

IntelliLinQ® - PRI SERVICE

A. GENERAL

The Company provides two **IntelliLinQ** PRI Services: Basic **IntelliLinQ** PRI Service and Enhanced **IntelliLinQ** PRI Hub Service.

Basic **IntelliLinQ** PRI Service

Basic **IntelliLinQ** PRI Service is an optional form of local exchange access based on the Primary Rate Interface (PRI) arrangement of the Integrated Services Digital Network (ISDN). Basic **IntelliLinQ** PRI service provides a high-capacity access path between the customer's premises and the Verizon serving Central office, for communications providing voice or data transmissions over the public network.

*Enhanced **IntelliLinQ** PRI Hub Service

Enhanced **IntelliLinQ** PRI Hub Service provides Information Services Remote Access Providers (ISRAPs) and their end user customers with a LATA-wide integrated voice/data communications capability for the transmission of circuit-switched voice and data signals.

This Service offers single, LATA-wide telephone number connectivity from Company switches on a dial-up basis for the ISRAP's end user customers with transport to a designated hub interconnection within the LATA. From there the call continues to the ISRAP's premises location over dedicated high-speed access facilities purchased separately by the ISRAP.

The ISRAP must purchase suitable access facilities from its premises location to the Company's designated point of interconnection to handle the call volume in the LATA. In addition, the ISRAP must purchase a minimum of one PRI from each of the designated Enhanced **IntelliLinQ** PRI Hub Service cluster hubs within a given LATA to receive LATA-wide coverage.

The customer must specify either a 500-699-XXXX telephone number assigned by the Company or an NPA-555-XXXX number assigned by the North American Numbering Plan Administrator for use as Single Number Routing Service (SNRS). Single-number access routing will only work with Company NPA-NXX end offices equipped with the Advanced Intelligent Network (AIN) platform. The customer may also utilize local PRI telephone numbers to access Company end offices in which the PRI Hub Service is located. Calls to the 500-699 or NPA-555 numbers will be charged to the originating party as a local call. Calls to the local PRI telephone number(s) will be charged to the originating party as either a local call or a toll call at rates specified in the Company's Local Exchange Service Tariff and Product Guide.

- * Effective May 30, 2006, Enhanced IntellllilinQ PRI Hub Service as provided in this Product Guide, is no longer available to new customers. Existing Enhanced IntellllilinQ PRI Hub customers may continue their service until their Enhanced IntellllilinQ PRI Hub contract expires or their service is disconnected, whichever occurs first. Moves, additions or changes to subscribers' existing service will not be permitted.

IntelliLinQ® - PRI SERVICE

B. TERMS AND CONDITIONS

1. Explanation of Terms

Advanced Intelligent Network (AIN)

The Advanced Intelligent Network is a telecommunications platform that utilizes the infrastructure of the existing switch-based network and Common Channel Signaling (CCS7) architecture. The AIN architecture introduces centralized computer devices to host service applications that are integrated with Stored Program Control switch resident software, CCS7 and Integrated Services Digital Network (ISDN) protocol.

Circuit Switching

Circuit Switching is a switching technique in which an entire circuit or, in a digital switch equipped for ISDN, a specific selection of time slots, is dedicated to a given call.

***Enhanced IntelliLinQ PRI Hub Service**

Enhanced **IntelliLinQ** PRI Hub Service is a Company-designed LATA-wide network service from Company switches which allows ISRAPs to provide their end user customers with single-number dial-up access to the ISRAP's premises location. The service utilizes strategically located single-number-service hub offices to collect and route traffic using Advanced Intelligent Network features to predetermined points of interconnection, from where the traffic is routed to the ISRAP's premises location over dedicated facilities.

IntelliLinQ Primary Rate Interface (PRI)

IntelliLinQ PRI is an alternative for individual local exchange access loop services such as Direct Inward Dialing (DID), Direct Outward Dialing (DOD), Wide Area Telephone Service (WATS) Outward Service, WATS Toll Free Service and business trunks. **IntelliLinQ** PRI is provisioned on the 1.544 megabit per second (mbps) bandwidth and uses the Integrated Services Digital Network (ISDN) architecture to provide the customer with the capabilities of simultaneous access, transmission and switching of voice, data and imaging services via channelized transport. In addition, **IntelliLinQ** PRI provides the customer with the service capabilities and features described in B.3. and B.5. following.

- * Effective May 30, 2006, Enhanced IntelllilinQ PRI Hub Service as provided in this Product Guide, is no longer available to new customers. Existing Enhanced IntelllilinQ PRI Hub customers may continue their service until their Enhanced IntelllilinQ PRI Hub contract expires or their service is disconnected, whichever occurs first. Moves, additions or changes to subscribers' existing service will not be permitted.

IntelliLinQ - PRI SERVICE

B. TERMS AND CONDITIONS (Cont'd)

1. Explanation of Terms (Cont'd)

Integrated Services Digital Network

Integrated Services Digital Network (ISDN) describes the end-to-end digital telecommunications network architecture which provides for the simultaneous access, transmission and switching of voice, data and image services. These functions are provided via channelized transport facilities over a limited number of standard user-network interfaces. The ISDN architecture consists of digital switching systems which connect Primary Rate Interface lines to their serving central office.

Network Interfaces

ISDN Primary Rate Interface is comprised of a limited set of standard user-network interfaces. The PRI customer premises equipment (CPE) located at the customer premises must be compatible with the network interface.

Optional Service Features Packages I and II

The Optional Service Features Package I incorporates the optional features Calling Line Identification and Call-by-Call Service Selection. The Optional Service Features Package II incorporates the optional features Calling Line Identification with Name, Redirecting Number and Call-by-Call Service Selection.

Primary Rate Access Facility

The Primary Rate Access Facility provides an optional high-capacity access path at a transmission speed of 1.544 megabits per second (mbps) for communications between the customer's premises and the central office. Each Primary Rate Access Facility supports one **IntelliLinQ** PRI Interface Arrangement. High Capacity Access facilities may be used to provide PRI access. Customers may utilize alternate high capacity digital facilities (that meet the specifications as determined by the Company) in lieu of the Primary Rate Access Facility. The applicable rules, terms and conditions, and rates will apply for the alternate high capacity digital facilities.

IntelliLinQ - PRI SERVICE

B. TERMS AND CONDITIONS (Cont'd)

1. Explanation of Terms (Cont'd)

Primary Rate Interface (PRI) Arrangement

IntelliLinQ PRI Arrangement is a customer premises-to-central office service providing ISDN capabilities. The PRI arrangement consists of 23 "B" channels and one "D" channel or 24 "B" channels, which are defined as follows:

B Channel

The B channel is a 64 kilobit per second (kbps) channel used for information transfer between users. The B channel may be used in conjunction with circuit-switched service.

D Channel

The D channel is a 64 kilobit per second (kbps) channel that carries signaling and control for the B channels.

***Enhanced PRI Hub Service End Office Switch**

The Enhanced PRI - Hub Service End Office Switch directs the ISRAP's end user calls to the PRIs connecting the subtending cluster hubs to the hub interconnection point. Dedicated high-speed access facilities purchased separately by the ISRAP carry the traffic to the ISRAP's premises location.

- * Effective May 30, 2006, Enhanced IntelllilinQ PRI Hub Service as provided in this Product Guide, is no longer available to new customers. Existing Enhanced IntelllilinQ PRI Hub customers may continue their service until their Enhanced IntelllilinQ PRI Hub contract expires or their service is disconnected, whichever occurs first. Moves, additions or changes to subscribers' existing service will not be permitted.

IntelliLinQ - PRI SERVICE

C. TERMS AND CONDITIONS (Cont'd)

1. Explanation of Terms (Cont'd)

PRI Trunk Group

A PRI Trunk Group is a group of channels which are designated as one of the following:

- Incoming Exchange Trunk Group
- Outgoing Exchange Trunk Group
- Two-way Exchange Trunk Group
- Verizon WATS Trunk Group
- Verizon 800 Trunk Group
- Call-by-Call Service Trunk Group

Only one Call-by-Call Trunk group may be provisioned on an **IntelliLinQ** PRI Arrangement. Where available, up to two trunk groups of each of the other trunk group types above may be provisioned on a PRI Arrangement. The total number of trunk groups is limited to four. The capability to assign other than Call-by-Call trunk groups varies by central office switch type.

Remote/Host Switching Cluster

A Remote/Host Switching Cluster exists when the remote office is dependent on the host for its software call processing. A remote switch can process only intraoffice calls without the host switch.

Simulated Facility Group

A Simulated Facility Group is a software-defined register used to limit the number of simultaneous calls with specific attributes.

Term and Volume Package Pricing Options***

(C)

Term and Volume Package Pricing Options provide discounts based on the length of the agreement, quantity of PRIs purchased or the PRI bundle and term purchased. There are two Term and Volume Package options:

1. Standard Volume, 23B+D, 24B, and 23B + Back-up D Package** - is available for a 2 or 3 year term with three volume package options. Each package rate is determined by the quantity of PRIs in the agreement.
2. Volume II Package 23B+D, 24B and 23B + Back-up D - is a bundled rate that is available with a 1, 2 or 3 year term.

** Effective January 20, 2011, the Standard Term & Volume Packages (Volume Packages 1, 2, and 3 with term pricing options), as provided in this Product Guide, are no longer available to new customers. Existing Standard Term & Volume PRI customers may continue their service until their Standard Term & Volume contract expires or their service is disconnected, whichever occurs first. Moves, additions or changes to subscribers' existing service will not be permitted.

*** Effective September 3, 2025, IntelliLinQ® PRI Service Term & Volume II Package Plan 1 and 3-year term plans will no longer be available to new customers. Existing customers may continue their IntelliLinQ® PRI Service until the end of the contract term. At the end of all IntelliLinQ® PRI Service contracts, unless another qualifying term plan is selected, the service rates will revert to the Month-to-Month rates. (N)

IntelliLinQ - PRI SERVICE

B. TERMS AND CONDITIONS (Cont'd)

2. Customers subscribing to either Basic **IntelliLinQ** PRI Service or Enhanced **IntelliLinQ** PRI Hub Service must comply with ISDN Primary Rate Interfaces specifications, as designated by the Company.

3. Service Capabilities

Basic **IntelliLinQ** PRI provides the capability to:

- a. Transport customer information in the form of circuit-switched voice or data up to 64 kbps over any B channel.
- b. Allow, where available, one D channel to control multiple PRI Interface Arrangements. In such cases, a single D channel in one PRI Interface Arrangement handles all the signaling and control requirements of multiple PRI Interface Arrangements in a specific grouping allowing supplemental PRI Interface Arrangements to consist of 24 B channels.
- c. Allow B channels to be allocated for specific services, such as Direct Inward Dialing (DID), and Direct Outward Dialing (DOD), WATS Outward Service, and WATS Toll Free Service, or optionally configure channels to access multiple services on a per-call basis.

Two-way Exchange Trunks may not be accessed on a Call-by-Call basis.

- d. Allow the user to have access to the directory number of the calling party.

*Enhanced **IntelliLinQ** PRI Hub Service allows: 1) ISRAPs to receive dial-up traffic from their end users utilizing local telephone numbers or by dialing a single number; and 2) B channels to be provisioned as two-way service or incoming-only service using Individual Additional Telephone Numbers or DID numbers. WATS Toll Free Service is allowed.

- * Effective May 30, 2006, Enhanced IntelllilinQ PRI Hub Service as provided in this Product Guide, is no longer available to new customers. Existing Enhanced IntelllilinQ PRI Hub customers may continue their service until their Enhanced IntelllilinQ PRI Hub contract expires or their service is disconnected, whichever occurs first. Moves, additions or changes to subscribers' existing service will not be permitted.

IntelliLinQ - PRI SERVICE

B. TERMS AND CONDITIONS (Cont'd)

4. Conditions

The following conditions apply only to Basic **IntelliLinQ** PRI Service, are common to both Basic **IntelliLinQ** PRI Service and Enhanced **IntelliLinQ** PRI Hub Service or apply only to Enhanced **IntelliLinQ** PRI Hub Service:

Conditions - Basic **IntelliLinQ** PRI Service **only**

- a. When more than one Verizon service is accessed over the PRI

Arrangement in a DMS-100 office, Call-by-Call Service Selection is required.

- b. This service is available from central offices which have the necessary facilities to provide ISDN service on the standard ISDN network platform. If a customer is served by a central office which does not have the necessary facilities, is out of capacity, or a central office that is part of a Remote Switching Cluster, the Company will attempt to provide ISDN service to the customer from an alternate serving central office, in the same rate area, at no additional charge to the customer, provided that the Company's existing rates for ISDN service cover any additional cost for service from the alternate serving central office. The local calling area and telephone numbers will be those associated with the customer's normal serving central office.

If ISDN service is not available from a central office in the same rate area, the Company will attempt to provide service from an alternate serving central office, outside of the customer's normal rate area, at no additional charge to the customer, provided that the Company's existing rates for ISDN service cover any additional cost for service from the alternate serving central office.

IntelliLinQ - PRI SERVICE

B. TERMS AND CONDITIONS (Cont'd)

4. Conditions (Cont'd)

Conditions - Basic IntelliLinQ PRI Service only (Cont'd)

b. (Cont'd)

If the customer accepts ISDN Primary service from an alternate serving central office, outside of the customer's normal rate area, the customer will also accept a telephone number change from its current number to one associated with the alternate serving central office and will also be subject to calling areas associated with the alternate serving central office as established in Company tariffs and product guides. A telephone number change is not required in those situations where the alternate serving central office is part of a Remote Switching Cluster, where the host central office is equipped with ISDN Primary service.

When ISDN service is available from the customer's original serving central office, the customer may request service from the original serving central office. The customer will accept a telephone number change from the alternate central office to one associated with the original serving central office, and the customer will be subject to calling areas associated with the original serving central office as established in Company tariffs and product guides. If the customer does not take service from the original serving central office after such service becomes available but continues taking service from the alternate serving central office, charges for foreign exchange and/or foreign central office service may apply.

When the customer requests ISDN Primary Service from a Central Office that is not the customer's normal local serving central office, Foreign Central Office/Foreign Exchange charges apply equal to the Inter-Office mileage rates, per mile, for a 1.544 Mbps IOF High Capacity Facility as listed in the High Capacity Facility - Part D Product Guide. When the customer requests ISDN Primary Service with Local Calling Area other than their normal Local Calling Area and the service is provided from the customer's normal local serving central office, Foreign Exchange rates as listed in the High Capacity Facility - Part D Product Guide will apply, per PRI.

No charges will apply to the transfer of this service from the alternate serving central office to the original serving central office or to the number changes described above.

- c. Each PRI trunk group is equipped with one telephone number. Additional numbers may be ordered in blocks of 20, as specified in Section 6 of this Product Guide, or ordered on an individual basis, as specified in C. following.
- d. Telephone numbers ordered in blocks of 20 from Section 6 of this Product Guide and Individual Additional Telephone Numbers ordered from this Product Guide may be delivered on the same Simulated Facility Group or dedicated (non-Call-by-Call) trunk group.

IntelliLinQ - PRI SERVICE

B. TERMS AND CONDITIONS (Cont'd)

4. Conditions (Cont'd)

Conditions - Basic **IntelliLinQ** PRI Service **only** (Cont'd)

- e. The quantity of Individual Additional Telephone Numbers may not exceed the size of the trunk group or Simulated Facility Group to which they are assigned.
- f. Basic **IntelliLinQ** PRI service does not preclude the customer from originating or receiving circuit-switched voice calls from inside or outside either his/her serving central office or his/her Local Exchange Area. Where facilities are available, the customer will be able to originate and receive circuit-switched data calls outside of his/her serving central office.
- g. PRI Station Detail billing is only available with message / measured usage service. Individual PRI Station Call Detail is for informational purposes only. Exact billing information is located in the Measured Call Summary portion of the bill.

The customer's ISDN Primary Service must be equipped with Calling Party Default Directory Number with the Calling Party Screening option. Customers will not have the option to change the Calling Party Number and CPN may not be deleted. Customers will have the option to define a partial listing in the screening list. Specific call details will not be provided for stations not included in the screening list. The screening list may not include 800 numbers, fictitious numbers, private network numbers or Centrex Dialing Plan numbers defined in the screening tables. Station Call Details will only be provided for valid telephone numbers within the switch providing the customer's ISDN Primary Service.

- h. ISDN PRI Service Portability is only available when there is an alternate switch in the same Rate Area, as defined by the Company, equipped with ISDN PRI equipment. When an alternate Company switch is not located in the same Rate Area as the normal serving switch, the customer may subscribe to ISDN Primary service from the alternate switch in another rate center and pay foreign exchange rates as defined elsewhere in this Product Guide.
 - 1. Product Guide rates will apply for ISDN Primary Service Ports and Local Distribution Channels, if applicable.
 - 2. IOF mileage charges from the alternate switch apply as defined by the applicable High Capacity Facility Product Guide.
 - 3. Usage charges for originating calls will apply as determined by the applicable usage tariff or product guide.

IntelliLinQ - PRI SERVICE

B. TERMS AND CONDITIONS (Cont'd)

4. Conditions (Cont'd)

Conditions - Common to both Basic **IntelliLinQ** PRI Service and Enhanced **IntelliLinQ** PRI Hub Service *.

- a. Feature availability and service capabilities are dependent on the facilities and digital technology providing the service.
- b. ISDN-compatible terminal equipment is a requirement for operation. It is the customer's responsibility to power and obtain such equipment.
- c. This Product Guide does not apply to the transmission of packet data on the B or D channels.
- d. Existing local usage charges apply to circuit-switched voice calls.
- e. Circuit-switched data calls will be billed on a local usage-sensitive basis, as specified in this Product Guide. Toll charges will apply when circuit-switched data calls are made outside of the Local Exchange Area.
- f. All PRI Interface Arrangement configurations must have at least one 23B+D Interface Arrangement for signaling and control functions. A 23B + Back-up D Interface Arrangement is required whenever the **IntelliLinQ** PRI Interface Arrangements ordered and in-service would otherwise cause more than 47 B-Channels to be controlled by a single D channel.

Conditions - Enhanced **IntelliLinQ** PRI Hub Service **only**

- a. The customer must subscribe to a minimum of one Enhanced PRI at each of the hub end offices within the LATA for which service is being requested. In addition, the customer must purchase sufficient terminating facilities to permit the use of Enhanced **IntelliLinQ** PRI Hub Service without injurious effect upon it or other services provided by the Company. Existing service may be terminated for such cause if, after written notification, the customer fails to take the necessary action to correct the situation.

* Effective May 30, 2006, Enhanced **IntelliLinQ** PRI Hub Service as provided in this Product Guide, is no longer available to new customers. Existing Enhanced **IntelliLinQ** PRI Hub customers may continue their service until their Enhanced **IntelliLinQ** PRI Hub contract expires or their service is disconnected, whichever occurs first. Moves, additions or changes to subscribers' existing service will not be permitted.

IntelliLinQ - PRI SERVICE

B. TERMS AND CONDITIONS (Cont'd)

4. Conditions (Cont'd)

Conditions - *Enhanced **IntelliLinQ** PRI Hub Service **only** (Cont'd)

- b. Dedicated local distribution channels from the point of interconnection to the ISRAP's customer location are provided at rates and charges as specified elsewhere in this Product Guide for the facilities used to provide the service.
- c. Enhanced **IntelliLinQ** PRI Hub 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 the Company be liable for any losses or damages of any kind resulting from the unavailability or failure of its equipment or facilities or for any act, omission or failure of performance by the Company, its employees or agents.
- d. Enhanced **IntelliLinQ** PRI Hub Service calls from other Local Exchange Carriers, cell phones, and some hotels, etc., should use the local PRI telephone numbers to complete a call.
- e. Enhanced **IntelliLinQ** PRI Hub Service is furnished upon the condition that the subscriber obtain adequate terminating facilities to permit the use of the service without injurious effect upon it or any other services rendered by the Company.
- f. All calls utilizing Single Number Routing Service must originate and terminate within the same LATA.
- g. DID Numbers or Individual Additional Telephone Numbers will be used for Enhanced **IntelliLinQ** PRI Hub Service. The quantity of Individual Additional Telephone Numbers may not exceed the size of the trunk group to which they are assigned.

- * Effective May 30, 2006, Enhanced IntelllilinQ PRI Hub Service as provided in this Product Guide, is no longer available to new customers. Existing Enhanced IntelllilinQ PRI Hub customers may continue their service until their Enhanced IntelllilinQ PRI Hub contract expires or their service is disconnected, whichever occurs first. Moves, additions or changes to subscribers' existing service will not be permitted.

IntelliLinQ - PRI SERVICE

B. TERMS AND CONDITIONS (Cont'd)

4. Conditions (Cont'd)

Conditions - *Enhanced **IntelliLinQ** PRI Hub Service **only** (Cont'd)

- h. ISRAPs must abide by the limitations, restrictions, disclosures and other requirements set forth in the Telephone Disclosure and Dispute Resolution Act (TDDRA) of 1992. Under the statute, Federal Communications Commission's (FCC) regulations impose obligations and constraints on ISRAPs and common carriers that transmit or bill for informational program services. ISRAPs must also abide by the requirements set forth in the Federal Trade Commission (FTC) Telemarketing Act. Service to Enhanced **IntelliLinQ** PRI Hub Service numbers with informational programs not in compliance with these requirements shall be terminated promptly after the Company's discovery of such programs' noncompliance.
- i. The Company is only responsible for the maintenance and operation of the Enhanced **IntelliLinQ** PRI Hub Service network facilities, and assumes no liability for the content(s) or accuracy of messages provided by the ISRAPs.
- j. Calls to disconnected Enhanced **IntelliLinQ** PRI Hub Service telephone numbers will be routed to a Vacant Code Announcement recording.
- k. Enhanced **IntelliLinQ** PRI Hub Single Number Routing Service numbers will not be listed in any Verizon Directory.
- l. Calls dialed to an enhanced PRI hub service using the Company provided Single Number routing arrangement (e.g. 500-NXX-XXXX or 555-XXXX) must be delivered through end-to-end SS7 signaling. Calls attempted to Single Number address points that do not include ISUP parameters necessary to identify the originating callers location (Calling Party ID), that are normally included in SS7 carried traffic, will be blocked. "Call forwarded" calls will not be accepted and will be blocked.

- * Effective May 30, 2006, Enhanced IntelllilinQ PRI Hub Service as provided in this Product Guide, is no longer available to new customers. Existing Enhanced IntelllilinQ PRI Hub customers may continue their service until their Enhanced IntelllilinQ PRI Hub contract expires or their service is disconnected, whichever occurs first. Moves, additions or changes to subscribers' existing service will not be permitted.

IntelliLinQ - PRI SERVICE

B. TERMS AND CONDITIONS (Cont'd)

5. Features

The following features are available only with Basic **IntelliLinQ** PRI Service:

a. Call-by-Call Service Selection

As an option to the Dedicated B Channel Configuration, B channels may be configured to access multiple services on a per-call basis. The customer premises equipment signals the local central office as to what type of service to access for each call.

b. Remote/Host Number

Remote/Host Number is a standard arrangement which provides a customer that is served by a Remote/Host Switching Cluster, utilizing ISDN service from an alternate serving central office (Host), as described in B.1., Explanation of Terms preceding, with numbers from the customer's normal serving central office (Remote), thereby retaining the calling area of the remote office. The customer's physical location must be in the remote switch calling area. If the customer's physical location is not in the remote switch calling area **IntelliLinQ** PRI Foreign Exchange Product Guide rates apply. This feature is limited by availability of facilities and covers remote/host switching clusters only.

Hunting is not allowed between the Remote/Host Numbers and **IntelliLinQ** PRI arrangements with the Host Numbers.

c. PRI Station Detail Billing

PRI Station Detail Billing - provides individual station call details for all stations utilizing a customer's ISDN Primary Service at an account level on a monthly basis. These details are provided with the normal customer bill or on the Verizon Communications Inc. website via the Internet. PRI Station Detail billing is only available with message / measured usage service. Individual PRI Station Call Detail is for informational purposes only. Exact billing information is located in the Measured Call Summary portion of the bill.

d. ISDN PRI Service Portability

ISDN PRI Service Portability allows a customer to request that all or a portion of their ISDN Primary Service and Telephone Numbers be provisioned from an alternate switch in the same rate area as defined by the Company.

IntelliLinQ - PRI SERVICE

B. TERMS AND CONDITIONS (Cont'd)

5. Features (Cont'd)

The following features are available with both Basic **IntelliLinQ** PRI and ***Enhanced IntelliLinQ** PRI Hub Service:

a. Back-up D Channel

A Back-up D Channel automatically takes over for a failed D channel in case of trouble.

b. Calling Line Identification

Calling Line Identification allows the user to have access to the directory number of the calling party.

c. Calling Line Identification With Name

Calling Line Identification With Name allows the user to have access to the directory number and name of the calling party.

d. Modified Redirecting Number

The Modified Redirecting Number feature allows the number of the original called party number plus the last redirected calling party number to be passed to the end user when a call is forwarded or redirected. The Calling Line ID or Calling Line ID with Name will not show up as being transferred on the terminating CPE. The user must have Calling Line ID or Calling Line ID with Name plus Redirecting Number to enable this feature.

- * Effective May 30, 2006, Enhanced IntelllilinQ PRI Hub Service as provided in this Product Guide, is no longer available to new customers. Existing Enhanced IntelllilinQ PRI Hub customers may continue their service until their Enhanced IntelllilinQ PRI Hub contract expires or their service is disconnected, whichever occurs first. Moves, additions or changes to subscribers' existing service will not be permitted.

IntelliLinQ - PRI SERVICE

B. TERMS AND CONDITIONS (Cont'd)

5. Features (Cont'd)

The following features are available with both Basic **IntelliLinQ** PRI and *Enhanced **IntelliLinQ** PRI Hub Service: (Cont'd)

e. Redirecting Number

Redirecting Number allows the original calling party number plus the last calling party number to be passed to the end user when a call is forwarded to a PRI. The PRI will deliver the calling party number and the redirecting number. The user must have Calling Line ID or Calling Line ID with Name to enable this feature.

f. Two B Channel Transfer

The Two B Channel Transfer feature allows the CPE to accept a call from one user and, after accepting the call, the user can transfer the call to a user outside the CPE. Then both the incoming and outgoing B Channels are released for another call.

g. Non-Hunt Directory Number

Allows a Non-Hunt Directory Number on an individual PRI or a Non Facility Associated Signaling (NFAS) multiline hunt group. This number allows testing on an individual PRI in a non-NFAS arrangement or on the entire multiline hunt group with NFAS.

h. DID Trunk Package

Allows the customer the option to provision IntelliLinQ PRI channels with DID capability on the trunks on a per PRI basis. The customer may elect to have any or all channels, excluding the D Channel, to be used for DID service.

- * Effective May 30, 2006, Enhanced IntelllilinQ PRI Hub Service as provided in this Product Guide, is no longer available to new customers. Existing Enhanced IntelllilinQ PRI Hub customers may continue their service until their Enhanced IntelllilinQ PRI Hub contract expires or their service is disconnected, whichever occurs first. Moves, additions or changes to subscribers' existing service will not be permitted.

IntelliLinQ® - PRI SERVICE

B. TERMS AND CONDITIONS (Cont'd)

5a. Term and Volume Packages

1. The Standard Term and Volume Package** pricing option provides discounted rates determined by the length of the term and the quantity of PRIs in the agreement. 2 and 3 year terms are available.
2. The Term and Volume II Package*** is a bundled rate that provides discounts determined by the term of the agreement. 1, 2 and 3 year terms are available. (C)

The following features are available with the Term and Volume II Package:

- a. Standard Features - ISDN PRI Term & Volume II Package rate includes:
 - 1) Calling Line Identification
 - 2) PRI DID Trunk Termination Charge
- b. Optional Features for an additional charge:
 - 1) All ISDN Primary Service Features identified in this Product Guide are available to ISDN PRI Term and Volume II Package subscribers at the rates, terms and conditions listed in this Product Guide.
 - 2) When ISDN Term and Volume II facilities are purchased, customers may subscribe to Caller Line ID at no additional charge. Caller Line ID with name will be available at discounted rates, defined separately for ISDN for Term and Volume II Package subscribers.
 - 3) When Term and Volume II Package Customers purchase DID trunks, there is no additional charge for DID trunk terminations or DID Trunk Package (if applicable). (A separate charge for DID TN's or DID TN blocks applies consistent with rates identified elsewhere in this Product Guide.)
 - 4) Term and Volume II Package subscribers may subscribe to standard or Term and Volume features when a Term and Volume II rate is not available.
 - 5) One and two Year Term and Volume II Package subscribers may subscribe to the standard optional feature month-to-month rate when a Term and Volume I or Term and Volume II rate is not available.

** Effective January 20, 2011, the Standard Term & Volume Packages (Volume Packages 1, 2, and 3 with term pricing options), as provided in this Product Guide, are no longer available to new customers. Existing Standard Term & Volume PRI customers may continue their service until their Standard Term & Volume contract expires or their service is disconnected, whichever occurs first. Moves, additions or changes to subscribers' existing service will not be permitted. be permitted.

*** Effective September 3, 2025, IntelliLinQ® PRI Service Term & Volume II Package Plan 1 and 3-year term plans will no longer be available to new customers. Existing customers may continue their IntelliLinQ® PRI Service until the end of the contract term. At the end of all IntelliLinQ® PRI Service contracts, unless another qualifying term plan is selected, the service rates will revert to the Month-to-Month rates. (N)
|
|
|
|
(N)

IntelliLinQ - PRI SERVICE

B. TERMS AND CONDITIONS (Cont'd)

5a. Term and Volume Packages (Cont'd)

2.b. (Cont'd)

- 6) Non Recurring Charges do not apply to option features purchased with a term plan (Term & Volume Package II, PRI Plus, Corporate Rewards) when the feature is activated with the initial PRI implementation.
- 7) Termination Liability charges do not apply to optional features.

6. Payment Options***

(C)

A Basic **IntelliLinQ** PRI customer may select a month-to-month option, a 5-year standard contract, a 2 or 3-year volume contract**, or a 1, 2 or 3 year Volume II contract. All PRI services and features on a given customer's PRI must be subscribed to with the same payment option as the associated PRI, where available. However, **IntelliLinQ** PRI customers that also subscribe to Corporate Rewards two or three year contracts may subscribe to Calling Line Identification and Calling Line Identification with Name on a 2- or 3- year volume contract basis. Two-year contract customers and 2- year Volume contract customers must subscribe to 3-year contract PRI features and services when 2-year contract rates are not available. The nonrecurring charge is waived for **IntelliLinQ** PRI's and IntelliLinQ PRI optional features on a 2- or 3-year volume contract**, a 2- or 3-year Corporate Rewards contract, or a 1, 2 or 3 year Volume II contract.

All of a customer's Company-provided PRIs within Maryland will count towards the volume contract threshold. Volume contract customers may change the number of PRIs during the volume term period. In the event customers under a volume contract make subsequent PRI increases or decreases that cause the total number of PRIs to fall within a different threshold level, all remaining PRIs will be billed at the applicable level rate for the remainder of the volume contract term period. The customer must provide the account information of the PRIs included in the volume contract at the time of the initial installation of service and with each change to the service.

* Effective May 30, 2006, Enhanced IntelllilinQ PRI Hub Service as provided in this Product Guide, is no longer available to new customers. Existing Enhanced IntelllilinQ PRI Hub customers may continue their service until their Enhanced IntelllilinQ PRI Hub contract expires or their service is disconnected, whichever occurs first. Moves, additions or changes to subscribers' existing service will not be permitted.

** Effective January 20, 2011, the Standard Term & Volume Packages (Volume Packages 1, 2, and 3 with term pricing options), as provided in this Product Guide, are no longer available to new customers. Existing Standard Term & Volume PRI customers may continue their service until their Standard Term & Volume contract expires or their service is disconnected, whichever occurs first. Moves, additions or changes to subscribers' existing service will not be permitted.

*** Effective September 3, 2025, IntelliLinQ® PRI Service Term & Volume II Package Plan 1 and 3-year term plans will no longer be available to new customers. Existing customers may continue their IntelliLinQ® PRI Service until the end of the contract term. At the end of all IntelliLinQ® PRI Service contracts, unless another qualifying term plan is selected, the service rates will revert to the Month-to-Month rates. (N)

IntelliLinQ - PRI SERVICE

B. TERMS AND CONDITIONS (Cont'd)

7. Termination Liability

The following regulation applies to both Basic **IntelliLinQ** PRI Service and *Enhanced **IntelliLinQ** PRI Hub Service:

Subscribers under a two-year volume contract or a three-year standard contract, who disconnect **IntelliLinQ** PRI services, in whole or in part, before expiration of the contract period, shall pay to the Company an early termination liability charge for each disconnected service or feature equal to the following: the difference between the applicable two-year volume contract or three-year standard contract recurring rate and the applicable month-to-month recurring rate multiplied by the number of months of the contract period that have elapsed as of the date of disconnection. If the customer disconnects before one year, the nonrecurring rate should be recovered in full.

Subscribers under a three-year volume contract, who disconnect **IntelliLinQ** PRI services, in whole or in part, before expiration of the contract period but after completion of the second year of a volume contract period, shall pay to the Company an early termination liability charge for each disconnected service or feature equal to the following: the difference between the applicable three-year volume contract period recurring rate and the applicable two-year volume contract period recurring rate multiplied by the number of months of the contract period that have elapsed as of the date of disconnection.

Customers on a contract plan may convert to a new contract plan without incurring termination liability charges provided the value of the new contract is equal to or greater than the remaining value of the existing term contract plan.

Two-year contract customers may subscribe to three-year contract optional features or capabilities.

The following regulation applies only to Basic **IntelliLinQ** PRI Service:

Subscribers under a five-year contract, who disconnect **IntelliLinQ** PRI services in whole or in part, before expiration of the contract period but after completion of the third year of the contract period, shall pay to the Company an early termination liability charge for each disconnected service or feature equal to the following: the difference between the applicable five-year contract period recurring rate and the applicable three-year contract period recurring rate multiplied by the number of months of the five-year contract period that have elapsed as of the date of disconnection.

- * Effective May 30, 2006, Enhanced IntellllilinQ PRI Hub Service as provided in this Product Guide, is no longer available to new customers. Existing Enhanced IntellllilinQ PRI Hub customers may continue their service until their Enhanced IntellllilinQ PRI Hub contract expires or their service is disconnected, whichever occurs first. Moves, additions or changes to subscribers' existing service will not be permitted.

IntelliLinQ - PRI SERVICE

B. TERMS AND CONDITIONS (Cont'd)

7. Termination Liability (Cont'd)

Subscribers under a five-year contract period, who disconnect **IntelliLinQ** PRI services, in whole or in part, before expiration of the third year of the contract period shall pay to the Company an early termination liability charge for each disconnected service or feature equal to the difference between the five-year contract recurring rate and the applicable month-to-month rate multiplied by the number of months of the contract period that have elapsed as of the date of disconnection. If the customer disconnects before one year the nonrecurring rate should be recovered in full.

Effective 1/30/2009, the Termination Liability will change for all new Standard term, Term and Volume Package, Term and Volume II Package contracts. When a subscriber terminates one of these plans prior to the expiration of the term, the subscriber will be subject to the termination liability equal to 25% of the monthly rate times the remaining months in the agreement.

Termination Liability does not apply to optional features. The termination liability charge will not apply when a customer converts from PRI Port and Access Facility to a PRI Port only when the PRI is connecting to an alternate high capacity facility.

8. Additions to Service

During the contract period, the customer may add PRI service at the same monthly rate as specified in the initial contract or the customer may add PRI services on a month-to-month or on a contract basis. The contract period for additional PRI services will not end concurrently with the initial contract for service installed after June 14, 2003.

9. Changes in future contract rates

If the monthly rates on a contract are lowered, the subscriber may be allowed to cancel their existing contract without penalty, providing they sign-up for a new contract of equal or greater monetary value. The subscriber will be subject to all terms, conditions and prices of the new contract.

IntelliLinQ - PRI SERVICE

B. TERMS AND CONDITIONS (Cont'd)

10. Renewal Options

Prior to the expiration of the existing contract period, a customer may extend the contract for another contract period without incurring termination liability charges. The new contract will indicate the designated rates then in effect. The new contract period must be for a period of time which is equal to or greater than the remaining months in the old agreement. The contract period effective date will be the date the customer signs the new contract.

11. Relocation

When a customer elects to relocate his PRI service to a different premises not served by the same central office, prior to the expiration of a contract period, the service is considered to be disconnected, and the termination liability applies. However, if the customer relocates to a location served by a suitable equipped central office within the same State and establishes a PRI contractual payment plan of equal or greater monetary value, the customer may relocate without incurring any termination liability. Installation charges for establishing the new service would apply.

12. End of Term

At the end of a subscribers term contract the rates will revert to the prevailing Month-to-Month rates unless another qualifying term plan is selected.

(N)
|
|
|
(N)

RATES

1. Application of Rates

- a. PBX trunk functionality is included in the **IntelliLinQ** PRI Service rates and charges.
- b. Existing product guide rates, charges and terms and conditions for DID service apply, where required. This includes DID numbers and trunk connection charges. The customer must choose one of these options if DID trunks or DID numbers are present on the PRI; the DID Trunk connection charges on a per Channel basis, the PRI DID Trunk Package for a Month-to-Month agreement or 5 Year Contract, or the 2 or 3-Year Volume or Corporate Rewards Contract Package.
- c. Customers accessing Company WATS Outward Service or WATS Toll Free Service via **IntelliLinQ** PRI are also subject to the rates and charges specified in the Wide Area Telephone Service product guide.
- d. Circuit-Switched Data Usage Allowances

Circuit-Switched Data service is offered on an optional monthly allowance basis. For minutes of use over the monthly allowance specified for Circuit-Switched Data Usage Allowances, charges apply as specified following.

IntelliLinQ - PRI SERVICE

C. RATES (Cont'd)

1. Application of Rates

- e. Individual Additional Telephone Numbers may be ordered from this Product Guide without incurring DID trunk connection charges.
- f. When a customer converts exiting DS1 facilities provided under digital Hand-off or High-capacity Digital Service, as specified in the Channel Services Product Guide, installation charges for the Primary Rate Access Facility are waived.
- g. Trunk hunting is included in the **IntelliLinQ** PRI Service rates and charges.
- h. IntelliLinQ PRIs and features on two or three year Corporate Rewards contracts will follow the NRC waivers similar to the Volume NRCs.
- i. IntelliLinQ PRIs purchased under a two or three year Corporate Rewards contract are eligible for Calling Line Identification and Calling Line Identification with Name at the two or three year Volume contract rates.

IntelliLinQ - PRI SERVICE

C. RATES (Cont'd)

2. Rates and Charges

Installation Charge Per Month USOC

The following Rates and Charges apply only to Basic **IntelliLinQ** PRI Service:

a. Primary Rate Access Facility, each

Month-to-month	\$700.00	\$200.00	ZPT1X	(I)
3-Year Contract	0.00	145.00		
5-Year Contract	0.00	135.00		
2 or 3 Yr. Volume/Corporate ..	0.00	145.00		
Rewards Contract	0.00	150.00		
1 Year Volume II Package Contract				
2- or 3 Year Volume II Package Contract	0.00	180.00		(I)

b. PRI Interface Arrangement, each

Standard

23B+D

Month-to-month	700.00	440.00	ZPAZD	(I)
3-Year Contract	0.00	335.00		
5-Year Contract	0.00	315.00		

24B

Month-to-month	700.00	440.00	ZPA1X	(I)
3-Year Contract	0.00	330.00		
5-Year Contract	0.00	300.00		

23B+ Back-up D

Month-to-month	700.00	500.00	ZPAZA	(I)
3-Year Contract*	0.00	380.00		
5-Year Contract	0.00	360.00		

* Effective May 30, 2006, PRI Interface Arrangement and Primary Rate Access Facility 3-Year contract serv., is no longer available to new customers. Existing customers may continue their service until their contract expires or their service is disconnected, whichever occurs first. Moves, additions or changes to subscribers' existing service will not be permitted.

IntelliLinQ - PRI SERVICE

C. RATES (Cont'd)

2. Rates and Charges (Cont'd)	Installation Charge	Per Month	USOC
-------------------------------	------------------------	--------------	------

The following Rates and Charges apply only to Basic **IntelliLinQ** PRI Service:

b. PRI Interface Arrangement, each
(Cont'd)

Term and Volume Packages:

i. Standard Volume Package, 23B+D,
24B, and 23B + Back-up D**

Package 1 (1 - 10 PRIs)		
2-Year Contract	0.00	285.00
3-Year Contract	0.00	275.00
Package 2 (11 - 20 PRIs)		
2-Year Contract	0.00	280.00
3-Year Contract	0.00	270.00
Package 3 (21+ PRIs)		
2-Year Contract	0.00	275.00
3-Year Contract	0.00	265.00

ii. Volume II Package 23B +D, 24B
and 23B + Back-up D

1-Year Volume II Package Contract***	0.00	450.00	(C)
2-Year Volume II Package Contract	0.00	530.00	
3-Year Volume II Package Contract***	0.00	410.00	(C)

** Effective January 20, 2011, the Standard Term & Volume Packages (Volume Packages 1, 2, and 3 with term pricing options), as provided in this Product Guide, are no longer available to new customers. Existing Standard Term & Volume PRI customers may continue their service until their Standard Term & Volume contract expires or their service is disconnected, whichever occurs first. Moves, additions or changes to subscribers' existing service will not be permitted.

*** Effective September 3, 2025, IntelliLinQ® PRI Service Term & Volume II Package Plan 1 and 3-year term plans will no longer be available to new customers. Existing customers may continue their IntelliLinQ® PRI Service until the end of the contract term. At the end of all IntelliLinQ® PRI Service contracts, unless another qualifying term plan is selected, the service rates will revert to the Month-to-Month rates. (N)

Effective: September 3, 2025

IntelliLinQ - PRI SERVICE

C. RATES (Cont'd)

2. Rates and Charges (Cont'd)

	<u>Installation Charge</u>	<u>Per Month</u>	<u>USOC</u>
c. Call-by-Call Service Selection, per IntelliLinQ PRI Arrangement			
Month-to-month	\$100.00	\$ 75.00	CCZ
3-Yr. Contract	0.00	73.00	
5-Yr. Contract	0.00	71.00	
d. Optional Service Features Packages I and II			
Features Package I (Calling Line Identification and Call-by-Call Service Selection), per IntelliLinQ PRI Arrangement			
Month-to-month	100.00	150.00	OFP1X
3-Yr. Contract	0.00	145.00	
5-Yr. Contract	0.00	135.00	
Features Package II (Calling Line Identification with Name, Redirecting Number, Call-by-Call Service Selection), per IntelliLinQ PRI Arrangement			
Month-to-month	100.00	235.00	
3-Yr. Contract	0.00	225.00	
5-Yr. Contract	0.00	215.00	
DID Trunk Package***			
Month-to-Month Arrangement**	0.00	250.00	(I)
2-Yr. Contract	0.00	135.00	
3-Yr. Contract	0.00	123.00	
5-Yr. Contract	0.00	114.00	
2-Year Volume/Corporate Rewards Contract	0.00	107.00	
3-Year Volume/Corporate Rewards Contract	0.00	95.00	

* Effective May 30, 2006, DID Trunk package 2 & 3-Year Contract serv., is no longer available to new customers. Existing customers may continue their service until their contract expires or their service is disconnected, whichever occurs first. Moves, additions or changes to subscribers' existing service will not be permitted.

** NRCs do not apply when this feature is provided at the time of the initial IntelliLinQ PRI installation. If this feature is added subsequent to the initial IntelliLinQ PRI installation, a Trunk Change - per change, applies as specified for IntelliLinQ PRI service.

*** The DID Trunk Package is included in the Term and Volume II Package rate.

IntelliLinQ - PRI SERVICE

C. RATES (Cont'd)

2. Rates and Charges (Cont'd)

	Installation Charge	Per Month	USOC
--	------------------------	--------------	------

Basic IntelliLinQ PRI Service (Cont'd)

f. PRI Station Detail Billing, per account	0.00	100.00	
g. ISDN Primary Service Portability, per PRI provisioned from an alternate switch	0.00	25.00	

The following Rates and Charges apply to both Basic **IntelliLinQ** PRI Service and Enhanced **IntelliLinQ** PRI Hub Service:

a. Circuit-Switched Data Usage, per Account			
Package	Monthly Allowance		
Option 1	None	-	- * UMKP1
Option 2	250 hours	-	\$250.00† UMKP2

b. Modified Redirecting Number, per **IntelliLinQ** PRI Arrangement

Month-to-month	75.00	40.00	
3-Yr. Contract	0.00	35.00	
5-Yr. Contract	0.00	25.00	

c. Redirecting Number, per **IntelliLinQ** PRI Arrangement

Month-to-month	75.00	50.00	
3-Yr. Contract	0.00	45.00	
5-Yr. Contract	0.00	35.00	

d. Calling Line Identification, per **IntelliLinQ** PRI Arrangement**

Month-to-month	100.00	100.00	NXN
3-Yr. Contract	0.00	95.00	
5-Yr. Contract	0.00	90.00	
2 or 3 Yr. Volume/Corporate Rewards Contract	0.00	40.00	

* Each minute or fraction thereof which exceeds the Monthly Allowance specified in Option 1 will be billed at \$.02 per minute.

† Each minute or fraction thereof which exceeds the Monthly Allowance specified in Option 2 will be billed at \$.008 per minute.

* Effective May 30, 2006, Calling Line Identification, per IntelliLinQ PRI Arrangement Service 3-Year contract, is no longer available to new customers. Existing customers may continue their service until their contract expires or their service is disconnected, whichever occurs first. Moves, additions or changes to subscribers' existing service will not be permitted.

** Calling Line Identification is included in the Term and Volume II Package rate.

IntelliLinQ - PRI SERVICE

C. RATES (Cont'd)

The following Rates and Charges apply to both Basic IntelliLinQ PRI Service and *Enhanced IntelliLinQ PRI Hub Service:

2. Rates and Charges (Cont'd)	Installation Charge	Per Month	USOC
e. Calling Line Identification with Name, per IntelliLinQ PRI Arrangement			
Month-to-month	\$100.00	\$200.00	
3-Yr. Contract	0.00	140.00	
5-Yr. Contract	0.00	130.00	
2 or 3 Yr. Volume/Corporate Rewards Contract	0.00	60.00	
1, 2 or 3 Year Volume II Package Contract **.....	0.00	50.00	(C)
f. Two B Channel Transfer, per IntelliLinQ PRI Arrangement			
Month-to-month	100.00	75.00	
3-Yr. Contract	0.00	65.00	
5-Yr. Contract	0.00	60.00	
g. Trunk Change Charge - add/change to existing trunk group, or addition of new trunk group, per occasion.....	50.00	-	REALF
h. Individual Additional Telephone Number, each.....	25.00	3.00	ZTN
i. Non-Hunt Directory Number, each			
Month-to-month	25.00	14.00	
3-Yr. Contract	0.00	12.00	
5-Yr. Contract	0.00	10.00	

* Effective May 30, 2006, Enhanced IntellllilinQ PRI Hub Service and Calling Line Identification with Name, per IntelliLinQ PRI Arrangement3-Year contract, is no additions or changes to subscribers' existing service will not be permitted.

** Effective September 3, 2025, IntelliLinQ® PRI Service Term & Volume II Package Plan 1 and 3-year term plans will no longer be available to new customers. Existing customers may continue their IntelliLinQ® PRI Service until the end of the contract term. At the end of all IntelliLinQ® PRI Service contracts, unless another qualifying term plan is selected, the service rates will revert to the Month-to-Month rates. (N)

IntelliLinQ - PRI SERVICE

D. RATES (Cont'd)

The following Rates and Charges apply only to *Enhanced IntelliLinQ PRI Hub Service:

2. Rates and Charges (Cont'd)	<u>Installation Charge</u>	<u>Per Month</u>	<u>USOC</u>
a. Enhanced IntelliLinQ PRI Hub Service, per IntelliLinQ PRI Arrangement			
Standard			
Month-to-month	\$700.00	\$525.00	
3-Yr. Contract	0.00	495.00	
Volume, 23B+D, 24B, and 23B + Back-up D			
Package 1 (1 - 10 PRIs)			
2-Year Contract	0.00	425.00	
3-Year Contract	0.00	400.00	
Package 2 (11 - 20 PRIs)			
2-Year Contract	0.00	400.00	
3-Year Contract	0.00	375.00	
Package 3 (21+ PRIs)			
2-Year Contract	0.00	375.00	
3-Year Contract	0.00	350.00	

* Effective May 30, 2006, Enhanced IntellililinQ PRI Hub Service and Calling Line Identification with Name, per IntelliLinQ PRI Arrangement 3-Year contract, is no : additions or changes to subscribers' existing service will not be permitted.