

SOLUTIONS for BUSINESS

A. GENERAL

Solutions for Business is an optional business service that includes a main line with a network access line, calling features and specified non-regulated services offered for a month-to-month or two-year term commitment as well as three additional line types that are offered on a monthly basis.

The Solutions for Business Main Line includes:

- One (1) Dial Tone Line (or Custopak) with touch-tone
- Unlimited local calling
- Unlimited intraLATA toll calling
- Choice of zero to five (0 - 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).

The following three additional line types may be purchased in addition to the Solutions for Business Main Line:

1. Additional Bundle Line
Includes the following:
 - One Custopak or Dial Tone Line
2. Additional Bundle Line-Plus
Includes the following:
 - One Custopak or Dial Tone Line
 - Caller ID
 - Standard business voice messaging mailbox (a non-regulated service)
3. Additional Bundle Line-Unlimited
Includes the following:
 - One Custopak or Dial Tone Line
 - Caller ID
 - Unlimited local calling
 - Unlimited intraLATA toll calling
 - Standard business voice messaging mailbox (a non-regulated service)

Customers will be provisioned with Custopak or Dial Tone Lines. In instances where the switch is not provisioned with Custopak, lines will be provided with Dial Tone Lines. (C)
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B. TERMS AND CONDITIONS

1. Solutions for Business is available only where facilities and conditions permit.
2. Solutions for Business is available only to customers who subscribe to Verizon for their local usage and intraLATA toll calls.

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B. TERMS AND CONDITIONS (Cont'd)

3. Solutions for Business is available only on a month-to-month or two-year term agreement. Termination liability applies to lines purchased under a term agreement, as described in Section C following. Lines subscribed to under Termination Liability Plan 3 may not be combined with other voice services or features under a term agreement. Other voice services and/or features may only be combined with lines on Termination Liability Plan 3 when these other voice services and/or features are purchased on a month-to-month basis.
4. Solutions for Business is only available with subscription to a business unlimited nationwide long distance calling plan through Verizon Long Distance LLC or Verizon Enterprise Solutions.
5. Solutions for Business is available to business customers who subscribe to 25 or fewer lines (voice grade) per customer location.
6. Customers may not combine this package with the Unlimited Dial Tone Line and Unlimited CustoSak Packages.
7. A maximum of ten lines may have Unlimited Calling either with this plan or any other Unlimited Local or Local and Toll Usage Product offered by Verizon. Customers may not combine this package with the Unlimited Dialtone and CustoSak Packages.
8. Solutions for Business lines 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 or Unlimited CustoSak Packages
9. Solutions for Business is not available in combination with other optional calling plans or virtual private network services.

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B. TERMS AND CONDITIONS (Cont'd)

10. Solutions for Business does 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 Service
- 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)

11. Solutions for Business lines with unlimited calling 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 dialer, 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.
12. Details on calls made will not be available for this service.
13. Service Connection Charges will be waived in the event a class of service change is required in order to subscribe to Solutions for Business.
14. Applicable Service Charges as specified in Part C, Section 3 of this Product Guide, will be waived for customers subscribing to a two-year agreement.
15. Applicable Service Charges will be waived for customers who subscribe to a Solutions for Business month-to-month or two-year term agreement and also subscribe to Verizon Basic Internet and/or Fios Internet service to complete a Solutions for Business bundle. The waiver is applicable to both month-to-month and term Verizon Solutions for Business qualifying bundle subscriptions. (T)

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C. TERMINATION LIABILITY

1. Solutions for Business is offered on a month-to-month or a two-year term agreement.
2. Early termination of a Solutions for Business term agreement by the customer during any month of the 2 year term, except as noted in C.4 below, will result in early termination charges as follows:

Plan 1 - A one-time flat Termination Charge of \$50.00 will apply. At the end of the term period customers will revert to monthly rates. Customers not under a term will be subject to price changes. Customers must contact Verizon to enter into a new term contract.

Plan 2 - A one-time flat Termination Charge of \$50.00 will apply. At the end of the term period customers will revert to monthly rates at the current tariffed rates. Customers not under a term will be subject to price changes. Customers must contact Verizon to enter into a new term contract.

Plan 3 - The early termination charge will be calculated at 35% of the monthly recurring charge(s) (excluding any promotional discounts) for the remainder of the term on a per line basis. The expiration date for all terms will be coterminous based on the date of the first term established. Term contracts will automatically renew at then current term rates at the end of the existing term to a new two-year term with 30 days to opt out before the end of a term to 60 days after the term automatically renews with no early termination charge. (C)

3. Customer termination of service within the first 30 days, starting on the Order Completion Date, will result in customer liability for the monthly charges. Termination liability will be waived.
4. An early termination charge will not apply under the following circumstances:
 - a. Customer moves existing service either to a new location within the same address and/or same building (inside move) or to a new location (outside move) and maintains that service for the remainder of the term; or
 - b. 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
 - c. Customer changes to another service or usage plan or upgrades service to a higher speed 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. TERMINATION LIABILITY (Cont'd)

5. Customer Solutions for Business Bundle Offer

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- a. If the customer notifies the Company within the first thirty (30) days of service installation that it is not satisfied with the service(s) and wishes to discontinue the service(s), the customer will be entitled to a full credit of one (1) month's monthly recurring charge (MRC), or portion thereof if subscription is less than thirty (30) days. The Customer will also be entitled to a full credit of any one-time charges directly associated with the establishment of the service.
- b. This offer applies on two-year term subscriptions for new customers only. It does not apply to customers subscribing to the service on a month-to-month basis.
- c. Early termination liability will be waived for customers requesting discontinuation of the service pursuant to this offer.
- d. No customer will be entitled to discontinue service pursuant to this offer more than once per service.
- e. The Company will remove the service(s) from the account of a customer requesting discontinuation pursuant to this offer.
- f. The customer is responsible for notifying the Company to disconnect the service(s) within thirty (30) calendar days of installation.
- g. The monthly recurring charges and one-time charges directly associated with the establishment of service will be applied as a credit on the bill of a customer discontinuing service pursuant to this offer.
- h. Credits are limited to the charges identified above. No credits will be issued for other charges billed to the customer, including but not limited to toll and local usage charges, E911 surcharges, or other surcharges.
- i. This offer applies only to the charges for the service as a whole and not any charges for optional features offered with this service.
- j. This offer does not extend to any Customer Provided Equipment (CPE) used in conjunction with this service, nor does it apply to Time and Material charges.
- k. This offer does not apply to service(s) to be used for less than thirty (30) consecutive days.
- l. This offer does not apply to any customers with voice services already provisioned.

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D. RATES

- I. Rates for Solutions for Business Customers - Plan 1 who subscribe prior to February 4, 2012 and maintain the same services in good standing continuously from the date when subscribed through and after February 3, 2012. Plan 1 termination liability/early termination fees apply, as described previously in Section C.2.

	<u>Monthly Rate</u>	
	<u>2-Year Term</u>	<u>Month-to-Month</u>
1. Solutions Bundle Main Line	\$55.00	\$53.00
2. Verizon Affiliate Broadband Discount	<u>Monthly Discount</u>	
(discount applies to Solutions Bundle Main Lines with a 2-year term)	\$10.00	
	<u>Monthly Rate</u>	
3. Additional Bundle Line	\$22.00	
4. Additional Bundle Line-Plus	\$30.00	
5. Additional Bundle Line-Unlimited	\$53.00	
6. Verizon Broadband Bundle Discount	<u>Monthly Discount</u>	
(discount applies per Additional unlimited line)	\$33.00	
7. Multi-Line Discount		
Customers adding a new line (for a total of four or more lines) on or after May 16, 2011 will receive the following discount:		
	<u>Monthly Discount</u>	
Additional Bundle Line-Plus		
- fourth and above line**	\$ 7.00	
Additional Bundle Line-Unlimited		
- fourth and above line**	\$10.00	

** Discounts apply to customers who have four or more lines per account. The monthly discount will be applied per line to the fourth and higher Additional Bundle Lines. Discounts do not apply to Basic Additional Bundle Lines or Solutions Bundle Main Line. However, Basic Additional Bundle Lines and the Solutions Bundle Main Line are included in the total line count to determine discount eligibility.

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D. RATES

II. Rates for Solutions for Business Customers - Plan 2 who subscribe on or after February 4, 2012. Plan 2 termination liability/early termination fees apply, as described previously in Section C.2.

	<u>Monthly Rate</u>	
	<u>2-Year Term</u>	<u>Month-to-Month</u>
1. Solutions Bundle Main Line	\$62.00	\$60.00
2. Verizon Affiliate Broadband Discount (discount applies to Solutions Bundle Main Lines with a 2-year term)	<u>Monthly Discount</u> \$10.00	
	<u>Monthly Rate</u>	
3. Additional Bundle Line		\$22.00
4. Additional Bundle Line-Plus		\$30.00
5. Additional Bundle Line-Unlimited		\$60.00
6. Verizon Broadband Bundle Discount (discount applies per Additional unlimited line)	<u>Monthly Discount</u> \$25.00	

III. Rates for Solutions for Business Customers - Plan 3* who subscribe on or after October 19, 2014. Plan 3 termination liability/early termination fees apply, as described previously in Section C.2.

	<u>Monthly Rate</u>	
	<u>2-Year Term*</u>	<u>Month-to-Month</u>
1. Solutions Bundle Main Line	\$62.00	\$60.00
2. Verizon Affiliate Broadband Discount (discount applies to Solutions Bundle Main Lines with a 2-year term)	<u>Monthly Discount</u> \$10.00	
	<u>2-Year Term</u>	<u>Month-to-Month</u>
3. Additional Bundle Line	\$20.00	\$25.00
4. Additional Bundle Line-Plus	\$30.00	\$35.00
5. Additional Bundle Line-Unlimited	\$62.00	\$65.00
6. Verizon Broadband Bundle Discount (discount applies per Additional unlimited line)	<u>Monthly Discount</u> \$25.00	

* Customers currently subscribed to Solutions for Business - Plan 1 two-year term agreement may elect to subscribe to Solutions for Business - Plan 3 two-year term agreement at the Solutions for Business - Plan 1 two-year term agreement rates, as set forth in this section.