

DO NOT DISTURB SERVICE#

A. GENERAL

Do Not Disturb Service is an optional incoming call management service that provides residential customers the ability to block or allow incoming calls to their line.

B. TERMS AND CONDITIONS

1. Do Not Disturb Service allows the customer to activate or deactivate the Service and modify the screening parameters through the use of a touch-tone telephone.
2. Initial activation of the service must take place from the customer's telephone line equipped with the service; however, updates to the service can be made from any touch-tone phone in the U.S.
3. Do Not Disturb customers are given three options for activating the Service. By dialing a Toll Free number from anywhere in the U.S., they can:
 - a. turn on Do Not Disturb until they turn it off (by calling the Toll Free number again);
 - b. turn on Do Not Disturb, to be turned off automatically in 1 to 24 hours;
 - c. pre-program a schedule for turning Do Not Disturb on and off automatically on selected days of the week.
4. Do Not Disturb customers are given a temporary personal identification number (PIN) when they initially subscribe to the service. Upon the first activation, they are required to change the PIN which will be used from then on to activate the service or change the options of the service.
5. Customers can customize their Do Not Disturb Service by choosing one of three announcements that callers will hear when Do Not Disturb is activated. If the customer has a voice mail service (Verizon's Home Voice Mail or another voice mail service), the announcement can be appended with an offer to leave a message in the voice mailbox.
6. Customers are able to allow special callers to reach them in one of two ways when Do Not Disturb is activated: the creation of a Priority Caller List (with 15 numbers) which allows only the numbers of specific callers to ring through; or the creation of a four-digit Override code which allows those callers who know the code to bypass the restriction, if they are calling from a touch-tone phone.

Effective May 17, 2014, Do Not Disturb Service is grandfathered and no longer available to new customers. Moves, additions, or changes to subscribers' existing service are not permitted. This service is available for resale until October 18, 2014. Effective October 18, 2014, this service is also grandfathered at the resale level and no longer available to new resale customers.

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B. TERMS AND CONDITIONS (Cont'd)

7. When calls are placed to an active Do Not Disturb customer, callers (except those on the Priority Caller List) hear the Do Not Disturb announcement. If a caller has the Override code, they will dial the code either during or after the announcement. All other calls will be blocked.
8. Do Not Disturb Service is offered only where the customer's location is served by a central office switch equipped with Advanced Intelligent Network (AIN) and Common Channel Signaling/ Signaling System 7 (CCS/SS7) architecture and software.
9. Do Not Disturb Service is available for use with Residence Dial Tone Lines.
10. The Company shall not be liable to the customer or any other person or entity for damages of any nature or kind arising out of, resulting from, or in connection with the provision of the service, including without limitation, the inability to be accessed by the operator or any telephone number.

C. RATES

1. Application of Rates

There is no installation charge applicable when adding Verizon Do Not Disturb Service to an existing access line.

2. Do Not Disturb#,	Per	
per line equipped.....	<u>Month</u>	<u>USOC</u>
	\$3.00	D7TL1

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