

***Easy NumberSM CALL ROUTING SERVICE**

A. GENERAL

Easy Number Call Routing Service permits customized call routing to a specific location using: a) a defined geographical area or b) the caller's NXX.)

Easy Number 311 Non-Emergency Call Routing Service permits customized call routing to a specific non-emergency local Public Agency location on a city, county or statewide-basis using: a) a defined geographical area or b) the caller's NXX.

B. TERMS AND CONDITIONS

1. **Easy Number** Call Routing Service is available as a Basic or Deluxe service with several rate options including volume discounts with 3 or 5-year Agreements. Pay-Per-Call billing service is available to **Easy Number** subscribers who require direct billing of charges to their customers.

Easy Number Call Routing Service - Basic

Easy Number Call Routing Service - Basic provides a unique 936 telephone number or 311 non-emergency number for local call routing to a specific location using: 1) a defined geographical area or 2) the caller's NXX. Billing of charges for informational program services is also available with **Easy Number** Basic service.

Easy Number Call Routing Service - Deluxe

Easy Number Call Routing Service - Deluxe provides a premium 555 telephone number for local call routing to a specific location using: 1) a defined geographical area or 2) the caller's NXX. Billing of charges for informational program services is also available with **Easy Number** Deluxe service.

2. **Easy Number** Call Routing Service is subject to the availability of the Advanced Intelligent Network capability, network facilities and billing capabilities. No mass calling type services will be permitted until such time as network management capability is available. In no event shall Verizon Maryland be liable for any losses or damages of any kind resulting from the unavailability or failure of its equipment or facilities.
3. Calls from Independent Local Exchange Carriers, Other Telephone Companies, Cellular Carriers, etc. will require special arrangements and agreements with Verizon Maryland before these calls can be completed to **Easy Number** telephone numbers.
4. **Easy Number** Call Routing Service is furnished upon the condition that the subscriber obtain adequate terminating facilities to permit the use of **Easy Number** Call Routing Service without injurious effect upon it or any other services rendered by the Company. Verizon Maryland may terminate or refuse to furnish service to any subscriber, without incurring any liability, if use of the service would interfere with or impair other services provided by the Company, provided that, in the case of a termination of service, at least five days have elapsed following written notification to the customer by mail, or in person, of Verizon Maryland's intention to terminate the service for such cause.
5. All calls must terminate at the subscriber's equipment within the LATA in which the call originates or in another LATA within the state. If a call terminates in another LATA, the subscriber must separately procure a private line interLATA connection between the originating LATA and the subscriber's equipment. The subscriber's equipment must be located within the state of Maryland for Pay-Per-Call service.

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B. TERMS AND CONDITIONS (Cont'd)

6. Callers to an **Easy Number** Call Routing Service telephone number will be charged for a local call. In addition, if an **Easy Number** call is to a Pay-Per-Call service, the charges, as specified by the **Easy Number** subscriber, will appear as a separate billing charge on the caller's Verizon Maryland bill. 311 is not available as Pay-Per-Call.
7. The subscriber to Easy Number Pay-Per-Call service must disclose rates for the call in all of their promotional materials relating to the service, including radio, print advertisements, television, direct mail and other marketing materials.
8. For a call to a Pay-Per-Call service with a charge greater than \$2.00, a clear and distinct preamble must notify the caller of the charges to be billed for the call. The preamble must notify and give the caller sufficient time to hang up before Pay-Per-Call charges are charged. Callers will be charged for Pay-Per-Call service calls greater than 15 seconds, if the charge for such Pay-Per-Call service call is greater than \$2.00.

Callers to a Pay-Per-Call service with a charge of less than or equal to \$2.00 will be charged for such call upon completion, i.e., at the time the caller is connected to the Pay-Per-Call service.

9. At the request of any residence, business or coin customer of Verizon Maryland, **Easy Number** Basic or Deluxe Pay-Per-Call service may be restricted on an individual line-basis without charge. This arrangement would restrict completion of all **Easy Number** Pay-Per-Call services within the LATA. Non-Pay-Per-Call services would not be restricted. Rates for subsequent requests for blocking are specified in Section C. following.
 10. An exception to line restriction is 555-1212. In the Code of Federal Regulations Title 47, Part 64, Subpart 0 Section 64.1501 (a) (4) directory services provided by a common carrier or its affiliate or by a local exchange carrier or its affiliate, or any service for which users are assessed charges only after entering into a presubscription or comparable arrangement with the provider of such service, are not Pay-Per-Call services.
 11. Verizon Maryland is only responsible for the maintenance and operation of the **Easy Number** network facilities, and assumes no liability for the content(s) or accuracy of messages provided by the subscriber. Programs, both live and recorded, whose messages are sexually explicit, lewd, or otherwise considered to be adult, as that term is commonly understood, are not available, acceptable or permissible with **Easy Number**. Such services will be disconnected.
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B. TERMS AND CONDITIONS (Cont'd)

12. Number Reservation. All **Easy Number** Call Routing Service-Basic and Deluxe Numbers are software design only.

a. **Easy Number** Call Routing Service-Basic

Verizon will assign **Easy Number** Call Routing Service-Basic numbers using a unique NPA-936-XXXX or 311 non-emergency number for the service. Specific numbers will be reserved at no charge for a maximum of three months only.

b. **Easy Number** Call Routing Service-Deluxe

Subscribers must reserve and be assigned a (NPA-555-XXXX) number by the North American Numbering Plan Administration, the custodian of "555" NXX codes, prior to activation of the service in each NPA. 555 Line Numbers will be assigned on either a national or non-national basis. National assignment means that the 555 Line Number assignee may use that number in any NPA in the North American Numbering Plan (NANP) area. A non-national assignment means the 555 Line Number may be used in a specific geographical area by one entity and the same 555 Line Number may be assigned and used by other entities in other geographical areas. Subscribers must render to Verizon a copy of the "Administrator's Response/Confirmation Form" prior to service activation of the NPA 555-XXXX number. For further details, reference BellCore IL-94/05-004 and ICCF 94-0429-002.

13. Call Routing Database.

a. The service logic in the call routing database will determine the route of the call using the calling party's NPA or NPA-NXX or geographic location. The **Easy Number** Call Routing Service subscriber is required to supply an information table where calls are to be routed for each subscriber terminating call location. Most **Easy Number** Call Routing Service applications are not expected to exceed the maximum allowable database size. If large, complex, and/or sophisticated routing applications exceed the maximum allowable database size, these applications will be handled on a Custom Routing basis. All Percentage Routing and Time-of-Day applications are considered Custom Routing.

b. Custom Routing applications are designed and priced based on Special Equipment and Service Arrangements, as specified in the General Regulations Tariff and Part A of this Product Guide.

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B. TERMS AND CONDITIONS (Cont'd)

14. Pay-Per-Call calls to **Easy Number** telephone numbers will not be completed from the following types of services:

- Operator-handled Calls (O+ and O-)
- Hotel/Motel/Hospital Services
- Inmate Service
- Cellular Service
- Coin/Coinless and Customer-owned Coin-operated Telephones
- Independent or Other Telephone Companies, unless access charges and billing arrangements have been established
- Services with Selective Class of Call Screening

15. Verizon Maryland will use commercially reasonable efforts to collect on past due accounts. Verizon Maryland will track all adjustments for calls made to each **Easy Number** Pay-Per-Call service number. A summary of adjustments including uncollectibles will appear on the payment statement to the subscriber. Verizon Maryland will make adjustments for Pay-Per-Call charges as follows:

When a customer makes a first-time claim for credit on the basis that:
(1) the customer did not approve or have awareness that the call(s) was (were) made, or (2) the customer did not have knowledge of the price per call due.

By accepting an adjustment, the customer waives any future claims for an automatic adjustment on Pay-Per-Call calls.

Verizon Maryland will initiate line restriction for those customers who receive a one-time adjustment of \$20.00 or more.

A twenty-five percent (25%) revenue adjustment surcharge will be assessed the **Easy Number** subscriber on the dollar value of Pay-Per-Call calls adjusted and uncollected.

16. The subscriber's Pay-Per-Call charges cannot be greater than \$5.00 total per call.

17. A monthly remittance check will be sent to the **Easy Number** Pay-Per-Call subscriber. The amount will include directly-billed charges to the caller, plus applicable local and state taxes, less the amount of charges written off as an adjustment or uncollectible, less **Easy Number** local and toll transport, query and billing charges, less any revenue adjustment surcharges and any other Verizon charges due.

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B. TERMS AND CONDITIONS (Cont'd)

18. Calls to disconnected **Easy Number** Call Routing Service telephone numbers will be routed to a Vacant Code Announcement recording.
19. **Easy Number** Call Routing Service does not provide for any Verizon Directory listings.

C. RATES

1. Application of Rates

- a. The subscriber is responsible for all local and intraLATA toll call transport rate charges from the calling party's central office to the terminating central office, as outlined below.
- b. All rates for **Easy Number** Call Routing Service are applied on a jurisdictional intraLATA basis.
- c. Subscribers will purchase Verizon Maryland local exchange or exchange access services in accordance with the rates and regulations specified in other applicable Verizon Maryland tariffs or other parts of this Product Guide sufficient to terminate Easy Number calls to the subscriber's terminating equipment. If a subscriber does not purchase Verizon Maryland local exchange or exchange access services to terminate calls at the subscriber's terminating equipment, and Verizon Maryland is required to terminate Easy Number calls to independent local exchange carriers, other telephone companies, cellular carriers, or other carriers, the Easy Number subscriber will pay Verizon Maryland, in addition to other applicable charges, any reciprocal compensation required to be paid by Verizon Maryland to such carrier for transport and termination of local traffic, as specified in interconnection agreements between Verizon Maryland and the applicable carrier.
- d. An intra-office local call will be charged the calling party in accordance with the class of service of the caller dialing an **Easy Number** Call Routing Service-Basic, including 311 Non-Emergency CallRouting Service, or Deluxe call.
- e. One-time Service Establishment Charges for **Easy Number** Call Routing Service-Basic and Deluxe include activation of the advertised number and one "default" "forward-to" telephone number. Supplemental "forward-to" telephone numbers will be assessed a one-time charge per number.
- f. A subscriber of **Easy Number** Call Routing Service-Basic or **Easy Number** Call Routing Service-Deluxe service may choose from three local transport rating options:
 - (1) Month-to-Month (Initial 3-month minimum)
 - (2) 36-Month Agreement
 - (3) 60-Month Agreement

Each transport rating option has a minimum dollar amount requirement. The subscriber will be billed monthly for actual usage times the Agreement rate. Verizon Maryland will perform a 12-month annual "true-up" subsequent to the annual anniversary date of the 36-month or 60-month Agreement option. Verizon Maryland will bill the **Easy Number** Call Routing Service subscriber any difference between the Minimum Annual Charge indicated in C.2.e. following, if greater than the total 12 months' actual billings. With Month-to-Month service, the subscriber will be billed the greater of either the actual monthly charges or the Minimum Monthly Charge indicated in C.2.e. following.

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C. RATES (Cont'd)

1. Application of Rates (Cont'd)

- g. If **Easy Number** Call Routing Service is disconnected prior to the expiration of an Agreement, a single payment of \$1,000.00 for early termination, plus one-twelfth of the Minimum Annual Charge times the number of remaining months of the Agreement, plus any "true-up" for months with actual usage is due with the final bill.
- h. Business Two-Point Service rates in the Long Distance Service Product Guide, Section 2A or Interstate IntraLATA Business Class of Service Dial Station Rates found in The Verizon F.C.C. tariff No. 4, Section 3.1 or other applicable tariffs or product guides apply, as appropriate.

A subscriber will be billed the applicable Product Guide rate times the actual minutes. These calls are not applied to the Local Transport Agreement minimums.
- i. Local Transport service rates will be billed the subscriber per **Easy Number** number in each LATA monthly and at the Agreement rate.
- j. An **Easy Number** Call Routing Service Query Charge is assessed the subscriber based on each query of the Basic or Deluxe data base, including Ring No Answer and Busy Lines.
- k. Local transport and intraLATA toll call charges apply only on completed calls which exclude Ring No Answer and Busy Lines.
- l. Charges for custom reports to meet informational or analytical needs of the subscriber are available on a Special Equipment and Service Arrangements-basis, as specified in the General Regulations Tariff or Part A of this Product Guide. Such information might include summaries or distribution of calls by time-of-day, day-of-week, lengths of calls, etc.

2. Rates and Charges

RATE

a. Service Establishment Charges

One-time service establishment charge-Basic, per 7-digit number, per LATA	\$1,600.00
One-time service establishment charge-Deluxe, per 7-digit number, per LATA	\$2,500.00
One-time service establishment charge-Pay Per Call, per 7-digit number, per LATA	\$ 100.00
One-time service establishment charge-Custom Routing Application	ICB
Each supplemental "forward-to" telephone number, per LATA	\$ 225.00

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C. RATES (Cont'd)

2. Rates and Charges (Cont'd)

Rate

b. Rearrangements and Changes,

Premium Routing Query Data Base Changes,
per geographical area or
"forward to" number change

\$225.00

c. Change in Subscriber Pay-Per-Call Price \$225.00

d. Routing Feature Query Charge,
per query \$.01

e. Local Calling Transport

Basic Local Calling,
per call, per number, per LATA

Month-To-Month	<u>Rate</u>	Minimum Monthly Charge
750 to 2,999	\$.11	\$ 82.50
3,000 to 29,999	\$.10	\$ 300.00
30,000 to 74,999	\$.09	\$2,700.00
75,000	\$.08	\$6,000.00
		Minimum Annual Charge
<u>36-Month Agreement</u>		
750 to 2,999	\$.09	\$ 810.00
3,000 to 29,999	\$.08	\$ 2,880.00
30,000 to 74,999	\$.07	\$25,200.00
75,000+	\$.06	\$54,000.00
<u>60-Month Agreement</u>		
750 to 2,999	\$.07	\$ 630.00
3,000 to 29,999	\$.06	\$ 2,160.00
30,000 to 74,999	\$.05	\$18,000.00
75,000+	\$.04	\$36,000.00

In addition to the above rates, each call
over 10 minutes will be billed an
additional charge \$4.00

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C. RATES (Cont'd)

2. Rates and Charges (Cont'd)

f. Local Calling Transport (Cont'd)

- (2) Deluxe Local Calling,
per minute/call, or fraction thereof,
per number, per LATA

Month-To-Month	Rate	Minimum Monthly Charge
1,000 to 5,999	\$.0555	\$ 55.50
6,000 to 59,999	\$.0505	\$ 303.00
60,000 to 149,999	\$.0455	\$2,730.00
150,000+	\$.0405	\$6,075.00
		Minimum Annual Charge
36-Month Agreement		
1,000 to 5,999	\$.0455	\$ 546.00
6,000 to 59,999	\$.0405	\$ 2,916.00
60,000 to 149,999	\$.0330	\$22,968.00
150,000+	\$.0269	\$48,420.00
60-Month Agreement		
1,000 to 5,999	\$.0405	\$ 486.00
6,000 to 59,999	\$.0355	\$ 2,556.00
60,000 to 149,999	\$.0280	\$19,368.00
150,000+	\$.0219	\$39,420.00

g. Custom Reports

- One-time Development Charge,
per report ICB
Monthly Report,
per report, per month ICB

h. Enhanced Billing Report

- One-time service Establishment Charge,
per report, per NPA ICB
Enhanced Billing Report
per report, per month, per NPA ICB

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***Easy NumberSM CALL ROUTING SERVICE**

C. RATES (Cont'd)

2. Rates and Charges (Cont'd)

i. Pay-Per-Call Billing	Per Month
Per number, per LATA	\$75.00
Per call billed,	
per number, per LATA, per month	<u>Rate</u>
1 to 5,999	\$.05
6,000 to 59,999	\$.04
60,000 to 149,999	\$.03
150,000+	\$.02
j. Pay-Per-Call Restriction and Unblocking	<u>Nonrecurring Charge</u>
Residence (per line)	
Initial restriction	-
Subsequent requests, same number	\$ 10.00
Business (per central office or terminating location)	
Initial restriction	-
Subsequent requests, ...	\$100.00
Per line equipped	\$ 3.00
Centrex/ CustoFLEX services	
Initial restriction	-
Subsequent requests	\$100.00
	\$ 3.00

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