

PREFERRED VOICE

A. GENERAL

Preferred Voice

Preferred Voice is an optional business service package which provides customers with a combination of offerings for a flat monthly rate.

Preferred Voice customers may also subscribe to Preferred Voice Additional Line which includes unlimited local and toll voice usage. (N)
(N)

Preferred Voice consists of the following offerings:

- local exchange line with unlimited domestic, local, and intraLATA toll voice usage
- select voice features with Business exchange service and/or CustoSak Service, as further set forth below
- choice of specific Custom Calling Services
- waiver of the non-recurring service charges

B. TERMS AND CONDITIONS

1. Preferred Voice and Preferred Voice Additional Line are available on Business exchange service and CustoSak lines where facilities permit. (C)
2. Preferred Voice is available only to customers who subscribe to Verizon as their carrier for all local and intraLATA toll calls, plus unlimited long distance calling. Preferred Voice Additional Line is available only to customers who subscribe to Verizon as their carrier for all local and intraLATA toll calls. (C)
3. Preferred Voice and Preferred Voice Additional Line rates apply per telephone line. (C)
4. Detailed IntraLATA toll billing is not provided with Preferred Voice or Preferred Voice Additional Line. (C)
5. Preferred Voice and Preferred Voice Additional Line are not available with PBX trunks, ground start lines or trunks, ISDN Basic Rate Service, ISDN Primary Rate Service, Foreign Exchange Service, Foreign Central Office Service, Foreign Zone Service and Coin or Pay Telephone Service. (C)
6. Preferred Voice and Preferred Voice Additional Line are not available with the following business packages or optional plans: Corporate Rewards, Customer Specific Pricing Plans (CSP), and Virtual Private Network Service (VPNS). (C)
7. Preferred Voice consists of the following offerings:
 - Local exchange line with unlimited usage
 - Unlimited direct dialed intraLATA toll
 - Extended Area Calling
 - Extended Local Service
 - Call Waiting
 - Three-Way Calling
 - Call Forwarding
 - Caller ID
 - Voice Mailbox
 - Ultra Forward Feature
 - Waiver of the non-recurring service charges
 - all standard features currently available with CustoSak lines (T)

Certain material previously found on this page can now be found on 1st Revised Page 2. (N)
(N)

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B. TERMS AND CONDITIONS (Cont'd)

8. Preferred Voice Additional Line consists of the following offerings: (N)
• Local exchange or Custopak line with unlimited local usage |
• Unlimited direct dialed intraLATA toll |
• Waiver of the non-recurring service charges |
• all standard features currently available with Custopak lines |
9. The Preferred Voice Additional Line requirements are as follows: |
(a) Maximum of 5 Additional Lines with Dialtone. |
(b) Maximum of 5 Additional Lines with Custopak (25 Main Custopak lines plus 5 Additional Lines max). (N)
10. Customers subscribing to Preferred Voice or Preferred Voice Additional Line cannot have Unlimited Local and Toll Usage for Business on their account. (C) (x)
(M) (x)
11. Extended Area Calling and Extended Local Service charges do not apply and are included in the monthly rate for Preferred Voice. (T)
12. Preferred Voice is a flat rate unlimited service option only. There is no message/measured service option available. Preferred Voice Additional Line includes unlimited local and local toll usage. Long Distance usage must be purchased separately. (T)
(N)
(N)
13. Preferred Voice and Preferred Voice Additional Line apply to voice grade traffic only. Verizon reserves the right to terminate a customer's service for use with inappropriate non-voice traffic or violations of this Product Guide. (C)

C. TERMINATION LIABILITY

1. Preferred Voice and Preferred Voice Additional Line(s) are available on a two-year term only and includes a first 30-day grace period for subscriber to remove the service for any reason without penalty. Term agreements are applied per line. At the end of the 2-year term period or any subsequent renewal (including transitioning from an existing promotional offer), the agreement will automatically be renewed for successive 2-year terms on the same terms and conditions, unless either party provides advance notice that it does not wish to renew the term. Each subsequent renewal (including transitioning service from an existing promotional offer) will allow for a 60-day grace period for subscriber to remove the plan without penalty. Pricing will remain the same during any automatic renewal unless Verizon has provided thirty days' notice of any change. (C)

(x) Certain material on this page formerly appeared on Original Page 1. (N)
Certain material previously found on this page can now be found on 1st Revised Page 3 and Original Page 4. (N)

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C. TERMINATION LIABILITY (Cont'd)

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| 2. In the event the customer terminates either the Preferred Voice or the Preferred Voice Additional line 2-Year term service within the first sixty (60) days, starting on the Order Completion Date, the customer will be liable for the Month-to-Month charges up to the date of termination, and any termination liability will be waived. If the customer terminates service after sixty (60) calendar days, but prior to the completion of the term commitment period, the customer shall be liable for an early termination charge of thirty-five percent (35%) of the monthly recurring charge per line for each month remaining during the term. Preferred Voice Additional Line(s) will run concurrent to existing Preferred Voice. When disconnecting Preferred Voice Main lines, all related Preferred Voice Additional lines must maintain the relationships stated in Section B9 above. | (C) (x) | (C) | (M) |
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| | (M) (x) | | |
| | (N) | | |
| | (N) | | |
| 3. An early termination charge will not apply under the following circumstances: | (M) (x) | | |
| | | | |
| (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; | | | |
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| (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 | | | |
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| | | | |
| (c) 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. | | | |
| | (M) (x) | | |

(x) Certain material on this page formerly appeared on Original Page 2.
Certain material previously found on this page can now be found on Original Page 4.

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D. APPLICATION OF RATES AND CHARGES

1. Service and Equipment connection charges do not apply to an existing customer who chooses to add Preferred Voice or Preferred Voice Additional Line to their line or changes from Basic Exchange Business Unlimited usage to enroll in Preferred Voice or Preferred Voice Additional Line.
2. Nonrecurring charges will be waived for customers subscribing to Preferred Voice or Preferred Voice Additional Line.

E. RATES

2-Year Term

Preferred Voice for Business		
Per Exchange Access Line or CustopAK Line		
- Monthly	\$56.00	(I)
Preferred Voice Additional Line		
Per Exchange Access Line or CustopAK Line		
- Monthly	30.00	(I)

(x) Certain material on this page formerly appeared on Original Pages 2 and 3.