

APPLICATION OF PRODUCT GUIDE

A. GENERAL

This Part G of this Product Guide applies to intraLATA\* intrastate Wide Area Telephone Service (WATS)\*\* furnished within the State of Maryland by Verizon Maryland LLC, hereinafter referred to as Verizon Maryland or the Company.

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B. TERMS AND CONDITIONS

1. Explanation of Terms

Access Line

A WATS access line is a voice grade line between the first appearance of WATS line customer's premises and Verizon Maryland central office and is provided for the purpose of completing wide area service calls. Each such line will be arranged, at the customer's option, for either Outward Access Line or Toll Free Service, but not for both modes.

Common Line

A WATS common line is a voice grade line associated with a Local Exchange Service line, other than a coin telephone service, to which Toll Free Service calls may be completed. A separate Toll Free telephone number will be associated with each local service line.

Dial Type Telecommunications

Dial type telecommunications as referred to herein is a call dialed from or to a WATS line or, if facilities are not available for dial completion, a call placed with an operator from or to a WATS line. The call may also be placed with an operator in the same manner if for any reason a completed dialed call has been interrupted.

Service Area

The service area of each WATS line includes all exchanges within the LATA within the State of Maryland.

\* Local Access and Transport Area.

\*\* Effective February 13, 2026, this service is no longer available to new customers. Moves, changes, or modifications to this service will no longer be supported. Service modifications for customers with existing contracts are subject to the terms of their contracts.

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APPLICATION OF PRODUCT GUIDE

B. TERMS AND CONDITIONS (Cont'd)

1. Explanation of Terms (Cont'd)

WATS

WATS is the furnishing of facilities for dial type telecommunications between stations associated with a WATS line and station within its service area.

2. Service Offerings

a. Outward Service

Outward Service provides for the origination of calls from a station associated with an outward WATS access line located only in the service area for telecommunications with stations in the specified service area.

b. Toll Free Service

Toll Free Service provides for the connection of calls from stations in the specified service area, for telecommunications with a station associated with a Toll Free Service line located in the service area. Toll Free Service is provided:

- (1) Via an access line, and such service is called Toll Free Dedicated Service, or
- (2) Via a common line, and such service, when provided via a usage bulk billing arrangement, is called Toll Free Standard Service, or
- (3) Via a common line, and such service, when provided via a usage per message billing arrangement, is called Toll Free Basic Service.

3. Use of Service

a. Resale of Service

A customer of the services, facilities and/or equipment in this Product Guide may offer such services, facilities and/or equipment to others (Patrons), for profit: provided the customer offering such service, facility and/or equipment to others is a certificated resale carrier.

APPLICATION OF PRODUCT GUIDE

B. TERMS AND CONDITIONS (Cont'd)

3. Use of Service (Cont'd)

b. Sharing of Service

A customer of services, facilities and/or equipment in this Product Guide may share such services, facilities and/or equipment in long term agreement with others (users). The customer may, but does not have to, use the service which is to be shared.

Sharing arrangements must be nonprofit. The total charges to all participants in a sharing arrangement may not exceed the sum of Verizon Maryland's charges for the service shared, plus the charges for any ancillary equipment that may be connected to such shared service. The allocation of charges to each participant shall be on a nonprofit pro rata basis.

Where the customer for a sharing arrangement is organized as a nonprofit entity, a not-for-profit fee, charged solely for the management of the sharing arrangement, may be allocated by the customer among the participants.

4. Limitation of Service

- a. A WATS line will be connected only at a customer's premises located within the State of Maryland.
- b. WATS does not include person-to-person, collect, conference or other calls requiring operator handling except as provided in Explanation of Terms for Dial Type Telecommunications, preceding.
- c. WATS is not represented as adapted for connection to other services of the terms and conditions, except as provided in this Product Guide. The service contemplates the provision of satisfactory transmission only between the WATS line and the calling or called line.
- d. Toll Free Dedicated Service may not be connected as a station line, e.g., PBX station line or Centrex line, in switching equipment.
- e. Toll Free Basic and Standard Service will not be provided to Feature Group A or Feature Group B Switched Access Service customers.

5. Method of Determining Usage Charges

- a. WATS permits calling within the service area, in one direction only, via a line at rates based on the accumulated time per month.

APPLICATION OF PRODUCT GUIDE

B. TERMS AND CONDITIONS (Cont'd)

5. Method of Determining Usage Charges (Cont'd)

b. Chargeable time begins when connection is established between a station associated with the WATS line and the calling or called station, and ends when the calling station "hangs up" thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released by automatic timing equipment in the telephone network.

c. Measured Time Usage Charges:

(1) Toll Free Dedicated Service and Toll Free Standard Service

Usage charges are based on the greater of the following:

(a) Actual accumulated time per month, or

(b) The minimum accumulated time per month which is determined by multiplying one minute times the number of completed calls.

(2) Toll Free Basic Service

Usage charges are based on applying a rate to individual messages during the billing period.

(a) Initial Period

The initial period for telephone connections is 30 seconds or fraction thereof.

(b) Additional Period

The additional period for telephone connections is 6 seconds or fraction thereof.

APPLICATION OF PRODUCT GUIDE

B. REGULATIONS (Cont'd)

5. Method of Determining Usage Charges (Cont'd)

d. Where a customer subscribes to more than one WATS line of the same mode, on the same premises, the measured time period will be the sum of the accumulated times of such lines computed to the nearest tenth of an hour.

e. The in-service count is determined by:

Grouping all Outward Service WATS access lines in the same system for the same customer premises.

Grouping all Toll Free Dedicated Service access lines in the same hunting arrangement.

f. Rate Application

(1) For WATS Line Toll Free Dedicated Service:

(a) Compute the in-service access line count, rounded to the nearest hundredth, based on a 30-day billable month.

(b) Determine total usage time.

(c) Determine average usage per access line, rounded to the nearest tenth, by dividing total usage by the computed in-service line count.

(d) Determine usage charges by multiplying the average usage per access line times the applicable measured time usage charges.

(e) Multiply the computed in-service line count times the usage charges.

APPLICATION OF PRODUCT GUIDE

B. TERMS AND CONDITIONS (Cont'd)

5. Method of Determining Usage Charges (Cont'd)

f. Rate Application (Cont'd)

(2) For each WATS Toll Free Standard Service:

- (a) Determine the chargeable hours per WATS Common Line, rounded to the nearest hundredth.
- (b) Determine usage charges by multiplying the usage per WATS Common Line times the applicable measured time usage charges.

(3) For each WATS Toll Free Basic Service:

- (a) Determine the charge per individual message. If the charge does not result in whole cents, charges will be rounded to the nearest penny when the bill is rendered.

6. Line Connections

The monthly charge for the WATS line or extension of main includes the provision of the standard network interface. WATS may be connected at:

- a. The customer premises to terminal equipment, multiline connecting systems or communications system, or
- b. The Company central office to another Carrier's communications system utilizing a WATS central office connecting facility.

7. Initial Contract Period, Continuity of Service and Termination Liability

- a. The initial contract period of one day applies separately for Outward Service and Toll Free Service (aka Inward WATS Service). If a WATS line is connected for a customer at a location where either mode of WATS has been disconnected at the customer's request less than two weeks previous, charges for the service so established will commence one day following the disconnect date of the prior service.
- b. If Toll Free Basic Service is disconnected within six months from the date of connection, a one-time flat charge will be assessed for each Toll Free Basic telephone number.

APPLICATION OF PRODUCT GUIDE

B. TERMS AND CONDITIONS (Cont'd)

8. Allowance for Interruptions

Allowance for interruptions apply to each WATS line as specified following:

- a. When the WATS line is interrupted for a period of less than two hours, no credit applies.
- b. When the WATS line is interrupted for a period of 2 hours to 24 hours, a credit of \$25.40 applies.
- c. When the WATS line is interrupted for a period of more than 24 hours, a credit of \$25.40 applies for each 24-hour period or any fraction thereof.
- d. The credit in a. and b. preceding includes all credit to be applied for an interruption.

APPLICATION OF PRODUCT GUIDE

TERMS AND CONDITIONS (Cont'd)

8. Allowance for Interruptions (Cont'd)

- e. None of the preceding credit allowances will be made for the following.

Noncompletion of WATS messages due to busy network conditions.  
Interruption of service due to customer-provided equipment or systems.

Interruption of service due to the negligence of the customer.

Interruption of service during any period in which the Company is not afforded access to the premises at which the WATSine is connected.

Interruption of service during any period when the customer has released the WATS line to the Company for maintenance purposes or implementation of a customer order for a change in service arrangement.

- f. Long Distance Telephone Service furnished a customer, when the WATS is interrupted, is charged for at the long distance telephone rates specified in this Company's Long Distance Services Product Guide.

9. Abuse or Fraudulent Use of Service

Abuse or fraudulent use of service includes the placing or acceptance of a WATS call by a WATS customer, the WATS customer's agent, employee or representative, in response to an uncompleted long distance message call, which was not completed in order to transmit or receive intelligence without the payment of the applicable long distance message charge.