

APPLICATION OF PRODUCT GUIDE

A. GENERAL

This Part B of the Product Guide applies to local exchange telephone services furnished by Verizon Maryland LLC.

B. TERMS AND CONDITIONS

1. Local Exchange Service is provided only on an intraLATA basis, except for established exchange areas in effect on December 31, 1983, which cross LATA boundaries.

2. Explanation of Terms

Dial Tone Line

A dial tone line is a central office line which provides a customer with access to the telecommunications network and includes Touch Tone Calling Service.

Monthly Usage Options

Monthly usage options provide customers with options for a type of local calling privilege other than being charged only on a per-call basis.

3. Application of Local Exchange Service Rates

a. Business and Residence

The determination as to whether customer service is furnished at business or residence rates is based on the location and character of use, made of the service. The type of Directory Listing may, in some cases, also serve as a satisfactory basis for determining whether business or residence rates apply. All services on a customer's premises must be classified as residence or business service except as specified in Section 1B following.

Business Rates

Service is classified and charged for as business service where the use is primarily or substantially of a business, professional, institutional or occupational nature, or where a business Directory Listing is furnished, except as provided in the following paragraph.

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B. TERMS AND CONDITIONS, (Cont'd)

3. Application of Local Exchange Service Rates, (Cont'd)

a. Business and Residence, (Cont'd)

Residence Rates

Service is classified and charged for as residence service where the primary use of the service is of a domestic nature, except that service may be furnished at residence rates in a clergyman's study located in a church. Included in this classification is service subscribed to by a nonprofit association of owners of residential condominiums for use with customer-provided door answering equipment.

b. Trunks

PBX trunk rates apply for local exchange lines connecting to Private Branch Exchange common equipment and in multifunction systems where the lines are used as pooled facilities, dial or button access and used in connection with direct group calling features.

c. Business Lines

Business lines may be either ground start or loop start and may have any standard treatment. Transmission quality over ground start lines is not guaranteed. Additional transmission improvements requested by the customer will be provided by the Company at charges based on cost.

4. Local Exchange Service rates provide service up to and including the network interface. The following channel services may be used with Local Exchange Service.

a. Foreign Exchange Service* is exchange service furnished from one exchange to a location in another exchange by the use of Series 2000, type 2006A, Channels. (N)

(1) Foreign Exchange Service is not in accord with the general plan of furnishing telephone service, and is provided only under special conditions and where suitable facilities which can be spared are available.

(2) Foreign Exchange Service is available only between exchanges located in the same LATA, except as specified following.

(a) As granted by an Exception to the final order of Civil Action No. 82-0192 of the United States District Court for the District of Columbia, dated December 7, 1983.

* 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. (N)

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B. TERMS AND CONDITIONS (Cont'd)

4. (Cont'd)

a. (Cont'd)

(2) (Cont'd)

(a) (Cont'd)			
<u>Normal Exchange</u> <u>or Zone</u>	<u>Foreign Exchange</u> <u>Service Offered</u>	<u>Normal Exchange</u> <u>or Zone</u>	<u>Foreign Exchange</u> <u>Service Offered</u>
Group I		Group III	
Ashton*	Waterloo	Annapolis	Ashton
Berwyn	West River	Arbutus	Berwyn
Bethesda		Armiger-Gibson Island	Bowie-Glenn Dale
Bowie-Glenn Data†		Brooklyn Park-Linthicum	Laurel
Brandywine		Catonsville	Marlboro
Capitol Heights		Columbia	
Clinton		Crofton	
Damascus		Elkridge	
Gaithersburg		Ellicott City	
Hughesville		Glen Burnie	
Hyattsville		Glenwood	
Indian Head		Millersville	
Kensington		New Windsor	
LaPlata		North Beach	
Laurel		Odenton	
Layhill		Prince Frederick	
Marlboro		Randallstown	
Nanjemoy		Severn	
Oxon Hill		Sherwood Park	
Poolesville		Solomons	
Rockville		Sykesville	
Silver Spring		Waterloo	
Waldorf		West River	
		Woodlawn	
Group II		Group IV	
Mt. Airy	Damascus	Buckeystown	Damascus
	Sykesville	Frederick	
		New Market	

* In addition, customers in the Ashton Exchange served by the Clarksville wire center can have Foreign Exchange Service from the Columbia Exchange and the Ellicott City Zone of the Baltimore Metropolitan Exchange Area (BMEA).

† In addition, customers in the Bowie-Glenn Dale Zone of the Washington Metropolitan Exchange Area (WMEA) served by the Crofton wire center can have Foreign Exchange Service from the Crofton Exchange and the Severn Park Zone of the BMEA. Also, customers in the Bowie-Glenn Dale Zone of the WMEA served by the Odenton wire center can have Foreign Exchange Service from the Odenton Exchange and the Severn Zone of the BMEA.

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B. TERMS AND CONDITIONS (Cont'd)

4. (Cont'd)

a. (Cont'd)

(2) (Cont'd)

- (b) As granted by an Exception Order dated August 3, 1988, to Civil Action No. 82-0192 of the United States District Court for the District of Columbia.

Group V Foreign Exchange Services, as specified following, are no longer offered. The Group V services apply only to existing installations as of December 31, 1983, for the same customer at the same location.

<u>Normal Exchange or Zone</u>	<u>Foreign Exchange Service Offered</u>
Bowie-Glen Dale	Crofton
Buckeystown	Gaithersburg
Buckeystown	Rockville
Chesapeake City	Elkton
Columbia	Layhill
Damascus	Ellicott City
Emmitsburg	Union Bridge
Frederick	Union Bridge
Glenwood	Damascus
Glenwood	Layhill
Glenwood	Mt. Airy
Hughesville	Prince Frederick
Laurel	Columbia
Laurel	Odenton
Laurel	Severn
Leonardtown	Solomons
Lexington Park	Solomons
Mechanicsville	Prince Frederick
Mt. Airy	Ellicott City
Mt. Airy	Glenwood
New Windsor	Frederick
New Windsor	Mt. Airy
Odenton	Berwyn
Poolesville	Buckeystown
Prince Frederick	Brandywine
Prince Frederick	Leonardtown
Prince Frederick	Mechanicsville
Solomons	Lexington Park
Sykesville	Mt. Airy

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B. TERMS AND CONDITIONS (Cont'd)

4. (Cont'd)

a. (Cont'd)

(2) (Cont'd)

(b) (Cont'd)

<u>Normal Exchange or Zone</u>	<u>Foreign Exchange Service Offered</u>
Union Bridge	Emittsburg
Union Bridge	Frederick
Union Bridge	Walkersville
Walkersville	Union Bridge

- (3) Foreign Exchange Service will be provided to new customers only in connection with individual lines, PBX trunks, Centrex Business Pak or Centrex **CustoPAK** or Centrex **CustoFLEX 2100** with 30 lines or less. Foreign Exchange Service will be provided to Shared Tenant Services (STS) Providers and STS Patrons only pursuant to the terms and conditions specified in Section 1 following. Foreign Exchange Service for other Centrex Services will be provided as specified for those services in the General Services Product guide.
- (4) The rates and charges applicable to foreign exchange service exchange lines and trunks are the rates and charges for the class of service furnished, applicable with in the foreign exchange.
- (5) The local message charges and the extent of local service applicable, are the same as apply to other Local Exchange Services provided from the same foreign exchange.
- (6) The long distance charges are the same as apply to other Local Exchanges within the same physical LATA.

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B. TERMS AND CONDITIONS (Cont'd)

4. (Cont'd)

a. (Cont'd)

- (6) The rates and charges for all other items of service and equipment are the rates and charges applicable in the area within which the customer network interface is located.

- b. Foreign Zone Service* is exchange service furnished from one zone to a location in another zone in the same multizone exchange by the use of Series 2000, type 2006B, Channels. (N)

- (1) Foreign Zone Service is not in accord with the general plan of furnishing telephone service and is provided in accordance with such methods as are best suited to meet plant and operating requirements of the Company.

- (2) Foreign Zone Service will be provided only in connection with individual lines and PBX trunks.

- (3) The rates and charges applicable to foreign zone lines and trunks are the rates and charges for the class of service furnished, applicable within the foreign zone.

- (4) The rates and charges for all other items of service and equipment are the rates and charges applicable in the area within which the customer network interface is located.

- (5) The long distance and local message charges and the extent of local service applicable, are the same as apply to other exchange services provided from the same foreign zone.

- c. Foreign Central Office Service* is exchange service furnished from a central office other than the central office designated by the Company to serve a particular customer by the use of Series 2000, type 2006C, Channels.

- (1) Foreign Central Office Service is provided pursuant to a specific request from a customer to receive service from such a foreign central office. In the absence of such a specific request, no service shall be considered to be provided from a foreign central office regardless of arrangement of facilities, the central office designation or the assignment of telephone number by the Company.

- (2) Foreign Central Office Service is not in accord with the general plan of furnishing telephone service. The General Regulations Tariff, Provision and Ownership of Telephone Numbers, governs the determination of a customer's central office.

- * Effective February 13, 2026, these services are 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. (N)

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B. TERMS AND CONDITIONS (Cont'd)

4. (Cont'd)

c. (Cont'd)

(3) Foreign Central Office Service is provided in connection with business dial tone lines, excluding Pay Telephone Lines, or with residence dial tone individual lines and branch exchange trunks.

(4) Channel charges for Foreign Central Office Service apply in addition to all other charges for exchange service.

d. Extension of an exchange service line is furnished to provide an additional connection of an exchange line on a different premises than the first connection of the line by the use of Series 2000, type 2011, Channels.

(1) Extension service is not furnished in connection with Pay Telephone Lines.

(2) Extensions of exchange service lines must be so located as to restrict their use to those entitled to use the customer's service, except where required to provide for the answering of calls at such times as the customer is not available at the main station connection. In such cases, when extension service is provided for answering of calls, the service is furnished only with the understanding that outward calls are not to be placed therefrom and ordinarily only on condition that separate exchange service is also furnished on the same premises.

(3) Intercommunication is not contemplated between the connections of an extension service line.

e. An answering connection is an additional connection of a patrons Local Exchange Service which may be connected in equipment of a Telephone Answering Bureau as specified in 9. following by the use of a Series 2000, type 2045, Channel.

f. A concentrator connection is a connection of a patrons Local Exchange Service which may be connected in equipment of a Telephone Answering Bureau as specified in 9. following by the use of a Series 2000, type 2041, Channel.

g. When an IntelliLinQ-PRI Service or an entire High Capacity Digital Hand-off Service is provisioned to obtain Foreign Exchange, Foreign Central Office or Foreign Zone Service, month-to-month channel mileage rates apply for 1.544 mbps High Capacity Digital Service, as specified in the Channel Service Product guide.

This arrangement only applies when physical transport is required and all 24 channels of a High Capacity Digital Hand-off Service are provisioned on a Foreign Exchange, Foreign Zone or Foreign Central Office basis.

The end to end service must be within the same LATA, and must utilize Local Exchange Service provided from the normal serving Central Office.

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B. TERMS AND CONDITIONS (Cont'd)

5. Message Rate and Measured Rate Business Service on the Same Premises

Combinations of message rate and measured rate business services will not be furnished to the same customer on the same premises where the exchange areas of the two or more services are identical, except as otherwise specified in the Company's applicable tariffs and product guides. This regulation, however, will not be interpreted to prevent the provision of two or more types of service where it is established that the one type of service is not to be used to supplement the use of the other type.

6. Reserved

(C)

(D)

(D)

7. Service for Hotel and Hospitals

- a. PBX trunks provided to hotels and hospitals may be provided for guest and patient use.
- b. Flat rate trunks are not provided at hotels, hospitals or other locations of a like nature, where the service is desired for use of those other than the management.
- c. Service for hotels is primarily furnished to hotels, including motels, which, in the opinion of the Company, cater principally to transients but, may also be furnished to clubs and marinas which offer accommodations and services similar to a hotel for guest and members.
- d. All charges for the service including charges for any messages shall be billed to the hotel or hospital which shall be responsible for any prorating and billing of the charges to the guests or patients.

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B. TERMS AND CONDITIONS (Cont'd)

7. Service for Hotel and Hospitals (Cont'd)

- e. The hotel or hospital is responsible for all charges for telephone messages, telegrams, cablegrams and radiograms sent-paid from or received-collect at station lines of the hotel or hospital, whether sent-paid or received-collect by the hotel or hospital for its own account or by or for others.
- f. Stations may be located in stores, shops and other businesses on the same premises which are not operated by the customer to provide for intercommunication only with other stations connected to the system. Stations will not be provided unless a class of Local Exchange Service is furnished at each such place of business.

8. Service for School, Colleges and Universities

- a. PBX trunks furnished to schools, colleges and universities may be provided for the use of students, faculty and employees who reside in dormitories or other living quarters owned, leased or under the control of the school.
- b. This service is business service provided only in connection with communications (switching) systems, equipped for Direct Inward Dialing (DID) Service and Identified Outward Dialing (IOD) Service.
- c. The Company is responsible for the billing and collecting of all message charges for long distance telecommunications services, telegrams, cablegrams and radiograms sent-paid from or received-collect at special billing numbers associated with stations of students, faculty and employees. The school, college or university is responsible for the payment of all other rates and charges including calls from stations in parlors, recreation rooms, and other stations without special billing numbers.
- d. The school, college or university shall agree to render assistance to the Company in the prompt collection of charges billed to a special billing number.

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B. TERMS AND CONDITIONS (Cont'd)

8. Service for School, Colleges and Universities (Cont'd)

- e. In the event of nonpayment of any charges billed to a student, faculty member or employee, the school, college or university shall agree, upon the request of the Company, to disconnect the station line used by that student, faculty member or employee until the charges due have been paid. Where the school, college or university fails to disconnect the station line following such request of the Company, the school, college or university shall agree to assume responsibility for payment of all charges incurred on that station line from the date the Company requested that station line be disconnected.
- f. The regulations and terms and conditions set forth for deposits and payments of service in the tariffs and product guides of the Company shall be applicable to special billing numbers.

9. Services for Telephone Answering Bureaus

- a. The answering bureau must subscribe to business Local Exchange Service, other than Pay Telephone Lines, for its own use. The telephone number of such service may be included in an alternate number listing contracted for by the patron, or in a regular additional listing in the patron's name contracted by the answering bureau.
- b. Service for telephone answering bureaus may be provided either by direct connections or by answering connections. A direct connection may consist of a business individual line, WATS Toll Free Service access line, business branch exchange station line or a Centrex line and is furnished from the wire center serving the location or answering facilities of the answering bureau. An answering connection is furnished only in connection with PBX trunks or individual, WATS Toll Free Service access lines and Centrex lines.
- c. Service for telephone answering bureaus will not be provided in connection with Pay Telephone Lines or hotel branch exchange service.
- d. A patron's channels may be connected in the answering facilities of a telephone answering bureau at rates specified in this Company's Channel Services Product Guide.
- e. Concentrator connections, direct connections and answering connections must be authorized and billed to the patron by the Company.

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B. TERMS AND CONDITIONS (Cont'd)

9. Services for Telephone Answering Bureaus (Cont'd)

f. Answering facilities provided to the answering bureau are normally arranged to prevent access to patron's telephone service line except when answering incoming calls. The answering bureau may, however, originate calls to the patron or to a third party on behalf of the patron over the patron's exchange service line, when such line is not served by concentrator-identifier equipment, provided the answering bureau has arranged for the execution and delivery to the Company of a written instrument in a form provided by the Company in which the patron authorizes the use of the line for such calls and in which:

- (1) The patron acknowledges the patron's understanding that use for this line for outgoing calls by the answering bureau gives such access to the line at all times.
- (2) The patron assumes liability for and will save the Company harmless from claims for damages made by any party on the grounds that privacy of the patron's telephone conversation has been violated.
- (3) The patron assumes responsibility for all charges for local and long distance messages sent from the answering bureau over the patron's line.