Table of Contents

Page

Part 0 – GENERAL TERMS AND CONDITIONS

1. APPLICATION OF PRODUCT GUIDE 1

A. General 1

B. Effective Date and Related Terms 2

C. Changes to Product Guide 3

1. Rate Changes and New Charges 3

2. All Other Changes 3

2. TERMS OF SERVICE 1

A. Undertaking of the Company 1

1. Scope 1

2. Successors and Assigns 1

3. Liability, Warranties, Indemnification 2

4. Company Notices 4

5. Installation and Termination of Services 4

6. Maintenance of Services 5

7. Changes and Substitutions 5

8. Refusal and Discontinuance of Service 6

9. Limitation of Use of Metallic Facilities 6

10. Notification of Service-Affecting Activities 6

11. Coordination with Respect to Network Contingencies 6

B. General 7

1. Interference or Impairment 7

2. Unlawful Use 7

3. Commingling 7

4. Confidentiality and Privacy 7

5. Independent Contractor Relationship; Company Subcontractors 8

6. Force Majeure Events 8

7. Third Party Rights 8

8. Waiver, Severability and Integration 8

9. Governing Law 9

C. Obligations of the Customer 9

1. Orders and Processes 9

2. Ownership of Facilities and Theft 10

3. Equipment Space and Power 10

4. Availability for Testing 11

5. Design of Customer Services 11

6. References to the Company 11

7. Coordination with Respect to Network Contingencies 11

8. Jurisdictional Report Requirements 11

D. Payments of Rates and Charges and Assurance of Payment 12
1. Assurance of Payment 12
2. Payments of Rates and Charges 13
3. Billing Disputes 15
4. Re-Establishment of Service Following Fire, Flood or Other Occurrence 16
5. Title or Ownership Rights 16
6. Meet Point Billing 17
E. Connections 19
1. General 19
2. Standard Access Service Connections 19
F. Basic Service Level Agreements 20
1. Credit Allowance for Service Interruptions 20
2. Special Access Service Guarantee 24
3. Service Provisioning Warranty/Missed Installation Due Date/ Performance Commitment Program 25
G. When a Credit Allowance Does Not Apply 26
1. Service Provisioning Warranty/Missed Installation Due Date/ Performance Commitment Program 26
2. Service Interruptions 27
H. Sale or Transfer of a Verizon Operating Company's Assets and/or Stock To an Unaffiliated Third Party 28
1. General 28
2. Undertaking of the Company Following a Transfer 29
I. Technology Migration 33
1. General 33
2. Service Under a DS3 Minimum Service Period 33
3. Service Under a DS1 Term Volume Plan (DS1 TVP/DS1 ETTVP) 33
4. Service Under a DS1 Term Payment Plan 34
5. Service Under a DS3 Term Volume Plan 34
6. Service Under a Service Discount Plan 35
7. Service Under a DS1 and DS3 High Capacity Service Term Pricing Plan 35
8. Reserved 35
9. Reserved 36
10. Requirements for a Technology Migration 37
J. Integrated Optical Service Rider Service Level Agreements 42
1. General 42
2. Availability 42
3. Mean Time to Restore (MTTR) 42
3. Definitions 1

4. Taxes and Surcharges 1
A. General 1
B. Federal Universal Service Surcharge 2
C. Surcharge for Special Access Service 2
D. Message Station Equipment Recovery Charge 2
E. New York State Excise Tax on Telecommunications Services 2
5. Ordering Options 1
A. General 1
1. Ordering Conditions 1
2. Provision of Other Services 1
3. Special Construction 2
B. Access Order 2
C. Service Date Intervals 3
1. Standard Interval 3
2. Negotiated Interval 3
D. Access Order Modifications 4
E. Cancellation of an Access Order 8
F. Selection of Facilities for Access Orders 10
G. Available Inventory 10
H. Discontinuance of Access Service 10
6. Additional Engineering, Additional Labor, and Miscellaneous Services 1
A. Availability of Service 1
B. General 1
C. Additional Engineering 1
D. Additional Labor 2
1. Overtime Installation 2
2. Overtime Repair 2
3. Additional Installation Testing 3
4. Stand By 3
5. Testing and Maintenance with Other Telephone Companies 3
6. Other Labor 3
E. Maintenance of Service 4
F. Testing Services 5
1. Acceptance Testing 5
2. Other Testing Services 6
3. Additional Cooperative Testing 6
4. Nonscheduled Testing 6
G. Provision of Billing Information 7
H. Standard Jacks – Registration Program 10
1. Availability 10
2. General 10

7. Types of Rates and Charges 1
A. General 1
1. Monthly Rates 1
2. Nonrecurring Charges 4
8. Wire Center Information 1
A. Competitive and Non-Competitive Counties 1
1. Competitive Pricing 1
2. Price Cap Pricing 1
B. Application of Rates 1
1. Company Codes 1
C. Counties 2
1. Connecticut 2
2. Delaware 2
3. District of Columbia 3
4. Maryland 4
5. Massachusetts 9
6. New Jersey 17
7. North Carolina 22
8. Pennsylvania 23
9. Rhode Island 35
10. Virginia 36
D. Wire Centers Where DS0 Services Have Limited Availability 44
1. Voice Grade Service, WATS Access Line Service, Digital Data Service, and DIGIPATH digital service II 44
9. Minimum Period 1
A. General 1
B. Minimum Period Charges 3
10. Moves 1
A. Moves within the Same Building 1
B. Moves to a Different Building 1
11. Shared Use 1
A. General 1
12. Facility Hubs 1
A. Definitions 1
B. General 3
C. Channelized Services 4
D. Cascading Multiplexing 4
13. Shared Network Arrangement 1
A. Definitions 1
B. Shared Network Arrangement (Region 1 and Region 11) 1
C. Shared Billing Arrangement (Region 14) 4
1. Partitioned Billing Arrangement 4

14. Region 1 Rates and Charges 1
A. Surcharges 1
1. Special Access Surcharge 1
2. Message Station Equipment Recovery Charge 1
B. Ordering Options 2
1. Service Date Change Charge 2
2. Design Change Charge 2
3. Special Handling Charge 2
2. Cancellation Charges 2
C. Labor Charges 3
1. Charges for Additional Engineering 3
2. Charges for Additional Labor 3
3. Additional Cooperative Acceptance Testing 5
4. Nonscheduled Testing 5
D. Shared Network Arrangement 6
1. Processing Charge 6
E. Provision of Billing Information 7
15. Region 11 Rates and Charges 1
A. Surcharges 1
1. Special Access Surcharge 1
B. Ordering Options 1
1. Service Date Change Charge 1
2. Design Change Charge 1
3. Special Handling Charge 1
2. Cancellation Charges 1
C. Labor Charges 2
1. Charges for Additional Engineering 2
2. Charges for Additional Labor 3
3. Maintenance of Service 4
4. Additional Cooperative Acceptance Testing 4
5. Nonscheduled Testing 5
D. Shared Network Arrangement 6
E. Provision of Billing Information 6
F. Standard Jacks – Registration Program 7
1. Standard Voice Jacks 7
2. Standard Data Jacks 10
3. Standard Digital Jacks 11
16. Region 14 Rates and Charges 1
A. Surcharges 1
1. Special Access Surcharge 1
B. Ordering Options 2

1. Service Date Change Charge 1
2. Design Change Charge 1
3. Special Handling Charge 1
C. Labor Charges 2
17. Region 16 Rates and Charges 1
A. Surcharges 1
1. Special Access Surcharge 1
B. Ordering Options 1
1. Service Date Change Charge 1
2. Design Change Charge 1
3. Special Handling Charge 1
C. Labor Charges 2
1. Charges for Additional Engineering 2
2. Charges for Additional Labor 3
3. Maintenance of Service 4
4. Additional Testing 5
Part A – VOICE GRADE SERVICE
1. VOICE GRADE SERVICE (Regions 1, 11, and 16) 1
A. Availability of Service 1
B. Description 1
C. Technical Specifications Packages 1
D. Channel Interfaces 1
E. Optional Features and Functions 2
1. Central Office Bridging Capability 2
2. Conditioning 2
3. Customer Specified Premises Receive Level 3
4. Improved Termination and Improved Return Loss (Echo Control) 3
5. Data Capability 3
6. Signaling Capability 3
7. Four-Wire/Two-Wire Conversions 4
F. Acceptance Testing 4
G. Application of Rates and Charges 5
2. VOICEBAND FACILITIES (Region 14) 1
A. Availability of Service 1
B. Description 1
1. Balance 1
2. Two-Wire Voice Grade, Non-Data, Without Signaling 1
3. Four-Wire Voice Grade, Non-Data, Without Signaling 1
4. Voice Grade Data Termination 1
5. Two-Wire Voice Grade Station Connecting Facility Termination 1
6. Four-Wire Voice Grade Station Connecting Facility Termination 2

7. Two-Wire Station Connecting Facility Termination for the Open End of an Off Premises PBX Extension 2
8. Dial Repeating Tie Trunk Termination 2
C. Bridging 2
1. Multipoint Data Bridging 2
D. Conditioning Arrangements - Data 3
1. Type C 3
2. Type C-Improved 3
E. Signaling Arrangements 4
F. Improved Termination Option 5
G. Application of Rates and Charges 6
3. RESERVED 1
4. RESERVED 1
5. REGION 1 RATES AND CHARGES 1
A. Channel Terminations 1
B. Channel Mileage 1
C. Optional Features and Functions 1
1. Voice Bridging 1
2. Data Bridging 1
3. DATAPHONE Select-a-Station Bridging 2
4. Telemetry and Alarm Bridging 2
5. Conditioning 2
6. Improved Return Loss for Effective Two-Wire Transmission or Improved Termination for Four-Wire Transmission 2
7. Data Capability 2
8. Signaling Capability 2
6. REGION 11 RATES AND CHARGES 1
A. Channel Termination 1
B. Channel Mileage 1
C. Mid Link 1
D. Optional Features and Functions 1
1. Voice Bridging 1
2. Data Bridging 1
3. DATAPHONE Select-a-Station Bridging 2
4. Conditioning 2
5. Improved Return Loss 2
6. Customer Specified Receive Level 2
7. Data Capability 2
8. Signaling Capability 3
E. Service Rearrangement 3
7. REGION 14 RATES AND CHARGES 1
A. Voiceband Facilities 1

1. Standard Arrangements 1
B. Optional Arrangements 2
8. REGION 16 RATES AND CHARGES 1
A. Circuit Termination 1
B. Circuit Mileage 1
C. Optional Features and Functions 1
1. Voice Bridging 1
2. Data Bridging 1
3. DATAPHONE Select-a-Station Bridging 2
4. Telemetry and Alarm Bridging 2
5. Conditioning 2
6. Improved C-Type Conditioning Options 2
7. Improved Return Loss for Effective Four-Wire Transmission 2
8. Customer Specified Receive Level 2
9. Data Capability 2
10. Signaling Capability 2
Part B – WATS ACCESS LINE SERVICE
1. REGION 1 WATS ACCESS LINE SERVICE 1
A. Availability of Service 1
1. Service Provision Restrictions 1
B. Ordering Conditions 2
C. Service Description 3
D. Technical Specifications Packages 4
E. Optional Features and Functions 4
F. WATS Access Line Extensions (WALE) 4
G. Acceptance Testing 4
H. Application of Rates and Charges 4
2. REGION 11 WATS ACCESS LINE SERVICE 1
A. Availability of Service 1
1. Service Provision Restrictions 1
B. Ordering Conditions 1
C. Service Description 2
D. Technical Specifications Packages 3
E. Channel Interfaces 3
F. Optional Features and Functions 3
1. Central Office Bridging 3
2. Improved Two-Wire Transmission Specifications 3
3. 101XXX Capability 4
4. Extension Service 4
G. Acceptance Testing 4
H. Application of Rates and Charges 4
3. REGIONS 14 AND 16 WATS ACCESS LINE SERVICE 1

A. Availability of Service 1
B. Service Description 1
1. Region 14 1
2. Region 16 2
4. REGION 1 RATES AND CHARGES 1
A. WATS Access Connection (WAC) 1
B. Channel Mileage 1
C. Optional Features and Functions 1
1. WAC Bridging 1
2. Improved Two-Wire Transmission Specifications 1
5. REGION 11 RATES AND CHARGES 1
A. Channel Termination 1
B. Channel Mileage 1
C. Optional Features and Functions 1
1. Improved Two-Wire Transmission Specification 1
2. Extension Service 1

Part C – VIDEO SERVICES

1. VIDEO SERVICES 1
A. Basic Video Service 1
1. Availability of Service 1
2. Service Description 1
3. Technical Specifications Packages 2
4. Channel Interfaces 2
5. Application of Rates and Charges 2
B. Serial Component Video Service 3
1. Availability of Service 3
2. Service Description 3
3. Technical Specifications Packages 3
4. Channel Interfaces 3
5. Term Plan (Region 1) 4
6. Application of Rates and Charges 5
C. High Definition Digital Video Transport Service 7
1. Availability of Service 7
2. Service Description 7
3. Technical Specifications 7
4. Channel Interfaces 8
5. Application of Rates and Charges 8
D. 45 Mbps Digital Video Transport Service 10
1. Availability of Service 10
2. Service Description 10
3. Technical Specifications 11

4. Channel Interfaces 11
5. Application of Rates and Charges 11
E. Supertrunking Transport Video Service 13
1. Availability of Service 13
2. Service Description 13
3. Channel Interfaces 13
4. Application of Rates and Charges 13
F. Fiber Based Multichannel Video Service 14
1. Availability of Service 14
2. Service Description 14
3. Terms and Conditions 14
4. Application of Rates and Charges 15
G. Advanced Uncompressed Digital Video Service 17
1. Availability of Service 17
2. Service Description 17
3. Technical Specifications 18
4. Channel Interfaces 18
5. Application of Rates and Charges 18
H. Advanced Broadcast Video Service 20
1. Availability of Service 20
2. Service Description 20
3. Channel Interfaces 20
4. Application of Rates and Charges 20
I. Optional Features and Functions 21
1. Availability of Service 21
2. Service Description 21
a. Video Patch Arrangement 21
b. 1x6 Video Distribution Amplifier 21
c. Advanced Video Switching 21
d. Video Matrix Switching 25
e. Video Bridging 25
f. Additional Separate Audio Signals 26
g. Video Coder and Decoder (CODEC) 26
h. BTSC Stereo Audio Signal 26
i. Rf Subcarrier Transport 26
j. One-Way Transport 27
J. Application of Rates and Charges 27
1. Daily Rates 27
2. Nonrecurring Charges 27
3. Advanced Video Switching 29
4. Termination Liability for Five and Ten Year Term Plans 31

5. Discontinuance without Termination Liability for Five and Ten Year Term Plans 31
6. Moves 32
7. Region 1 Notice of Discontinuance 32

2. REGION 1 RATES AND CHARGES 1
A. Basic Video Service 1
1. Channel Terminations 1
2. Channel Mileage 1
B. Multichannel Video Service 2
1. Channel Terminations 2
2. Channel Mileage 2
C. Serial Component Video Service 3
1. Channel Terminations 3
2. Channel Mileage 4
D. High Definition Digital Video Transport Service 5
1. Channel Terminations 5
2. Channel Mileage 5
E. 45 Mbps Digital Video Transport Service 6
1. Channel Terminations 6
2. Channel Mileage 6
F. Supertrunking Transport Video Service 7
1. Channel Terminations 7
2. Channel Mileage 7
G. Optional Features and Functions 8
1. Additional Audio Channels 8
2. Video Bridging 8
3. Video Patch Arrangement 8
4. 1x6 Video Distribution Amplifier 8
5. Video Matrix Switching 9
6. Advanced Video Switching (dedicated) 9
7. Advanced Video Switching (shared) 9
3. REGION 11 RATES AND CHARGES 1
A. Broadcast Video Service 1
1. Channel Terminations 1
2. Channel Mileage 3
B. Serial Component Video Service 4
1. Channel Terminations 4
2. Channel Mileage 5
C. High Definition Digital Video Transport Service 6
1. Channel Terminations 6
2. Channel Mileage 6

D. 45 Mbps Digital Video Transport Service 7
1. Channel Terminations 7
2. Channel Mileage 7
E. Supertrunking Transport Video Service 8
1. Channel Terminations 8
2. Channel Mileage 8
F. Fiber Based Multichannel Video Service 9
1. Channel Terminations 9
2. Channel Mileage 9
G. Advanced Uncompressed Digital Video Service 10
1. Transmit or Receive Channel Terminations 10
2. Dual Transmit Channel Terminations 10
3. Channel Mileage 11
H. Advanced Broadcast Video Service 12
1. Channel Terminations 12
2. Channel Mileage 12
I. Optional Features and Functions 13
1. Video Bridging 13
2. Additional Separate Audio Signals 13
3. BTSC Stereo 13
4. Rf Subcarrier Transport 13
5. One-Way Transport 13
6. Advanced Video Switching 14
7. Video Patch Arrangement 14
8. Video Encoder and Decoder (CODEC) 14

Part D – DIGITAL DATA SERVICE

1. DIGITAL DATA SERVICE 1

A. Availability of Service 1

B. Service Description 1

1. DDS Bridging 2

2. Secondary Channel 2

3. Digital Data Subrate Multiplexer (Region 14) 3

2. DIGIPATH DIGITAL SERVICE II 1

A. Availability of Service 1

B. Service Description 1

C. Technical Specifications Packages 1

D. Channel Interfaces 1

E. Optional Features and Functions 1

1. Central Office Bridging Capability 1

2. Secondary Channel Capability 1

F. Thrupath Service 2

G. Application of Rates and Charges 2

3. RESERVED 1

4. RESERVED 1

5. RESERVED 1

Part D – DIGITAL DATA SERVICE

6. REGION 1 RATES AND CHARGES 1

A. Month to Month 1

1. Channel Termination 1

2. Channel Mileage 2

3. Optional Features and Functions 3

7. REGION 11 RATES AND CHARGES 1

A. Digital Data Service 1

1. Channel Termination 1

2. Channel Mileage 1

3. Optional Features and Functions 1

B. DIGIPATH digital service II 2

1. Channel Termination 2

2. Channel Mileage 3

3. Optional Features and Functions 3

4. Service Rearrangement 3

8. REGION 14 RATES AND CHARGES 1

A. Digital Data Service Facilities 1

1. Standard Arrangements 1

2. Reserved 2

3. Optional Arrangements 4

4. Multiplexing Arrangements 4
9. REGION 16 RATES AND CHARGES 1
A. Digital Data Service 1
1. Circuit Termination 1
2. Circuit Mileage 1
3. Optional Features and Functions 2

Part E – HIGH CAPACITY SERVICES

1. HIGH CAPACITY SERVICES (REGION 1) 1
A. Availability of Service 1
B. Service Description 1
1. DS1 High Capacity/1.544 Mbps Service 2
2. DS3 High Capacity/44.736 Mbps Services 2
C. Technical Specifications Packages 2
D. Channel Interfaces 2
E. Òptional Features and Functions 3
1. Central Office Multiplexing 3
2. Clear Channel Capability 4
3. Extended Superframe 4
4. Shared Network Arrangement 4
5. Alternate Serving Wire Center 5
F. Application of Rates and Charges 6
2. HIGH CAPACITY SERVICES (REGION 11) 1
A. Availability of Service 1
B. Service Description 1
C. Technical Specifications Packages 3
D. Channel Interfaces 3
E. Thrupath Service 4
F. Optional Features and Functions 5
1. Automatic Loop Transfer 5
2. Central Office Multiplexing 5
3. Clear Channel Capability 6
4. Alternate Serving Wire Center 7
5. Shared Billing Arrangement 8
6. Enhanced Access Diversity 9
G. Application of Rates and Charges 11
1. Coordinated Retermination 11
2. Mid-Link 11
3. Service Rearrangement 12
3. HIGH CAPACITY SERVICES (REGION 14) 1
A. Availability of Service 1
B. Service Description 1

C. DS3 High Capacity Service 2
1. Individual System 2
2. 3-System 2
3. Unlimited System 3
4. Terms and Conditions 3
5. Minimum Service Periods 4
6. Expiration of Service Period 4
7. Discontinuance Without Liability - DS3 Minimum Service Period 5
8. Discontinuance With Liability – DS3 Minimum Service Period 5
9. Upgrades 6
10. DS3 Multiplexer Cross Connect Arrangement 7
D. Supplemental Features 8
1. Multiplexing Arrangements 8
2. Clear Channel Capability 9
E. Service Rearrangements 9
1. Coordinated Retermination 9
4. HIGH CAPACITY SERVICES (REGION 16) 1
A. Availability of Service 1
B. Service Description 1
C. Technical Specifications Packages 2
D. Channel Interfaces 2
E. Optional Features and Functions 2
1. Central Office Multiplexing 2
2. Clear Channel Capability 2
F. Application of Rates and Charges 3
1. Individual System 3
2. 3-System 3
3. 12-System 4
4. DS3 Minimum Service Periods 4
5. Expiration of DS3 Service Periods 5
6. Discontinuance Without Liability – DS3 Minimum Service Period 5
7. Discontinuance With Liability – DS3 Minimum Service Period 5
8. Upgrades to a Larger Capacity System DS3 6
9. DS3 Technology Migration 6
10. Downgrade to a Smaller Capacity System DS3 6
11. DS3 Service Disconnect 6
12. Coordinated Retermination 6
5. ENTERPRISE SERVICES (REGION 11) 1
A. Availability of Service 1
B. Definitions 1
C. General 2
1. Grooming Functions 3

2. Enterprise NRS Functions 3
D. Connection of Voice Grade Service, DIGIPATH digital service II and High Capacity Services 3
E. NES Channel Descriptions 4
1. DS0 Channels 5
2. DS1 Channels 6
3. DS3 Channels 7
4. Enterprise Voice Service 7
F. Technical Specifications 8
1. NES DS0 Standard Service 8
2. NES DS1 Service 8
3. NES DS3 Service 8
4. NES Voice 8
G. Thrupath Service 9
H. Optional Features and Functions 11
1. Flexible DS0 Data Speed 11
2. DS0 Central Office Bridging 11
3. Reconfiguration Capability 11
4. Network Emergency Planning 14
5. Shared Billing Arrangement 16
I. Application of Rates and Charges 18
6. METROLAN SPECIAL TRANSPORT 1
A. Availability of Service 1
1. Conversion of Existing Transport 1
2. Term Commitment 1
3. Discontinuance of Service 1
4. Continuation of Service Off the Ring 2
5. Renewal Option 2
6. Rate Changes 2
7. Service Deployment 2
7. DS1 AND DS3 TERM PRICING/PAYMENT PLANS 1
A. Availability of Service 1
B. DS1 High Capacity Service Term Pricing Plan (Region 1) 1
1. Terms and Conditions 2
2. Termination with Liability 2
3. Termination without Liability 3
4. Additions to TPPs 4
C. DS3 High Capacity Service Term Pricing Plan (Region 1) 5
1. Terms and Conditions 5
2. Termination with Liability 6
3. Termination without Liability 7

8. DS1 AND DS3 TERM VOLUME PLANS (REGION 14) 1
A. Availability of Service 1
B. DS1 Term Volume Plans 1
1. One-, Two-, Three-, Five-Year DS1 Term Volume Plans 1
2. Eight- and Ten-Year DS1 Term Volume Plans 2
3. Application of Rates and Charges 3
4. Changes to Commitment Quantity or Term 4
5. DS1 TVP Enrollment 4
6. Annual Review 5
7. DS1 TVP/ETTVP Conditions 6
8. Penalties for Failing to Meet Commitment 7
9. DS1 TVP Nonrecurring Charge 7
10. Changes in Length of a DS1 TVP Period 8
11. Options at Expiration 9
12. Extension Options at Expiration 10
13. Upgrades 11
14. Termination Liability 12
15. Termination without Liability 13
C. DS3 Term Volume Plans 14
1. Description 14
2. DS3 TVP Enrollment and Conversion of DS3 Services 15
3. Commitment Levels 16
4. Terms and Conditions 16
5. Annual Review 17
6. Shortfall Penalties for Failing to Meet the Commitment Level 18
7. Changes to Commitment Level 19
8. TVP Term Commitment Extension Option 20
9. TVP Renewal Options 20
10. Upgrades 21
11. Termination Liability 22
12. Termination without Liability 24
13. Minimum Period Charges 24
14. Rate Changes 24
15. TVP Nonrecurring Charge 24
9. RESERVED
10. RESERVED 1
11. RESERVED 1
12. REGION 1 RATES AND CHARGES 1
A. Channel Termination 1
1. Basic Service 1
B. Channel Mileage 8
1. Basic Service and Month to Month 8

C. Optional Features and Functions 9
1. Multiplexing 9
2. Shared Network Arrangement 11
3. Alternate Serving Wire Center 11
D. Term Pricing Plans – DS1 High Capacity Service 12
1. Monthly Rates 12
2. Nonrecurring Charges 13
13. REGION 11 RATES AND CHARGES 1
A. Channel Terminations 1
1. Standard Channel Termination 1
B. Channel Mileage 16
1. 64 kbps 16
2. 1.544 Mbps 16
3. 44.736 Mbps 17
4. Mid Link 18
5. ThruPath Connection 18
6. 44.736 Mbps Banded Base Rates 19
C. Optional Features and Functions 20
1. Multiplexing 20
2. Automatic Loop Transfer 22
3. Clear Channel Capability 23
4. Alternate Serving Wire Center 24
5. Enhanced Access Diversity 25
D. Service Rearrangements 26
1. Digital to Digital 1.544 Mbps High Capacity Service 26
2. Digital to Digital 44.736 Mbps High Capacity Service 26
3. Interconnection Rearrangement 26
E. Enterprise Services 27
1. Channel Termination 27
2. Channel Mileage 31
3. Optional Features and Functions 33
14. REGION 14 RATES AND CHARGES 1
A. High Capacity DS1 (1.544 Mbps) Facilities 1
1. Standard Arrangements 1
2. Optional Arrangements 3
B. High Capacity DS3 (44.736 Mbps) Facilities 4
1. Three System 4
2. Unlimited System 8
3. Individual System 16
4. Special Transport 20
5. DS3 Multiplexer Cross Connect Arrangement 23
C. Multiplexing Arrangements 23

D. MetroLAN Special Transport 24
E. DS1 Term Volume Plan 24
1. Special Access Line One Year Term 24
2. Special Access Line Two Year Term 26
3. Special Access Line Three Year Term 28
4. Special Access Line Five Year Term 30
5. Special Access Line Eight Year Term 32
6. Special Access Line Ten Year Term 33
F. DS3 Term Volume Plan 35
1. Protected Individual DS3 SAL with Company Electronics 3-Year 35
2. Protected Individual DS3 SAL with Company Electronics 5-Year 37
3. Protected Individual DS3 SAL without Company Electronics 3-Year 39
4. Protected Individual DS3 SAL without Company Electronics 5-Year 41
15. REGION 16 RATES AND CHARGES 1
A. High Capacity DS1 1
B. High Capacity Digital DS3 (44.736 Mbps) Facilities 2
1. Individual DS3 - Non-Capacity System 2
2. Three Capacity System 3
3. Twelve Capacity System 5
4. Circuit Mileage 7
C. Optional Features and Functions 8
D. MetroLAN 11

Part F – INTELLILIGHT® SERVICES

1. INTELLILIGHT® SERVICES 1
A. IntelliLight® Shared Single Path 1
1. Availability 1
2. Service Description 1
3. Optional Features and Functions 2
4. Terms and Conditions 2
5. Termination Liability 3
6. Expiration of Term Plan 4
7. Application of Rates and Charges 4
B. IntelliLight® Shared Dual Path 5
1. Availability 5
2. Service Description 5
3. Terms and Conditions 5
4. Application of Rates and Charges 6
C. IntelliLight® Dedicated SONET Ring (formerly NESPNS) 7
1. Availability 7
2. Definitions 7
3. Service Description 7

4. Two-Point Service Configurations 11
5. Service Configurations 12
6. Application of Rates and Charges 14
D. IntelliLight® Entrance Facilities 17
1. IEF Terminations 17
2. IEF Interfaces 17
E. IntelliLight® Broadband Transport ..... 24 (N)
3. REGION 1 RATES AND CHARGES 1
A. IntelliLight® Shared Single Path 1
1. Channel Termination 1
2. Channel Mileage 1
3. Optional Features 1
B. IntelliLight® Shared Dual Path 2
1. ISDP for DS1 or IEF DS1 on a Separated VT1.5 1
2. ISDP DS1 Standby Mileage 2
C. IntelliLight® Entrance Facilities 3
4. REGION 11 RATES AND CHARGES 1
A. IntelliLight® Shared Single Path 1
1. Channel Termination 1
2. Channel Mileage 1
3. Optional Features 1
B. IntelliLight® Dedicated SONET Ring (formerly NESPNS) 2
1. 155.52 Mbps SONET Distribution Channels 2
2. 622.080 Mbps SONET Distribution Channels 2
3. 2.488 Gbps SONET Distribution Channels 3
4. 155.52 Mbps Channel Mileage 5
5. 622.080 Mbps Channel Mileage 7
6. 2.488 Gbps Channel Mileage 9
7. CO Node 10
8. Subsequent Installation or Move CO Node Charge 11
9. Central Office Extensions 11
10. Premises Node 12
11. Subsequent Installation or Move Premises Node Charge 12
12. Premises Port 13
C. IntelliLight® Entrance Facilities 14
5. REGION 14 RATES AND CHARGES 1
A. IntelliLight® Entrance Facilities 1
6. REGION 16 RATES AND CHARGES 1
A. IntelliLight® Entrance Facilities 1

Part G – RECONFIGURATION SERVICES 1
1. INTELLIMUX® SERVICE 1
A. Availability 1

B. Service Description 1
C. Intellimux® Reconfiguration Options 1
D. Technical Specifications 2
E. Service Exclusions 2
F. Service Options 3
G. Intellimux® Service Configuration 4
H. Application of Rates and Charges 6
1. Service Establishment 6
2. Database Modification 6
3. Company Performed Reconfiguration 6
4. Port Charges 6

2. ENTERPRISE RECONFIGURATION SERVICE 1
A. Availability 1
B. Definitions 1
C. Service Description 2
D. Optional Features 3
E. Technical Specifications 4
F. Application of Rates and Charges 4
1. Network Controller and SPOC Access 4
2. Network Access Ports 4
3. Optional Features and Functions 6
4. Nonrecurring Charge Recovery Period 6
G. Minimum Period 6
3. REGION 1 RATES AND CHARGES 1
A. Intellimux® Service 1
1. Service Establishment 1
2. Database Modification 1
3. Company Performed Reconfiguration 1
4. Ports 1
4. REGION 11 RATES AND CHARGES 1
A. Enterprise Network Reconfiguration Service 1
1. Network Controller and SPOC Access 1
2. Network Access Ports 1
3. Optional Features 2
4. Nonrecurring Charge Liability 2
Part H –SERVICE DISCOUNT PLANS 1
1. SERVICE DISCOUNT PLANS 1
A. Availability 1
B. General 1
C. Description 3
1. Service Commitment Periods and Discount Percentages Applicable to Monthly Rates for Verizon New England Inc. 4
2. Service Commitment Periods and Discount Percentages Applicable to Monthly Rates for Verizon New York Inc. 7
3. Service Commitment Periods and Discount Percentages Applicable to Monthly Rates for Region 1 10
D. Termination Liability 11
1. General 11
2. Upgrades 13
3. Changes 15
4. Cancellations 15
5. Moves 15
6. Replacements 16

E. Additions of Service 17
F. Extension of Commitment Period 17
G. Application of Rates 18
H. Rate Stability and Base Rates 18

Part I –FEDERAL GOVERNMENT SERVICES 1
1. FEDERAL GOVERNMENT SERVICES 1
A. General 1
B. Emergency Conditions 2
C. Intervals to Provide Service 3
D. Facility Availability 3
E. Federal Government Regulations 3
F. Mileage Application 3
G. Moves 3
H. Service Offerings 4
1. Federal Government Security and Emergency Services 4
2. Telecommunications Service Priority System 5
3. Federal Markets High Capacity Services 7
4. High Capacity DS1 Service (Region 14) 8
Part J –PACKET SERVICES 1
0. SERVICE RESPONSE CREDITS 1
A. Availability of Service 1
B. General 1
C. Responsibility of the Customer 2
D. Mean Time to Repair (MTTR) 3
E. Network Availability 4
F. When a Credit Allowance Does Not Apply 5
1. EXCHANGE ACCESS FRAME RELAY SERVICE (REGION 1) 1
A. Availability of Service 1
B. Service Description 1
C. Application of Rates and Charges 5
2. FRAME RELAY SERVICE (REGION 11) 1
A. Availability of Service 1
B. Service Description 1
C. Service Components 2
D. Application of Rates and Charges 7
3. ASYNCHRONOUS TRANSFER MODE CELL RELAY SERVICE (REGIONS 1 AND 11) 1
A. Availability of Service 1
B. Service Description 1
C. Service Components 2

D. Technical Specifications 5
E. Provision of Service 6
F. Tier Structure for Local Serving Offices 6
G. Service Functionality 6
H. Class of Service Parameters 7
I. Special Conditions 8
J. Responsibility of the Customer 9
K. Responsibility of the Company 9
L. Application of Rates and Charges 9

4. REGION 1 RATES AND CHARGES 1

A. Exchange Access Frame Relay Service 1
B. Asynchronous Transfer Mode Cell Relay Service 9

5. REGION 11 RATES AND CHARGES 1

A. Frame Relay Service 1
B. Asynchronous Transfer Mode Cell Relay Service 10

Part K –OPTICAL NETWORKING SERVICES 1

1. EXPRESS CONNECT (REGION 16) 1

A. Availability of Service 1
B. Service Description 1
C. Application of Rates and Charges 2
D. Off-Net Wire Centers 2

2. VERIZON OPTICAL NETWORKING (REGIONS 1 AND 11) 1

A. Availability of Service 1
B. Service Description 1
C. Technical Specifications 4
D. Terms and Conditions 4
E. Application of Rates and Charges 5
F. Termination Liability 7

3. DEDICATED SONET RING (REGIONS 1 AND 11) 1

A. Availability of Service 1
B. Service Description 1
C. Full Ring 1
D. Partial Ring 1
E. Ring-on-Ring 3
F. Subtending Rings 3
G. General 4
H. Service Components 7
I. Application of Rates and Charges 16

J. Termination Liability 18
K. Shared Use 20

4. REGION 1 RATES AND CHARGES 1

A. Verizon Optical Networking 1
B. Dedicated SONET Ring 21

5. REGION 11 RATES AND CHARGES 1

A. Verizon Optical Networking 1
B. Dedicated SONET Ring 14

6. REGION 16 RATES AND CHARGES 1

A. Express Connect 1

Part L – LOW SPEED SERVICE COMPONENTS 1

1. INTEGRATED OPTICAL SERVICE RIDERS 1

A. Availability of Service 1
B. General 1
C. Connection to Other Services 1
D. Responsibility of the Customer 2
E. Conversions 2
F. Application of Rates 2
G. Term Plans 2
H. Expiration of Commitment Period 2
I. Termination Liability 3
J. Minimum Period 3

2. POINT TO POINT SONET SERVICE FACILITIES (Regions 1 and 11) 1

A. Grandfathering and Restricted Availability of Service ..... 1 (C)
B. General 1
C. Shared Network Arrangement ..... 1.1 (C)
D. Connection to Other Services ..... 1.1 (T)
E. Application of Rates and Charges 2
F. Reserved for Future Use ..... 2 (T)
G. Reserved for Future Use ..... 2 (T)
H. Customer of Record ..... 2 (C)
I. Reserved for Future Use ..... 3 (T)
J. Termination Liability 3
K. Minimum Period 3

3. POINT TO POINT SONET SERVICE FACILITIES (Regions 14 and 16) 1

A. Availability of Service 1
B. General 1
C. Deployment and Availability 1

D. Connection to Other Services 1
E. Application of Rates and Charges 2
4. DEDICATED SONET RING PORTS 1
A. Availability of Service 1
B. General 1
C. Transmux Ports 3
D. Connection to Other Services 3
E. Application of Rates and Charges 3
F. Termination Liability 5
5. REGION 1 RATES AND CHARGES 1
A. Integrated Optical Service Riders 1
B. Point to Point SONET Service Ports 2
C. Dedicated SONET Ring Service Ports 4
6. REGION 11 RATES AND CHARGES 1
A. Integrated Optical Service Riders 1
B. Point to Point SONET Service Ports 2
C. Dedicated SONET Ring Service Ports 4
7. REGION 14 RATES AND CHARGES 1
A. Integrated Optical Service Riders 1
B. Point to Point SONET Service Facilities 2
C. Dedicated SONET Ring Service Ports 3
8. REGION 16 RATES AND CHARGES 1
A. Integrated Optical Service Riders 1
B. Point to Point SONET Service Facilities 2