnect their local service and who agree to retain their Verizon local service may be eligible to receive a one-time bill credit of \$25.00.
- B) Individuals who change their existing local exchange service from another local service provider to Verizon as a direct result of Verizon's outbound telemarketing or direct mail campaigns, and who agree to subscribe to any Verizon voice-only service, may be eligible for a one-time bill credit of \$25.00.
- C) Current residence customers who contact Verizon to disconnect their local service due to a move, and indicate that they are not ready to order service at the new location; will be mailed a letter informing them that they are eligible for a one-time bill credit in the amount of \$50.00 if they establish new dial tone service with Verizon within 90 days of disconnecting their service. The one-time \$50.00 bill credit will be applied to the customer's first Verizon monthly bill for the new location.

At the time the customer orders service at the new location, the customer (i) must call the toll-free number printed on the letter, and (ii) provide the representative with the offer code included in the letter to receive the Not Ready for Service one-time \$50.00 bill credit.

Verizon will honor the Not Ready for Service one-time \$50.00 bill credit issued by other Verizon jurisdictions as long as the offer meets the terms and conditions of this tariff.

B. Promotional Period:

The promotional period will be from July 21, 2008 through October 17, 2008.

C. Program Regulations:

- 1. The offer is not redeemable for cash and may not be used to satisfy delinquent balances owed to Verizon or any Verizon affiliate. Bill credit offers mailed to qualifying customers must be redeemed prior to the expiration date specified in the mailing.
- 2. This offer is limited to one per customer and cannot be combined with any other discount or promotional offers except as authorized by Verizon.
- 3. This offer is only available through Verizon designated sales channels for Verizon designated marketing campaigns.
- 4. The one-time bill credit will not be offered to customers disconnecting dial tone service for seasonal service (not returning) customers.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

\$20 Repair Credit- Residential

A. Promotion Description:

This filing provides for a new promotional offering for qualified residential customers. Residential customers who experience more than two (2) repair problems within 30 days of a New, Change, or Move order may receive a one-time proactive repair credit of \$20.00.

B. Promotional Period:

The promotional period will be from September 15, 2008 through March 12, 2009.

C. Program Regulations:

1. Qualified customers are eligible residential customers who during the promotional period:
 - i. experience at least two (2) repair problems within 30 days of a New, Change or Move order; or
 - ii. experience at least three (3) repair problems within 30 days of being restored from a service outage.
2. Eligible customers must have service over copper.
3. Certain qualifying customers will receive an automatic one-time proactive repair credit of \$20.00.
4. Qualifying customers are limited to one (1) offer during this promotional period.
5. This promotion may not be combined with any other Verizon Pennsylvania Inc. promotional offer.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

Economic Support Offer - Business

A. Promotion Description:

Eligible business voice customers who are reorganizing, suspending operations temporarily, or moving with a break in operations. Who meet one (1) of the following three (3) criteria.

1. For customers temporarily halting operations, restructuring, or downsizing operations, Approve economic support offer for a period of 6 months at approximately half cost for the line rate, excluding taxes/surcharges. Retention offer to provide economic support to business customers while they reorganize their businesses-would work like a seasonal suspend
2. This offer would be limited to business customers who are contacting Verizon to disconnect between 1-5 POTS or CustopAK lines. This offer would net customer paying approximately one-half of the line MRCs (excluding taxes/surcharges) for up to 6 months for business customers disconnecting 5 lines or less. Customer would resume service at prior rates at the end of the economic support period. The monthly credit would range from \$6.00 to \$10.00 for POTS Lines and \$15.00 to \$20.00 for CustopAK lines.

B. Promotional Period:

The promotional period will be from June 15, 2009 through September 14, 2009.

C. Program Regulations:

1. Customer must be disconnecting at least one line, but not more than 5 business voice lines and agree not to disconnect their line(s).
2. Demand offer only in the Business Retention queue.
3. Customer must be calling the BSC to disconnect due to economic difficulties or a change in business circumstances.
- 4 Customer must be a Vz customer for at least 12 mos and have good credit standings.
5. Customers with term contracts may continue with contract during the economic support period. However, if services are disconnected, applicable termination charges will apply.
6. Qualifying products-Business voice lines-POTs and CustopAK.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

Save Offer - Business

A. Promotion Description:

Existing business customers that meet the following criteria will receive a credit on their monthly telephone bill as specified below.

1. Contact Verizon to disconnect their Verizon dial-tone service or to disconnect two or more individual message business lines or Centrex Plus or Centrex Plus with Assumed Dial 9 (a/k/a CustoPAK) lines and agree not to discontinue such service or lines; or
2. Have placed an order to disconnect their Verizon dial-tone service or to disconnect two or more individual message business lines or Centrex Plus or Centrex Plus with Assumed Dial 9 (a/k/a CustoPAK) lines; and be contacted by Verizon in connection with this promotional offering and in response to such contact agree to cancel their pending order to disconnect their Verizon dial-tone service or such lines.

B. Promotional Period:

The promotional period will be from July 2, 2009 through December 11, 2009.

C. Program Regulations:

1. Customer must subscribe, or agree to begin subscribing to, a term plan on two or more individual message business lines or Centrex Plus Plus or Centrex Plus with Assumed Dial 9 (a/k/a CustoPAK) lines or a long distance calling plan on a term plan; and
2. have, at the time they accept this promotional offering, no less than the total billed revenue specified below for the following services combined: services offered by Verizon PA Inc., DSL service offered by Verizon Online, and long distance service offered by a Verizon affiliate.

<u>Minimum Spend Level</u> (Total billed revenue based on a three-month average spend)	<u>Monthly Credit,</u> <u>per Customer Location</u>	<u>Number of lines, per location,</u> <u>customer intends to disconnect</u>
\$310	\$50.00 for 6 months	2 - 4 lines
\$310	\$80.00 for 6 months	5 or more lines
\$610	\$80.00 for 6 months	2 - 4 lines
\$610	\$125.00 for 6 months	5 or more lines

3. Customers will be subject to the termination liability associated with each individual term plan as specified in the tariff.
4. This offer does not apply to customers disconnecting their dial-tone service through the Verizon website (<http://www.verizon.com>).
5. This offer is not available to customers disconnecting dial-tone service for any of the following reasons: customer moving within Verizon serving territory or seasonal service.
6. Eligible customers for these promotional offerings are limited to a maximum of one direct bill credit offer within a six-month period.
7. This promotional offer cannot be combined with any other discount or promotion except as authorized by Verizon PA Inc.
8. Verizon reserves the right to change the end date or other terms or conditions of the promotion before its expiration date.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

American Express Gift Card Promo - Business

A. Promotion Description:

Eligible customers are Verizon Medium business customers with annual billed revenues of \$4,000 - \$250,000 who purchase new or renew any of the following services with a minimum term agreement. Customers who qualify will receive an American Express Gift Card determined by the Company valued at the following amounts:

PRODUCT	MIN TERM	ITEM VALUE
Business Exchange Access Line, per line (maximum 30 lines per customer site)	MTM or 2 YR	\$40
CustoFLEX 2100 (minimum 2 lines and maximum 30 lines per customer site), per line	1 YR	\$40
CustoPak (minimum 2 lines and maximum 30 lines per customer site), per line	3 YR	\$40
High Capacity Digital Service, DS1 (1.5 Mbps), per channel termination(maximum 10 Circuits)	2 YR	\$350
Transparent LAN Service, per circuit - Standard Access Line and EMS Real Time (ELAN), Premier Access Lines (EVPL) - 10 Mbps - 100 Mbps - 10 Gbps (Up to a Maximum of 5 Circuits)	2 YR	\$800 \$2,200 \$3,000

B. Promotional Period:

The promotional period will be from April 5, 2010 through June 30, 2010.

C. Program Regulations:

- Contract renewals are eligible for this promotional offer.
- Renewing subscribers must be within six months of current contract expiration.
- New service and upgrades are eligible for this promotional offer.
- Existing customers must purchase new service or upgrade current service.
- American Express Gift Cards are sent directly to the customer, redeemable at over 170 merchants. The American Express merchant list is subject to change at any time without advance notice

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

American Express Gift Card Promo - Business

A. Promotion Description:

1. New Verizon business customers or where applicable as per below existing Verizon business customers who have expired contracts or are within six months of contract expiration who renew/purchase qualifying services; or
2. Where applicable as per below wonback Verizon business customers who contact Verizon and threaten to disconnect service but instead agree not to disconnect their service and subscribe to, or agree to subscribe to, qualifying services.

PRODUCT	Gift Card Amount
Centrex CustofLEX 2100 or Custopak	\$30 (per line) Maximum 30 lines per customer site New, renewal or winback lines
Business Exchange Voice Line	\$30 (per line) Maximum 30 lines per customer site New, renewal or winback lines
TLS-Standard Access Line and Ethernet Multipoint Service or TLS-Premier Access Line	100M or GigE = \$2,200 per circuit Maximum 5 circuits per customer New circuits only

B. Promotional Period:

The promotional period will be from August 2, 2010 through October 31, 2010.

C. Program Regulations:

1. Qualified customers are:

- a. Verizon business customers or where applicable as per above existing Verizon business customers who have expired contracts or are within six months of contract expiration who renew/purchase the following services:
 - i. Centrex CustofLEX 2100 (minimum of two lines) with a minimum one year term commitment or Custopak (minimum of two lines) with a minimum three year term commitment; or
 - ii. one or more business exchange voice lines with a two year term or month to month commitment; or
- b. As applicable as per above, existing Verizon business customers who contact Verizon and threaten to disconnect service but instead agree not to disconnect their service and subscribe to, or agree to subscribe to, the following services:
 - i. Centrex CustofLEX 2100 (minimum of two lines) with a minimum one year term commitment or Custopak (minimum of two lines) with a minimum three year term commitment; or
 - ii. one or more business exchange voice lines with a two year term commitment; or

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

Retain/Save Promotion - Business

C. Program Regulations:

1. This promotion does not apply to customers who are disconnecting their dial tone service through the Verizon website (<http://www.verizon.com>).
2. This offer is not available to customers disconnecting dial tone service for any of the following reasons:
 - Customer moving out of Verizon serving territory
 - Customer moving within Verizon serving territory (returning)
 - Seasonal service
 - Death of customer
3. This offer is not available to employees of Verizon Communications Inc. or its subsidiaries.
4. Eligible customers are limited to a maximum of one (1) direct bill credit offer within a six-month period.
5. These promotional offerings will be made under the terms and conditions of the Tariff and will not extend beyond October 28, 2010.
6. The tariffed rates, terms and conditions for the services in these promotional offers apply except to the extent provided in this promotion.
7. These promotional offerings cannot be combined with any other discount or promotion except as authorized.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

American Express Gift Card Promo - Business (Cont'd)

C. Program Regulations: (Cont'd)

1. Qualified customers are: (Cont'd)
 - c. New Verizon business customers who contact Verizon and agree to subscribe to the following new services:
 - i. Centrex CustofLEX 2100 (minimum of two lines) with a minimum one year term commitment or Custopak (minimum of two lines) with a minimum three year term commitment; or
 - ii. One or more business exchange voice lines with a two year term or month to month commitment; or
 - iii. TLS-Standard Access Line and Ethernet Multipoint Service, or TLS- Premier Access Line with a minimum three year term commitment.
2. Gift cards are awarded per circuit for TLS (up to a maximum of five circuits per customer) or per line for business Exchange Voice Lines (up to a maximum of 30 lines per customer site) and Centrex CustofLEX 2100 and Custopak services (up to a maximum of 30 lines per customer site). Centrex CustofLEX 2100 and Custopak services require a minimum of two lines in order to initially qualify for the promotion.
3. American Express gift cards are redeemable at selected merchants. Once service has been installed, customers will receive an e-mail with complete details (including participating merchants) to verify contact information for mailing the gift card. Customers must reply and provide verification by November 31, 2010 in order to receive the gift card. Gift cards expire one year from issuance.
4. Qualified Verizon business customers must have annual Verizon billing of \$4,000 to \$250,000.
5. This offer cannot be combined with any other discount or promotion.
6. This offer is not transferable or redeemable for cash and may not be used to satisfy delinquent balances owed to Verizon or any Verizon affiliate.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

Save Offer - Business

A. Promotion Description:

1. New Verizon business customers business who are seeking to disconnect either a telephone line or an entire account, and subsequently agree not to disconnect the line(s), maintain the spend levels (on VZ LD, VZ Local, and VZ Online), and maintain current services w/ Verizon services; or
2. Qualified Customers who meet the minimum monthly spending will receive a bottom of the bill credit as described:

Minimum Spending Level	Credit Amount per month	Duration
\$25	\$5	12 months
\$50	\$10	12 months
\$75	\$15	12 months
\$100	\$20	12 months
\$160	\$30	12 months
\$220	\$40	12 months
\$320	\$60	12 months
\$420	\$80	12 months

B. Promotional Period:

The promotional period will be from January 16, 2011 through April 1, 2011.

C. Program Regulations:

1. Qualified customers are limited to a maximum of one (1) direct bill credit offer per rolling 6 months.
2. Qualifying customers cannot currently be receiving an active BOTB save offer, the offer must be retracted prior to applying the new offer above.
3. Qualifying customers are limited to one promotional offer for the period of the promotion.
4. Qualifying customer credits are applied at a BTN level. Customer is defined at a BTN level.
5. This offer may not be combined with any other save offers.
6. The availability of these save offers will be determined on a customer by customer basis;
7. Customers who are currently on an existing promotional package are not eligible to receive this offer.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

Save Offer - Business

A. Promotion Description:

1. New Verizon business customers business who are seeking to disconnect either a telephone line or an entire account, and subsequently agree not to disconnect the line(s), maintain the spend levels (on VZ LD, VZ Local, and VZ Online), and maintain current services w/ Verizon services; or
2. Qualified Customers who meet the minimum monthly spending will receive a bottom of the bill credit as described:

Minimum Spending Level	Credit Amount per month	Duration
\$25	\$5	12 months
\$50	\$10	12 months
\$75	\$15	12 months
\$100	\$20	12 months
\$160	\$30	12 months
\$220	\$40	12 months
\$320	\$60	12 months
\$420	\$80	12 months

B. Promotional Period:

The promotional period will be from January 16, 2011 through April 1, 2011.

C. Program Regulations:

1. Qualified customers are limited to a maximum of one (1) direct bill credit offer per rolling 6 months.
2. Qualifying customers cannot currently be receiving an active BOTB save offer, the offer must be retracted prior to applying the new offer above.
3. Qualifying customers are limited to one promotional offer for the period of the promotion.
4. Qualifying customer credits are applied at a BTN level. Customer is defined at a BTN level.
5. This offer may not be combined with any other save offers.
6. The availability of these save offers will be determined on a customer by customer basis;
7. Customers who are currently on an existing promotional package are not eligible to receive this offer.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

Save Offer - Business

A. Promotion Description:

1. New Verizon business customers who are seeking to disconnect either a telephone line or an entire account, and subsequently agree not to disconnect the line(s), maintain the spend levels (on VZ LD, VZ Local, and VZ Online), and maintain current services w/ Verizon services; or
2. Qualified Customers who meet the minimum monthly spending will receive a bottom of the bill credit as described:

Minimum Spending Level	Credit Amount per month	Duration
\$25	\$5	12 months
\$50	\$10	12 months
\$75	\$15	12 months
\$100	\$20	12 months
\$160	\$30	12 months
\$220	\$40	12 months
\$320	\$60	12 months
\$420	\$80	12 months

B. Promotional Period:

The promotional period will be from April 16, 2011 through July 15, 2011.

C. Program Regulations:

1. Qualified customers are limited to a maximum of one (1) direct bill credit offer per rolling 6 months.
2. Qualifying customers cannot currently be receiving an active BOTB save offer, the offer must be retracted prior to applying the new offer above.
3. Qualifying customers are limited to one promotional offer for the period of the promotion.
4. Qualifying customer credits are applied at a BTN level. Customer is defined at a BTN level.
5. This offer may not be combined with any other save offers.
6. The availability of these save offers will be determined on a customer by customer basis;
7. Customers who are currently on an existing promotional package are not eligible to receive this offer.

GENERAL REGULATIONS

27. PROMOTIONAL OFFERINGS (Cont'd)

Save Offer - The Telephone Company will offer the following promotional offering for qualifying Verizon Pennsylvania LLC business customers: (C)

A. Promotion Description:

1. Qualified customers are businesses who call Verizon and cite a competitive offer or are contemplating disconnecting either a telephone line, HSI, FiOS Data, FiOS TV or an entire account;
 - a. or business customers who have an existing retention offer from Verizon that is expiring or has expired;
 - b. and subsequently agree not to disconnect the line(s), maintain the spend levels (on VZ LD, VZ Local, and VZ Online), and maintain current services with Verizon.
2. Qualified customers who meet the minimum monthly spending will receive a bottom of the bill credit for up to a maximum of 12 months or as a one-time credit as determined by Verizon and as described below:

Average Billed Revenue	Maximum One-Time Credit	Maximum Monthly Credit
\$40	\$50	\$5
\$100	\$75	\$15
\$200	\$100	\$25
\$300	\$125	\$35
\$400	\$125	\$50
\$800	\$125	\$80

B. Promotion Regulations:

1. This offering will run from February 12, 2014 through August 3, 2014.
2. Qualifying customers are limited to one promotional offer for the period of the promotion. Customers may not receive both a monthly credit and a one-time credit.
3. Qualifying customer credits are applied at an account level.
4. This offer may not be combined with any other save offers.
5. The availability of these save offers will be determined on a customer by customer basis.

GENERAL REGULATIONS

29. CONTACT CONTINUATION PROGRAM

Residence and business individual exchange access line customers, excluding Centrex service, who have established new service or who have moved existing service to a new location are eligible for a waiver of additional nonrecurring product service charge(s) for the services listed below, if ordered within sixty (60) days from the date of the establishment of new service or move. (C)
This waiver applies whether or not any other waiver program is in effect at the time.

- Optional Central Office Services
- **Call Gatesm** Service (C)

30. CUSTOMER SATISFACTION GUARANTEE

The Telephone Company has a Customer Satisfaction Guarantee which applies to the subscription services listed below, subject to the following regulations.

REGULATIONS

The Customer Satisfaction Guarantee will apply to all Residence and/or Business Customers who subscribe to these services.

Subject to the exclusions set forth herein, the services to which the Customer Satisfaction Guarantee will apply are as follows:

- Optional Central Offices Services
- Residential Services Variety Package (RSVP)
- **Call Gatesm** Service
- Work at Home Billing Service (WAHBS)
- Do Not Disturb Service

GENERAL REGULATIONS

30. CUSTOMER SATISFACTION GUARANTEE (Cont'd)

REGULATIONS (Cont'd)

The customer must first subscribe to the service(s) and agree to pay the applicable service charges and monthly rates. However, if the customer is not satisfied with any of the services listed above, and notifies the Telephone Company within 60 days of installation that he wishes to disconnect the services, the customer shall be entitled to a full refund of the nonrecurring product/service charge(s) if billed and the recurring monthly rate(s) and charges accrued through the disconnect date. The refund of any product/service charges or monthly rates will be applied as a credit on the customer's bill. Each customer will be entitled to the credit one time per service. (C)

The customer is responsible for notifying the Telephone Company of his/her decision to disconnect on or before the expiration of the 60-day period. When the expiration of the 60-day period falls on a weekend or legal holiday, the customer has until the first day following the weekend or legal holiday to notify the Telephone Company. In such event, the customer will be entitled to a credit for the product/service charge(s) and monthly rate(s) and charges accrued through the disconnect date. (C)

The Customer Satisfaction Guarantee will not apply to services offered under a separately negotiated contract. In no event will the Customer Satisfaction Guarantee apply to telephone equipment purchased from a vendor.

31. MISSED INSTALLATION DUE DATES

(C)

(A) General

Failure to meet a confirmed service date (due date) for installation of certain services will result in a credit of the applicable nonrecurring charges billed to the customer for that service when the responsibility for the failure is solely that of the Telephone Company. These credits of applicable nonrecurring charges for unmet installation dates are an exclusive remedy and are in lieu of any other claims as described in section 1.15 preceding.

(B) Services Subject To The Credit

Nonrecurring installation charges will be credited for a missed service date on the following Special Services as specified in Pa. P.U.C.-No. 304:

Digital Data Service
High Capacity Service (Section 6.7(B) and 6.8)

(C) When a Credit Allowance Does Not Apply

No nonrecurring charge credits for a missed confirmed service date on installation will be made when:

1. The customer requests expedited orders.
2. The customer's premises is inaccessible.

GENERAL REGULATIONS

31. MISSED INSTALLATION DUE DATES (Cont'd)

(C)

(C) When a Credit Allowance Does Not Apply (Cont'd)

3. The customer changes interface requirements.
4. The customer is not ready to accept service.
5. Independent Telephone Companies are involved in the service installation.
6. Building facilities are not ready (includes space, cable support structures, building risers and entrance facilities to be provided by the builder or owner or owner's subcontracted vendors).
7. The customer orders termination beyond the Network Interface.
8. Services are provided under Special Assembly.
9. The delay is caused by work stoppages, civil disturbances, criminal actions; or by fire, flooding or other occurrence attributed to an Act of God.

GENERAL REGULATIONS

33. BUSINESS BUILDING SPECIFIC PRICE (BBSP) ARRANGEMENTS

BBSP Arrangements can be furnished under service agreements with fixed terms to business customers located at specific qualified buildings determined to be subject to CLEC competition.

(C)

Regulations

BBSP Arrangements are available under service agreements with fixed terms to a business customer or other business occupants located in a qualified building.

*

*

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(C)

Services offered under a BBSP Arrangement are:

(C)

- DS1-T1 Service
- Frame Relay Service
- ISDN-PRI

A building will be deemed "qualified" if Verizon Pennsylvania Inc. determines that it meets one of the following criteria:

1. There is a CLEC presence in the building.
2. The building's businesses have an ongoing economic competitive alternative or alternatives to Verizon Pennsylvania Inc.'s standard tariff rates for full or partial service as a result of such competitor(s) marketing efforts.
3. Some or all businesses in the building which have not already selected an alternative provider are likely to do so if Verizon Pennsylvania cannot provide a BBSP Arrangement.
4. The rates charged to BBSP Arrangement customers in the building will result in revenues, which exceed the total incremental cost to provide the services included in the BBSP Arrangement. Rates for competitive services included in the BBSP Arrangement will comply with applicable imputation standards.

GENERAL REGULATIONS

34. Change of Local Service Provider Charges

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 Pennsylvania Inc.

At the time of the change of the end user's local service to Verizon Pennsylvania Inc., certain nonrecurring charges in this or other Verizon tariffs will apply. In addition, the terms and conditions normally associated with a request for new service will apply.

Verizon Pennsylvania Inc. 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.

35. Unauthorized Local Service Provider Change 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 Pennsylvania Inc. 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 in this or other Verizon Tariffs 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 Pennsylvania Inc. are subject to rebilling to the end user by the alleged unauthorized local service provider.

GENERAL REGULATIONS

36. Obligations of Customer with Respect to Connections with Certain Facilities of Others

A. Connections with Certain Facilities of Others

For purposes of this Subsection 36., 'Customer-Provided Systems' 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.

(1) Customer-Provided Systems 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 Systems 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 Systems 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 C.F.R. § 9.16(b) (3).

(C) Indicates change.

GENERAL REGULATIONS

36. Obligations of Customer with Respect to Connections with Certain Facilities of Others (Cont'd)

A. Connections with Certain Facilities of Others (Cont'd)

(2) A person engaged in the business of installing Customer-Provided Systems* 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 Systems 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 Systems must provide dispatchable location by January 6, 2021;
- No later than January 6, 2022, on-premise non-fixed telephones associated with Customer-Provided Systems 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 Systems 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.

* Pursuant to 47 C.F.R. § 9.16(b) (3).

(C) Indicates change.

GENERAL REGULATIONS

36. Obligations of Customer with Respect to Connections with Certain Facilities of Others (Cont'd)

A. Connections with Certain Facilities of Others (Cont'd)

(2) (Cont'd)

- 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.

(3) Customer Equipment, PBXs and Channels.

- (a) All Customer-Provided Systems 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 Systems notifications as described in Section 36.A.(1).
 - (b) Customer-Provided Systems must be capable of conveying the dispatchable location of a 911 caller to a public safety answering point ("PSAP") as described in Section 36.A.(2).
- (4) Customers who connect Customer-Provided Systems 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 15.A.(1).

(C) Indicates change.