

UNLIMITED DIAL TONE LINE (DTL) AND UNLIMITED CUSTOPAK PACKAGES

A. GENERAL

Unlimited DTL and Unlimited **CustoPAK** Basic Packages are optional business flat-rated usage packages with a network access line, calling features and specified non-regulated services offered for a one-year or three-year term commitment. Customers must purchase at least one (1) Expansion Line for each Basic Package. Expansion Lines are offered on a monthly basis per each additional line ordered.

The following two (2) options are available:

1. Unlimited DTL Basic Package includes the following:

- One (1) Dial Tone Line with touch-tone
- Unlimited local calling
- Unlimited intraLATA toll calling
- Choice of one to five (1 - 5) of the following calling features:

Call Waiting, Three-Way Calling, Call Forwarding, Caller ID and standard business Voice Messaging Mailbox (a non-regulated service).

a. Unlimited DTL Expansion Lines

At least one (1) Expansion Line is required with each Unlimited DTL Basic Package. The following two (2) options are available:

(1) Expansion Lines with unlimited calling

DTL Expansion Lines are available for a monthly rate, per line, with unlimited local and intraLATA toll usage calling and a choice of one to five (1 to 5) of the following calling features:

Call Waiting, Three-Way Calling, Call Forwarding, Caller ID and a Standard business Voice Messaging Mailbox (a non-regulated service)

(2) Expansion Lines without unlimited calling

DTL Expansion Lines are available for a monthly rate, per line, and choice of one to five (1 to 5) of the following calling features:

Call Waiting, Three-Way Calling, Call Forwarding, Caller ID and a Standard business Voice Messaging Mailbox (a non-regulated service)

UNLIMITED DIAL TONE LINE (DTL) AND UNLIMITED CUSTOPAK PACKAGES

A. GENERAL (Cont'd)

The following two (2) options are available: (Cont'd)

2. Unlimited **CustoPAK** Basic Package includes the following:

- One (1) **CustoPAK** Line
- Unlimited local calling
- Unlimited intraLATA toll calling
- Choice of one or both of the following calling features:

Caller ID and standard business Voice Messaging Mailbox(a non-regulated service).

a. Unlimited **CustoPAK** Expansion Lines

At least one (1) **CustoPAK** Expansion Line is required with each Unlimited **CustoPAK** Basic Package. The following two (2) options are available:

(1) Expansion Lines with unlimited calling

CustoPAK Expansion Lines are available for a monthly rate, per line, with unlimited **local** and intraLATA toll usage calling and a choice of one or both the following calling features:

Caller ID and a standard business Voice Messaging Mailbox (a non-regulated service).

(2) Expansion Lines without unlimited calling

CustoPAK Expansion Lines are available for a monthly rate, per line, and choice of one or both of the following calling features:

Caller ID and a standard business Voice Messaging Mailbox (a non-regulated service).

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B. TERMS AND CONDITIONS

1. Unlimited DTL and **CustoPAK** Basic Packages are available only where facilities and conditions permit.
2. Unlimited DTL and **CustoPAK** Basic Packages are available only on a one-year or three-year term agreement. Expansion Lines are available on a month-to-month basis only.
3. Unlimited DTL and **CustoPAK** Basic Packages are only available with subscription to a business unlimited nationwide long distance calling plan through Bell Atlantic Communications, Inc. d/b/a/ Verizon Long Distance or NYNEX Long Distance Company d/b/a Verizon Enterprise Solutions and Verizon highspeed internet service. Each Expansion Line must also subscribe to a business long distance calling plan through Bell Atlantic Communications, Inc. d/b/a/ Verizon Long Distance or NYNEX Long Distance Company d/b/a Verizon Enterprise Solutions.
4. Unlimited DTL and **CustoPAK** Basic Packages are available to business customers who subscribe to 25 or fewer lines (voice grade or voice grade equivalent) per customer location at the time service is initiated.
5. At each customer location Customers must purchase at least one (1) Expansion Line with each Unlimited DTL Basic Package or Unlimited **CustoPAK** Basic Package. Customers are allowed up to 24 Expansion Lines per customer location. A maximum of nine such lines can have Unlimited Calling either with this plan or any other unlimited local and/or toll product offered by Verizon per customer location.
6. Customers may have any combination of Expansion Lines but the combined total number of Expansion Lines allowed is 24 per customer location and may not exceed nine (9) Expansion Lines with Unlimited Calling per customer location.
7. Unlimited DTL and **CustoPAK** Basic Packages are not available with the following services:
 - ISDN Service
 - Remote Call Forwarding Service
 - Auto Universal Call Distribution (ACD/UCD)
 - PBX Trunks
 - Digital Hand Off
 - Digital PBX Service
 - Foreign Exchange Service
 - Foreign Central Office Service
 - Customer Owned Pay Telephone (COPT)
 - Ground Start Lines or Trunks
 - Business Optional Calling Plan
 - Business Special Toll Plan
 - Corporate Rewards
 - VPNS
 - Customer Specific Pricing (CSP)
 - Public telephone Service
 - Foreign Zone Service

UNLIMITED DIAL TONE LINE (DTL) AND UNLIMITED CUSTOPAK PACKAGES

B. TERMS AND CONDITIONS (Cont'd)

8. Unlimited DTL and **CustoPAK** Basic Packages are not available in combination with other optional calling plans or virtual private network services.
9. Unlimited DTL and **CustoPAK** Basic Packages do not apply to the following calls or services:
 - Collect Calls
 - Calling Card
 - Time, Lottery and Weather
 - 555,700, 900, 976 Service
 - IDS Type Calls (Audiotext)
 - Third Number Billed
 - Intercept Call Completion
 - Mass Announcement Services
 - Directory Assistance
 - Group Bridging Service
 - Connect Request Calls/Directory Assistance Call Completion
 - Easy Number Service
 - Emergency Interrupt
 - Repeat Calls, Return Calls (per activation)
 - Person-to-Person
 - All other operator Handled Calls
 - Three-Way calling (per activation)
 - Directory Assistance Call Completion
 - Busy Redial, *69, Call trace (per activation)
10. Unlimited DTL and **CustoPAK** Basic Packages may only be used for voice applications and incidental non-broadcast facsimile usage, and may not be used for the transmission of data, for internet connections, or for any other non-voice application. These services may not be used for autodialing, predictive dialers, or facsimile broadcasting, blasting, or spamming. The Company reserves the right to restrict the number of other services and/or equipment furnished or used in connection with any particular class of service in order to prevent any impairment in the quality of service furnished. If the customer uses this service for any non-eligible purpose, including, but not limited to, the examples noted above, the Company may suspend, restrict or cancel the service.
11. Details on calls made will not be available for this service.
12. Service Connection Charges will be waived in the event a class of service change is required in order to have an Unlimited DTL or **CustoPAK** Basic Packages.
13. Applicable Service Charges as specified in General Services Tariff No. 203, Section 3, will be waived for customers subscribing to a three-year agreement.

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C. TERMINATION LIABILITY

Unlimited DTL and Unlimited **CustoPAK** Basic Packages are offered on a one-year or a three-year term agreement.

Early termination of a Unlimited DTL Basic Package or Unlimited **CustoPAK** Package term agreement by the customer will result in a one-time flat Termination Charge of:

1-year term agreement

\$75

3-year term agreement

\$225 for default within the 1st year of the term

\$150 for default within the 2nd year of the term

\$75 for default within the 3rd year of the term

If the customer cancels any of the components: business unlimited nationwide long distance calling plan through Bell Atlantic Communications, Inc. d/b/a/ Verizon Long Distance or NYNEX Long Distance Company d/b/a Verizon Enterprise Solutions, or Verizon highspeed internet service, or all of the Expansion Line(s) of the bundle, the remaining components will revert to the individual rate and/or the tariff rate associated with that component.

The customer can add, delete or change the Expansion Lines without termination charges as long as two (2) lines (the core, Basic Package, and one Expansion Line) remain on the account. If the one Expansion Line is removed, the remaining elements will revert to the specified rates. If the Basic Package core line is removed, the applicable termination charge shown above will apply.

Customer termination of service within the first 60 days, starting on the Order Completion Date, will result in customer liability for the monthly charges. Termination liability will be waived.

At the end of the term period or any subsequent renewal, the agreement will automatically be renewed for a successive one-year or three-year term at the same terms and conditions, unless either party provides advance notice that it does not wish to renew the term. Each subsequent renewal will allow for a 60-day grace period for the subscriber to unsubscribe from the plan without penalty. Pricing will remain the same during any automatic renewal unless the Company has provided 30 days notice of any change. Customers can move from a one-year to a three-year term without incurring a penalty.

An early termination charge will not apply under the following circumstances:

- (1) Customer moves existing service either to a new customer location within the same address and/or same building (inside move) or to a new customer location (outside move) and maintains that service for the remainder of the term;
- (2) Customer renegotiates a new term commitment plan for the same service before the current term commitment expires and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment; or
- (3) Customer changes to another service or usage plan or upgrades service or usage under a term commitment, and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment.

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C. RATES AND CHARGES

	<u>Monthly Rate</u>	
	<u>1-Year Term</u>	<u>3-Year Term</u>
1. <u>Unlimited DTL Basic Packages</u> ¹	\$68.00	\$53.00
	<u>Monthly Rate</u>	
Expansion Line with Unlimited Calling, per line ²	\$48.50	
Expansion Line without Unlimited Calling, per line ^{2,3}	\$28.50	
	<u>Monthly Rate</u>	
	<u>1-Year Term</u>	<u>3-Year Term</u>
2. <u>Unlimited CustoPAK Basic Packages</u> ¹	\$68.00	\$53.00
	<u>Monthly Rate</u>	
Expansion Line with Unlimited Calling, per line ²	\$48.50	
Expansion Line without Unlimited Calling, per line ^{2,3}	\$28.50	

¹ At least one (1) Expansion Line is required with each Unlimited DTL Basic Package or Unlimited **CustoPAK** Basic Package ordered.

² Customers may have any combination of Expansion Lines but the combined total number allowed is 24 per customer location and may not exceed nine (9) Expansion Lines with Unlimited Calling per customer location.

³ Usage rates apply in addition to the monthly rate.

* Effective March 17, 2012 Unlimited Dial Tone Line (DTL) and Unlimited Custopak Packages are grandfathered and no longer available for purchase by new customers. Existing customers may retain these packages in accordance with the terms and conditions described herein.