
EXCHANGE SERVICES

A. EXCHANGE SERVICES

1. Additional Charges for Foreign Exchange Service*

For Rates and Charges, see Part B, Section 18 of this Product Guide.

2. Four-Wire Service Terminating Arrangement for Foreign Exchange (FX) Lines (FX)*

a. Description

A Four-Wire Service Terminating Arrangement provides four-wire FX facilities to permit connection to 4 wire switching equipment on the customer's premises.

b. Terms and Conditions

- (1) A four-wire facility associated with the FX Line, is required when a Four Wire Termination Service Arrangement is used.
- (2) Duplex Interoffice Mileage charges as specified in Part B, Section 5. of this Product Guide apply.
- (3) Equipment connected to the Four Wire Service Terminating Arrangement must be registered or grandfathered according to the provisions in Part B, Section 1 of this Product Guide.
- (4) Charges for network interface jacks RJ1DC, RJ2GX, RJ2HX and RJ2DX as specified in Part B, Section 6 of this Product Guide apply.

c. Rates and Charges

For Rates and Charges, see Part B, Section 18 of this Product Guide.

* Throughout New York State, Foreign Exchange Service is no longer available to new residential customers. Existing residential customers may retain the service at existing locations. In the wire centers and as of the effective dates listed in Part H of this Product Guide, Foreign Exchange Service is only available to existing residential and business customers as outlined in Part H. 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. For wire centers specific service withdrawal information, please refer to Part H, of this Product Guide.

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B. EXTENSION SERVICE

1. Definitions

Extension Service - The term "extension service" denotes the extension lines at locations in addition to the location of the main line. Mileage charges specified in Part B, Section 5 apply where the same central office line has terminations in different buildings.

Extension service is connected to an individual or auxiliary line for the same subscriber and with the same telephone number. (Lines connecting individual lines, two-party lines or auxiliary lines to Answering Bureaus are classified as intercept lines and are subject to the terms and conditions in Part B, Section 4, Answering Bureau Service).

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2. Location

a. Individual And Auxiliary Lines--Business

Except as provided in Tariff PSC NY No. 9--COMMUNICATIONS, extension service may be located on any premises of the subscriber or premises of the subscriber's employees provided the use is restricted to the subscriber and his employees. Extension service may be located outside the premises of the subscriber and his employees, subject to the following conditions:

1. Some form of exchange service, other than a Public Telephone Service, is furnished continuously under a separate contract in the same building and on the same premises as the extension service.
2. Extension service is furnished with the understanding that the use is restricted to intercommunication or completion of incoming calls.

b. Individual And Auxiliary Lines--Residence

Extension service may be located on any premises which is a domestic establishment of the subscriber, provided the use is restricted to the subscriber and members of their domestic establishments. Extension service may be located on premises outside of the subscriber's domestic establishment, subject to the following conditions:

1. Some form of exchange service, other than a Public Telephone Service, is furnished continuously under a separate contract in the same building and on the same premises as the extension service.

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B. EXTENSION SERVICE (Continued)

2. Location (Continued)

b. Individual And Auxiliary Lines—Residence (Continued)

2. Extension service is furnished with the understanding that the use is restricted to intercommunication or completion of incoming calls.

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Within the base rate area, all extension service is restricted to the same building and the same premises.

Outside the base rate area, all extension service is restricted to the same or different buildings on the same premises.

3. Calls Between Stations On The Same Line

Each call between stations on the same message rate central office line is charged as one primary calling area message except where the call is made over intercommunicating facilities provided by the Company.

4. Extension Service For Fire Alarm Purposes

To meet special conditions in New York City, telephone connections for fire alarm purposes only will be established in parochial schools on the following basis:

Where main service is furnished in the rectory, extension service will be provided in the parochial school without additional charge for mileage where extra length of line is necessary to make the connection. The extension service will be equipped with wall telephone, without bell, without listing in telephone directory and without inward business. Each instrument shall be furnished with a sign to the effect that it is to be used for fire calls only.

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C. CUSTOM CALLING SERVICES

1. General

Custom Calling Services are furnished on individual and auxiliary lines served from central offices which are equipped for Custom Calling Services.

The facilities and equipment for this service are in the central office. The service is furnished subject to the availability of facilities.

Custom Calling Services are furnished to enable the customer, by operating the dial and switchhook of his telephone, to perform one or more of the following functions:

- a. Speed Dialing*, which permits dialing preselected frequently-called telephone numbers by means of an abbreviated code. This feature is available in either an 8-number or 30-number capacity.
- b. Three-way Calling, which permits an existing call to be held and a second telephone call to be established and added to the connection. Three-way Calling is available on a subscription basis as well as on a per activation basis called Usage Three-way Calling.
- c. Call Forwarding, which permits the subscriber to direct all incoming calls so that they may be answered at another telephone.
- d. Call Waiting, which provides a tone signal to indicate to a subscriber already engaged in a telephone call that a second call is waiting. It also permits him to hold the first call, answer the second call and then alternate between both calls.

* Speed Dialing, is no longer available to residential customers. Existing residential customers may retain the feature at existing locations.

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C. CUSTOM CALLING SERVICES (Continued)

1. General (Continued)

e. Call Forwarding Options

- (1) Call Forwarding Busy Line*, # allows an incoming call to the subscriber's line to be automatically forwarded to a preselected telephone number when the line is busy.
- (2) Call Forwarding Don't Answer*, # allows an incoming call to the subscriber's line to be automatically forwarded to a preselected telephone number when the line is unanswered after a predetermined number of rings. The subscriber must designate the Variable Ring (two to seven rings).
- (3) Call Forwarding Busy Line Don't Answer provides the subscriber with forwarding capability for both busy and don't answer conditions.
- (4) Multipath Call Forwarding (1 – 5 paths) allows the station user to forward simultaneous messages over one line to a destination. This feature is only available to individual message business customers.

2. Limitations

Custom Calling Services are subject to the following limitations:

- a. Speed Dialing--the list can only accommodate a number consisting of 15 digits or less.
- b. Three-way Calling --

When a line, equipped with Three-way Calling and Call Waiting, has a call in progress and a call connected on Call Waiting, a third party cannot be added.

A Three-way Calling subscriber can add on any third party whether or not the third party is served by the same central office machine. If the three parties are served by the same machine and all subscribe to Three-way Calling, there is no assurance that a fourth party can be added to an existing three party conference.

- * Call Forwarding Busy Line and Call Forwarding Don't Answer are no longer available to residential customers. Existing residential customers may retain the features at existing locations.
- # Effective August 21, 2016, Call Forwarding Busy Line and Call Forwarding Don't Answer are no longer available to business customers. Existing business customers as of August 21, 2016, may retain these services at existing locations. Additions, rearrangements and moves are not permitted.

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C.. CUSTOM CALLING SERVICES (Continued)

2. Limitations (Continued)

Custom Calling Services are subject to the following limitations: (Continued)

b. Three-way Calling – (Continued)

Three-way Calling is limited for a customer talking with another party served by the same central office switch. When the customer is connected to a second party who has Call Waiting and this party puts the customer on hold, the customer cannot call a third party and complete a Three-way call.

Three-way Calling may be used on a per activation basis called Usage Three-way Calling. The rates are set forth in Part B, Section 18 of this Product Guide.

Transmission may not be satisfactory on all Three-way Calling connections.

c. Call Forwarding --

When a customer with more than one central office line grouped for incoming service (ISG), has the Call Forwarding transfer in effect on a line in the series, a calling party will receive a busy signal if the number to which calls are being transferred is busy. The call will not be completed to the next available line in the ISG series. When the Call Forwarding transfer is discontinued, the incoming service grouping will be restored to normal operation.

Calls cannot be transferred to an International Direct Distance Dialing number.

Transmission may not be satisfactory on all Call Forwarding connections.

d. Call Waiting --

Standard answering bureau equipment does not have a switchhook or a recall button to depress, therefore, a Call Waiting call cannot be picked up on a subscriber's line which is being answered.

When a line is equipped for both Call Waiting and Call Forwarding, the Call Waiting feature does not operate when a call is being forwarded or when a forwarded call has been connected to the forwarding point.

When two lines, both served by the same central office machine equipped for Call Waiting, have a call in progress, only one line may receive a call over Call Waiting. Any incoming call to the other line will receive a busy signal and the customer will not receive the tone signal indicating that a call is waiting.

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C. CUSTOM CALLING SERVICES(Continued)

3. Terms and Conditions

- a. Call Forwarding Busy Line, Call Forwarding Don't Answer, Call Forwarding Busy Line Don't Answer
 - (1) Call Forwarding Busy Line, Call Forwarding Don't Answer and Call Forwarding Busy Line Don't Answer are available to individual line residence and business subscribers where facilities permit.
 - (2) Unless specifically exempted, Call Forwarding Busy Line, Call Forwarding Don't Answer and Call Forwarding Busy Line Don't Answer, are subject to Custom Calling Services terms and conditions as specified in this Paragraph C.
 - (3) Unless specifically exempted, Call Forwarding Busy Line, Call Forwarding Don't Answer and Call Forwarding Busy Line Don't Answer are subject to all general terms and conditions applicable to the provision of service by the Company as specified in Part A, Section 1 of this Product Guide.
 - (4) A line may have either one or both of the Call Forwarding Busy Line and/or Call Forwarding Don't Answer features.
 - (5) Call Forwarding takes precedence over all Call Forwarding Busy Line, Call Forwarding Don't Answer and Call Forwarding Busy Line Don't Answer when Call Forwarding is activated.
 - (6) Call Forwarding Busy Line, or the combination of Call Forwarding Busy Line and Don't Answer, cannot be provisioned on a line equipped for Call Waiting.
 - (7) The "forwarded-to" number may be changed on lines equipped with Call Forwarding Busy Line and/or Call Forwarding Don't Answer.
 - (8) A Service Order Charge applies to change the Variable Ring (count) and/or the "forwarded to" telephone number.

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C. CUSTOM CALLING SERVICES (Continued)

3. Terms and Conditions (Continued)

- a. Call Forwarding Busy Line, Call Forwarding Don't Answer, Call Forwarding Busy Line Don't Answer (Continued)

(9) Call Forwarding Busy Line, Call Forwarding Don't Answer and Call Forwarding Busy Line Don't Answer may be resold subject to the provisions of PSC NY No. 9--
COMMUNICATIONS.

4. Rates and Charges

For Rates and Charges, see Part B, Section 18 of this Product Guide.

- a. Charges for calls in connection with Custom Calling Services

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| (1) Three-way Calling --
Custom Calling | Product Guide, Part B rates apply for the calls between the Service subscriber's telephone and each of the other telephones on the connection. |
| (2) Call Forwarding -- | The Custom Calling Service subscriber is responsible for the payment of the Product Guide, Part B rate for a station-to-station call between his Custom Calling Service equipped telephone and the telephone at which the call is answered. The charge applies to each call answered, including the call establishing the Call Forwarding mode and person-to-person and collect calls which are refused at the answering telephone |

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C. CUSTOM CALLING SERVICES (Continued)

4. Rates and Charges (Continued)

a. Charges for calls in connection with Custom Calling Services (Continued)

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|---|--|
| (3) Call Forwarding Busy Line, Call Forwarding Answer and Call Forwarding Busy Line Don't Answer -- | A Call Forwarding Busy Line, Call Forwarding Don't Answer and Call Forwarding Busy Line Don't Answer subscriber Don't served from a 5ESS or DMS-100 switch is responsible for the payment of the Product Guide, Part B station-to-station charges between the Call Forwarding Busy Line, Call Forwarding Don't Answer and Call Forwarding Busy Line Don't Answer feature-equipped station and the station at which the call is answered.
The charge applies to each call answered, including person-to-person and collect calls which are refused at the answering station. |
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b. Rearrangements and changes

- | | |
|---|---|
| (1) Addition, change or deletion of one or more numbers in the Speed Dialing Repertory at the same time, or change in capacity, except for customer changeable Speed Dialing as provided for in this Section. | Schedule connection charge and terms and conditions preceding except that no charge applies for Company-initiated number changes. |
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EXCHANGE SERVICES

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D. CUSTOM CALLING SERVICES STIMULATION OFFERING

1. General

The Custom Calling Services (CCS) Stimulation Offering provides for waiver of the recurring and non-recurring charges for the Call Waiting feature and the non-recurring charge for other CCS features. The CCS Stimulation Offering is provided to residence customers in selected central offices, who do not currently subscribe to Custom Calling Services.

2. Terms and Conditions

- a. The period for the CCS Stimulation Offering at a particular central office will not exceed 60 days.
- b. Appropriate notification of the CCS Stimulation Offering will be made to all eligible residence customers.
- c. During the 60 day trial period, the Call Waiting feature is provided automatically to all residence customers, except those customers who choose not to participate in the offering, or who currently subscribe to Custom Calling Services. Customers will be offered the opportunity to decline the Call Waiting feature both in advance of the offering period and during the offering period.
- d. During the offering period, participants will have the option to subscribe to any single CCS feature or CCS feature package, including Call Waiting, without a non-recurring charge for connection at the end of the offering period.
- e. Any participant who requests connection of any single feature, other than Call Waiting, or any CCS feature package during the offering period may have the feature/package so connected without a non-recurring charge; provided however, that such participants forfeit the right during the offering to take the Call Waiting feature without a recurring charge. Billing for appropriate recurring rates will commence with the activation of such features/packages.

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E. (RESERVED FOR FUTURE USE)

Effective May 17, 2014, to be implemented prior to October 31, 2014, the following Residence Custom Calling Services packages are withdrawn from this Product Guide, and Verizon will no longer provide these package as of that date.

- Call Waiting/Speed Dialing 8/Three-Way Calling
- Call Waiting/Call Forwarding/Speed Dialing 8

Effective July 19, 2014, to be implemented prior to October 31, 2014, the following Residence Custom Calling Services packages are withdrawn from this Product Guide, and Verizon will no longer provide these package as of that date.

- Call Waiting/Call Forwarding
- Call Waiting/Speed Dialing 8

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E. (RESERVED FOR FUTURE USE)

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E. (RESERVED FOR FUTURE USE)

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F. VARIETY PACKAGES

(These packages are furnished to existing subscribers only. Changes and/or moves are not permitted.)

1. General

Gold and Silver Variety Packages are available to individual line residence subscribers. Gold and Silver Variety Packages include the following services: Custom Calling Services (CCS), Usage (includes intraLATA toll), Directory Assistance, and one Additional Listing or Non-Published Service.

The individual Gold or Silver Variety Packages are as follows:

Gold Variety Package

Standard

4 CCS Features
4 Directory Assistance Calls
Usage

Optional (Included in Package Rate)

1 Additional Listing or Non- Published Service

Silver Variety Package

Standard

3 CCS Features
4 Directory Assistance Calls
Usage

Optional (Included in Package Rate)

1 Additional Listing or Non-Published
Service

2. Terms and Conditions

- a. Variety Packages are only available to individual line residence subscribers.
- b. All terms and conditions apply for 1) CCS as specified in Section 2 of this Product Guide, Part B, 2) Directory Assistance, additional listing or Non-Published Service as specified in PSC NY 15, Section 5 and 3) usage as specified in PSC NY No. 3, PSC NY No. 16 and Product Guides, Part D.
- c. The minimum service period for a Variety Package is one month (one billing period).
- d. A change to a Variety Package from a CCS Service Period Plan is permitted with no termination liability, subject to the provisions of Paragraph E.2.n of this Section.
- e. A subscriber is not required to take an additional listing or non-published service to be entitled to a Gold or Silver Variety Package.

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F. VARIETY PACKAGES (Continued)

(These packages are furnished to existing subscribers only. Changes and/or moves are not permitted.)

2. Terms and Conditions (Continued)

- f. The usage allowance is for all Verizon New York Inc. billed intraLATA calls. This includes direct dial calls only.
- g. The Gold Variety Package includes the following CCS features: Call Waiting, Call Forwarding, Three-Way Calling and Speed Dialing-8.
- h. The Silver Variety Package permits the customer to select three of the following CCS Features: Call Waiting, Call Forwarding, Three-Way Calling or Speed Dialing-8.

3. Rates and Charges

For Rates and Charges, see Part B, Section 18 of this Product Guide.

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G REMOTE CALL FORWARDING SERVICE

1. General

Remote Call Forwarding (RCF) is a local exchange service that utilizes a telephone number and Electronic Central Office facilities by which all incoming calls to the RCF telephone number are forwarded automatically to the subscriber's central office line in the same exchange as the RCF number or in a different exchange or to a Dedicated Inward WATS Toll-Free Service access line.

2. Terms and Conditions

- a. Remote Call Forwarding Service is offered in Electronic offices where facilities permit.
- b. RCF paths may be used singly, in groups, or as overflow paths for foreign exchange trunk groups. Only one forwarding number is permitted per group.
- c. Remote Call Forwarding is not offered where the terminating number is a Public Telephone Service.
- d. Identification of the originating telephone number is not provided to the Remote Call Forwarding customer.
- e. Transmission may not be satisfactory on all calls.
- f. Remote Call Forwarding is not represented as suitable for the transmission of data.
- g. Remote Call Forwarding is provided on condition that the customer subscribe to sufficient RCF paths and terminating facilities to adequately handle calls to the RCF customer without interfering with or impairing any other services offered by the Company.
- h. The minimum charge for the RCF Service is the monthly rate for one month plus the Nonrecurring Charge.
- i. Charges for the call to the Remote Call Forwarding directory number shall be paid by the calling party.
- j. Each RCF group is entitled to one alphabetical and one classified listing at no additional charge in the directory which serves the associated RCF central office. Overflow paths associated with foreign exchange trunk groups are not listed. All other listing terms and conditions for business individual lines apply, except that no charge applies for non-published service in connection with RCF.

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G. REMOTE CALL FORWARDING SERVICE (Continued)

3. Waiver of Charges

- a. The Company reserves the right to waive the nonrecurring charges associated with the connection of new Remote Call Forwarding Service.
- b. The terms, conditions and effective date of the waivers will be listed in an Attachment to this Product Guide, Part B.
- c. Each waiver will be in effect for a maximum period of 90 days.
- d. Appropriate notification of the waiver will be made to customers.
- e. All other rules, terms and conditions, and rates associated with the provision and use of RCF

4. Rates and Charges

For Rates and Charges, see Part B, Section 18 of this Product Guide.

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- H. (RESERVED FOR FUTURE USE)
(Effective October 31, 2014, Data Over Voice Channel Service has been withdrawn from this Product Guide.)

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- H. (RESERVED FOR FUTURE USE)
(Effective October 31, 2014, Data Over Voice Channel Service has been withdrawn from this Product Guide.)

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I. UNICALL INTERCOM SERVICE*

(This service is furnished to existing subscribers only. Addition, deletions, changes and/or moves are not permitted.)

1. General

UNICALLsm intercom service allows residence and business customers, with two or more telephone instruments connected to the same line, to dial their own telephone number and have it ring back at all telephone instruments associated with that number to talk with any person that answers.

2. Terms and Conditions

a. UNICALL intercom service is only available where facilities permit.

b.

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c. UNICALL intercom service is only available for single telephone lines with associated multiple telephone instruments.

3. Limitations

a. UNICALL intercom service cannot be activated on a line which has a Call Forwarding Feature activated because the Call Forwarding Feature takes precedence over the intercom feature.

b. When UNICALL intercom service is in use, incoming calls receive busy tone and no Call Waiting tone is provided.

c. When UNICALL intercom service is in use, the 3-Way Calling Feature of Custom Calling Service cannot be activated.

4. Rates and Charges

For Rates and Charges, see Part B, Section 18 of this Product Guide.

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* Effective May 17, 2014, to be implemented prior to October 31, 2014, Unicall Intercom Service for residential customers is withdrawn from this Product Guide, and Verizon will no longer provide this service as of that date.

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J. (RESERVED FOR FUTURE USE)

(Effective May 17, 2014, to be implemented prior to October 31, 2014, Residence Intellidial Calling Service is withdrawn from this Product Guide, and Verizon will no longer provide this package as of that date.)

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J. (RESERVED FOR FUTURE USE)

(Effective May 17, 2014, to be implemented prior to October 31, 2014, Residence Intellidial Calling Service is withdrawn from this Product Guide, and Verizon will no longer provide this package as of that date.)

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J. (RESERVED FOR FUTURE USE)

(Effective May 17, 2014, to be implemented prior to October 31, 2014, Residence Intellidial Calling Service is withdrawn from this Product Guide, and Verizon will no longer provide this package as of that date.)

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J. (RESERVED FOR FUTURE USE)

(Effective May 17, 2014, to be implemented prior to October 31, 2014, Residence Intellidial Calling Service is withdrawn from this Product Guide, and Verizon will no longer provide this package as of that date.)

EXCHANGE SERVICES

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J. (RESERVED FOR FUTURE USE)

(Effective May 17, 2014, to be implemented prior to October 31, 2014, Residence Intellidial Calling Service is withdrawn from this Product Guide, and Verizon will no longer provide this package as of that date.)

EXCHANGE SERVICES

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J. (RESERVED FOR FUTURE USE)

(Effective May 17, 2014, to be implemented prior to October 31, 2014, Residence Intellidial Calling Service is withdrawn from this Product Guide, and Verizon will no longer provide this package as of that date.)

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J. (RESERVED FOR FUTURE USE)

(Effective May 17, 2014, to be implemented prior to October 31, 2014, Residence Intellidial Calling Service is withdrawn from this Product Guide, and Verizon will no longer provide this package as of that date.)

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K. BUSINESS INTELLIDIALSM CALLING SERVICE

Current subscribers to this service who remain at their present location and who do not exceed six telephone lines (analog) and nine telephone lines (digital) will retain their present Basic or Feature Package under this Section of the Product Guide, Part B. Subscribers who move or exceed line sizes must convert to a Primary or Optional Package under Paragraph L.1 of this Section following.

1. General

INTELLIDIALSM Calling Service provides call management features to business customers with two to nine lines served by digital switches and two to six lines served by analog switches.

INTELLIDIAL Calling Service is furnished on individual and auxiliary lines and is provided subject to the availability of facilities.

The service consists of a Basic Package and Feature Packages, as follows:

Basic Package

Call Hold	Call Pick-Up
Three-way Calling	Intercom
Call Transfer	

Feature Package 3

Three-way Calling	Intercom
Call Transfer	Call Forward-Variable
Call Hold	Call Waiting
Call Pick-Up	Call Forward-Don't Answer
	Speed Dialing-30

Feature Package 4

Three-way Calling	Intercom
Call Transfer	Call Forward-Variable
Call Hold	Call Forward-Busy
Call Pick-Up	Call Forward-Don't Answer
	Speed Dialing-30

SM Service Mark of Verizon Communications Inc.

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K. BUSINESS INTELLIDIAL CALLING SERVICE (Continued)

1. General (Continued)

Feature Package 5

Three-way Calling

Call Transfer

Call Hold

Call Pick-Up

Intercom

Call Forward-Variable

2. Description of Features

Three-way Calling

Enables a customer to add a third party to an established call. Three-way Calling includes the ability to hold one party with privacy exclusion, while dialing and talking with another party and the ability to include the held party in a Three-way party conference.

Call Transfer

Enables the user to transfer an established call to another station within or outside of the system.

Call Hold

Enables a user to put a call in progress on hold by depressing the switchhook momentarily and dialing the call hold code. The line is subsequently freed for the purpose of originating another call.

Call Pick-Up

Enables a user to answer any incoming call within the system from any line within the system. An incoming call on one line may be answered from an extension on another line simply by dialing the access code.

Intercom

Provides the customer with the ability to dial any other line within the system with an abbreviated code as an in-house call.

Call Forward-Variable

Allows the customer to forward all incoming calls to another line within or outside of the system.

Call Forward-Busy

Provides for the forwarding of calls to a pre-designated number within the same system and where facilities permit to any pre-designated number outside of the system upon encountering a busy signal. This feature will not work with Call Waiting.

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K. BUSINESS INTELLIDIAL CALLING SERVICE (Continued)

2. Description of Features (Continued)

Call Forward - Don't Answer

Provides for the forwarding of calls that are not answered after a pre-designated number of rings to another number within the same system and where facilities permit to another number outside of the system.

Speed Dialing – 30

Allows a customer to assign an abbreviated code to frequently called numbers. This feature is available in a 30-number capacity only.

Call Waiting

Alerts the user that a call is waiting by applying a burst of tone when another call is received while the phone is in use. This feature will work only on calls coming from outside of the system.

Call Hold

Enables a user to put a call in progress on hold by depressing the switchhook momentarily and dialing the call hold code. The line is subsequently freed for the purpose of originating another call.

Call Pick-Up

Enables a user to answer any incoming call within the system from any line within the system. An incoming call on one line may be answered from an extension on another line simply by dialing the access code.

Intercom

Provides the customer with the ability to dial any other line within the system with an abbreviated code as an in-house call.

Call Forward-Variable

Allows the customer to forward all incoming calls to another line within or outside of the system.

Call Forward-Busy

Provides for the forwarding of calls to a pre-designated number within the same system and where facilities permit to any pre-designated number outside of the system upon encountering a busy signal. This feature will not work with Call Waiting.

Call Forward - Don't Answer

Provides for the forwarding of calls that are not answered after a pre-designated number of rings to another number within the same system and where facilities permit to another number outside of the system.

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K. BUSINESS INTELLIDIAL CALLING SERVICE (Continued)

2. Description of Features (Continued)

Speed Dialing – 30

Allows a customer to assign an abbreviated code to frequently called numbers. This feature is available in a 30-number capacity only.

Call Waiting

Alerts the user that a call is waiting by applying a burst of tone when another call is received while the phone is in use. This feature will work only on calls coming from outside of the system.

3. Terms and Conditions

- a. The service is furnished on individual and auxiliary lines and is provided subject to the availability of facilities. It is available to business customers with two to nine lines served from digital switches and two to six lines served from analog switches. The customer must subscribe to the service on at least 2 lines. The service may terminate at different subscriber locations provided such customer premises are located within the same central office.
- b. This service will operate only on lines equipped with a 12 button TOUCH-TONE pad instrument.
- c. The customer may choose to pay for the service on a month-to-month basis or under a service period plan. The payment plan chosen must be the same on all lines and all packages.
- d. A month-to-month customer may, at any time, convert to a service period plan by paying the applicable service period plan rate currently in effect. In addition, a Record Order Charge applies to the conversion.
- e. The monthly rate for customers choosing the service period plan is guaranteed against Company initiated change and will apply for the selected service period. A 3 or 5 year service period is available.

Except as provided below for moves, if the service is cancelled in whole or in part by the customer after installation of the service, but prior to the completion of the service period, the customer shall be obligated to pay an amount equal to the difference between the month-to-month rate and the monthly rate for the Service Period Plan for each month that the plan subscription has been in effect

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K. BUSINESS INTELLIDIAL CALLING SERVICE (Continued)

3. Terms and Conditions (Continued)

e. (Continued)

Prior to the completion of the service period, the customer will be informed that the service period is nearing completion. The customer will have the opportunity at that time to choose a new service period, revert to month-to-month charges or disconnect the service upon completion of the service period.

If the customer moves during the service period but within the same central office, the customer may continue the plan at the same rates for the remainder of the service period, or cancel the Service Period Plan with no liability for payment as specified above in this terms and conditions.

If the customer moves during the service period to a location in a different central office that is equipped for INTELLIDIAL service, the customer may continue the plan at the existing rates without penalty for the remainder of the service period, or cancel the Service Period Plan with no liability for payment as specified in this terms and conditions.

If, during the service period, a customer moves to a central office that is not equipped for INTELLIDIAL service, or moves outside the operating area of the Company, the Service Period Plan is cancelled with no liability for payment as specified above in this terms and conditions.

A customer may change its existing service period plan from a 3 to a 5 year service period prior to the completion of the 3 year service period, or may cancel a service period contract and sign up for a new service period for the same package and for the full term of that plan, without paying a termination charge. The customer will be charged a Record Order charge and will pay the current rates in effect for the service plan chosen.

If a customer with a 3 or 5 year service period wishes to add or change feature packages, the customer will be allowed to cancel the current plan without paying a termination charge under the following conditions. A current 3 year subscriber may sign up for a new 3 or 5 year service period at the current rates. A current 5 year subscriber may sign up for a new 5 year service period at the current rates, but may not sign up for a new 3 year service period. A Service Charge applies to the connection of the new features and the new service period.

If the monthly rates on the 3 or 5 year service periods are lowered, the new lower rates will apply to all existing Service Period Plan subscriptions on the date the new rates become effective.

EXCHANGE SERVICES

(C)

K. BUSINESS INTELLIDIAL CALLING SERVICE (Continued)

3. Terms and Conditions (Continued)

e. (Continued)

Within 30 days of ordering a subscription to a Service Period Plan, the subscriber may cancel the order, with no liability for any recurring or nonrecurring charges.

A Service Charge applies when the customer: elects to subscribe to a new service period and wishes to change the feature packages; or reverts to the month-to-month and wishes to change the feature packages.

- f. A Service Charge applies to the connection of the Basic Package or Feature Packages on one or more lines completed at the same time and on the same service of the customer.

No Service Charge applies to the connection of the Basic Package or Feature Packages when the work is ordered for completion coincident with other work in connection with the same service of the customer, providing that such other work is subject to service connection charges.

- g. Lines may be added (up to nine in digital switches and up to six in analog switches) to month-to-month INTELLIDIAL service at current rates. A Service Charge applies to the connection of the basic or feature package on the new line, unless the work is ordered for completion coincident with other work in connection with the same service of the customer providing that such work is subject to Service Connection Charges.

Lines added during an existing service period will be billed at the customer's discretion from the following options:

Additional line(s) may be added at existing month-to-month rates; or

The customer will be allowed to cancel the existing agreement without paying a termination charge, providing the customer signs up for a new service period for the existing service plus the additional line(s) for the full term of that plan. An existing 5 year subscriber may sign up for a new 5 year service period at the current rates, but may not sign up for a new 3 year plan. A 3 year subscriber may sign up for either the 3 or 5 year service period.

A Service Charge applies to the connection of the new basic or feature package on the new line, unless the work is ordered for completion coincident with other work in connection with the same service of the customer when such work is subject to Service Connection Charges.

EXCHANGE SERVICES

(C)

K. BUSINESS INTELLIDIAL CALLING SERVICE (Continued)

3. Terms and Conditions (Continued)

g. (Continued)

An INTELLIDIAL customer may not receive credit for subscription to any prior plan i.e., month-to-month, 3 year or 5 year service period plan.

A customer cannot add lines to the existing INTELLIDIAL service if this will bring the system size over the six line limit in analog switches or nine line limit in digital switches.

Customers subscribing to an INTELLIDIAL service period plan will not be billed for the duration of any temporary suspension and the service period will be extended for the length of the suspension.

h. INTELLIDIAL service is not offered in conjunction with Custom Calling Service on the same line.

i. Unless specifically exempted by this Product Guide, this service is subject to all general terms and conditions applicable to the provision of service by the Company as stated elsewhere in this Product Guide.

4. Limitations

INTELLIDIAL calling service is subject to the following limitations:

- a. Speed Dialing--the list can only accommodate a number consisting of 15 digits or less.
- b. Three-way Calling--when an INTELLIDIAL line, equipped both with Three-way Calling and Call Waiting, has a call in progress and a call connected on Call Waiting, a third party cannot be added.

An INTELLIDIAL customer can add on any third party whether or not the third party is served by the same central office. If the three parties are served by the same central office and all subscribe to Three-way Calling or INTELLIDIAL service, there is no assurance that a fourth party can be added to an existing three party conference.

Three-way Calling is limited when an INTELLIDIAL customer talks with another party served by the same central office. When the customer talks to a second party who has Call Waiting and this party puts the customer on hold, the customer cannot call a third party and complete a Three-way call.

Transmission may not be satisfactory on all Three-way Calling connections.

EXCHANGE SERVICES

(C)

K. BUSINESS INTELLIDIAL CALLING SERVICE (Continued)

4. Limitations (Continued)

- c. Call Forward-Variable calls cannot be transferred to an International Direct Distance Dialing number.

Transmission may not be satisfactory on all Call Forward-Variable connections.

- d. When an INTELLIDIAL line is equipped for both Call Waiting and Call Forward-Variable, the Call Waiting feature does not operate when a call is being forwarded or when a forwarded call has been connected to the forwarding point.

When two lines, equipped for either INTELLIDIAL service or Custom Calling Service, are both served by the same central office and equipped for Call Waiting and have a call in progress, only one line may receive a call over Call Waiting. Any incoming call to the other line will receive a busy signal, and the customer will not receive the tone signal indicating that a call is waiting.

When an INTELLIDIAL line that is equipped for a Call Waiting feature has a call in progress, the feature will only be activated by a call coming from outside of the system. A call from within the system will receive a busy signal.

- e. Line hunting will operate with the Basic Package and Feature Package 5 only.
- f. Private facilities requiring dial access codes (i.e., WATS, Tie Lines, Foreign Exchange Dial Dictation, etc.) are not available with INTELLIDIAL service

5. Rates and Charges

For Rates and Charges, see Part B, Section 18 of this Product Guide.

EXCHANGE SERVICES

(C)

L. BUSINESS INTELLIDIAL IIsm CALLING SERVICE

(This service is furnished to existing subscribers only. Additions, rearrangements and moves are not permitted.)

1. General

INTELLIDIAL II® Calling Service provides call management features to business subscribers with two to twelve telephone lines.

INTELLIDIAL II Calling Service is furnished on individual business exchange lines and is provided subject to the availability of facilities.

INTELLIDIAL II Calling Service consists of a Primary Package, as follows:

Primary Package

Three-way Calling
Call Transfer
Call Hold
Call Pick-Up
Intercom

2. Descriptions of Features

a. Three-way Calling

Enables a subscriber to add a third party to any established call. Three-way Calling includes the ability to hold one party with privacy exclusion, while dialing and talking with another party and the ability to include the held party in a Three-way party conference.

b. Call Transfer

Enables the subscriber to transfer any established call to another station within or outside of the system.

c. Call Hold

Enables a subscriber to put a call in progress on hold by depressing the switchhook momentarily and dialing the call hold code. The line is subsequently freed for the purpose of originating another call.

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EXCHANGE SERVICES

(C)

L. BUSINESS INTELLIDIAL II CALLING SERVICE (Continued)

(This service is furnished to existing subscribers only. Additions, rearrangements and moves are not permitted.)

2. Descriptions of Features (Continued)

- d. Call Pick-Up
Enables the subscriber to answer any incoming call within the system from any line within the system. An incoming call on one line may be answered from an extension on another line simply by dialing the access code.
- e. Intercom
Provides the subscriber with the ability to dial any other line within the system with an abbreviated code as an in-house call.
- f. Call Forward-Variable
Enables the subscriber to forward all incoming calls to another line within or outside of the system.
- g. Call Forward-Busy
Provides for the forwarding of calls to a pre-designated number within the same system, and where facilities permit, to any predesignated number outside the system, upon encountering a busy signal. This feature will not work with Call Waiting.
- h. Call Forward - Don't Answer
Provides for the forwarding of calls that are not answered after a pre-designated number of rings to another line within the system and where facilities permit, to any predesignated number outside the system.
- i. Speed Dialing - 6
Enables a customer to assign an abbreviated code to frequently called numbers. This feature is available up to a 6-number capacity.
- j. Call Waiting
Alerts the subscriber that a call, coming from outside of the system, is waiting by applying a burst of tone when another call is received while the phone is in use.

EXCHANGE SERVICES

(C)

L. BUSINESS INTELLIDIAL II CALLING SERVICE (Continued)

(This service is furnished to existing subscribers only. Additions, rearrangements and moves are not permitted.)

3. Terms and Conditions

- a. INTELLIDIAL II Calling Service is furnished on individual and auxiliary business lines and is provided subject to the availability of facilities as specified in Part A, Section 1 of this Product Guide. It is available to business subscribers with two to twelve lines. The subscriber must subscribe to the service on at least 2 lines. INTELLIDIAL II may terminate at different subscriber locations, provided such subscriber premises are located within the same central office control group. Service Connection Charges as specified in Part B, Section 12 of this Product Guide apply for the connection of Intellidial II Calling Service.
- b. This service will operate only on lines equipped with a 12 button TOUCH-TONE pad instrument.
- c. The subscriber may subscribe to the service on a month-to-month basis or under a Service Discount Plan. A subscriber that subscribes to a Service Discount Plan will not receive any credit toward the Service Discount Plan for service charges incurred prior to the effective date of the Service Discount Plan. The plan chosen must be the same on all lines and all packages.
- d. Service Discount Plan
 - (1) The monthly rate for subscribers choosing the Service Discount Plan is guaranteed against Company initiated change.
 - (2) If the service is cancelled in whole or in part prior to the expiration of the Service Discount Plan, the subscriber shall be charged an amount equal to the difference between the month-to-month rate and the monthly rate for the Service Discount Plan for each month that the plan has been in effect.
 - (3) Prior to the expiration of the Service Discount Plan, the Company will notify the subscriber that the Service Discount Plan is expiring. At that time the subscriber may subscribe to month-to-month service, or disconnect the service upon expiration of the Service Discount Plan. Failure of the subscriber to notify the Company of its choice at the expiration of the Service Discount Plan shall result in the Service Discount Plan converting to month-to-month service.

EXCHANGE SERVICES

(C)

L. BUSINESS INTELLIDIAL II CALLING SERVICE (Continued)

(This service is furnished to existing subscribers only. Additions, rearrangements and moves are not permitted.)

3. Terms and Conditions (Continued)

d. Service Discount Plan (Continued)

(4) Subscribers will not be billed for the duration of any Company approved temporary suspension of telephone service. If the subscriber purchases a Service Discount Plan, the term of that plan will be extended for a period equal to the length of the suspension.

(5) INTELLIDIAL II Calling Service is not offered in conjunction with Custom Calling Service on the same line.

4. Limitations

INTELLIDIAL II Calling Service is subject to the following limitations:

- a. Speed Dialing--will accommodate a number consisting of 15 digits or less.
- b. Three-way Calling--when an INTELLIDIAL II line, equipped both with Three-way Calling and Call Waiting, has a call in progress and a call connected on Call Waiting, a third party cannot be added.
- c. An INTELLIDIAL II Calling Service subscriber may add on any third party whether or not the third party is served by the same central office.
- d. Three-way Calling is limited when an INTELLIDIAL II Calling Service subscriber talks with another party served by the same central office. When the subscriber talks to a second party who has Call Waiting and this party puts the subscriber on hold, the subscriber cannot call a third party and complete a Three-way call.
- e. Transmission may not be satisfactory on all Three-way Calling connections

EXCHANGE SERVICES

(C)

L. BUSINESS INTELLIDIAL II CALLING SERVICE (Continued)

(This service is furnished to existing subscribers only. Additions, rearrangements and moves are not permitted.)

4. Limitations (Continued)

- f. Call Forward-Variable calls cannot be transferred to an International Direct Distance Dialing number.
- g. Transmission may not be satisfactory on all Call Forward- Variable connections.
- h. When an INTELLIDIAL II Calling Service line is equipped for both Call Waiting and Call Forward-Variable, the Call Waiting feature does not operate when a call is being forwarded or when a forwarded call has been connected to the forwarding point.
- i. When two lines, equipped for either INTELLIDIAL II Calling Service or Custom Calling Service, are both served by the same central office and equipped for Call Waiting and have a call in progress, only one line may receive a call over Call Waiting. Any incoming call to the other line will receive a busy signal, and the subscriber will not receive the tone signal indicating that a call is waiting.
- j. When an INTELLIDIAL II line that is equipped for a Call Waiting feature has a call in progress, the feature will only be activated by a call coming from outside of the system. A call from within the system will receive a busy signal.
- k. Line hunting will operate with the Primary Package and Optional Package C only.
- l. Private facilities requiring dial access codes are not available with INTELLIDIAL II Service.

5. Rates and Charges

For Rates and Charges, see Part B, Section 18 of this Product Guide.

EXCHANGE SERVICES

M. BLOCKING SERVICE

1. General

Blocking Service is a feature that permits customers to restrict access from their telephone line to discretionary services that have been identified by the providing carrier as a chatline service under NY PSC Orders and calls to 700 and 900 services. Those services can be identified by specific central office prefix(es) and service access codes. The individual blocking options are offered where available as follows:

<u>Blocking Option</u>	<u>Intra LATA Central Office Prefix(es)</u>	<u>Service Access Codes</u>	<u>USOC</u>	
				1
				(D)(1)
				J
2		900	RTVXA	(C)(1)
3	976	700, 900	RTVXB RTVX6(multi-line)	(C)(1)
4	976	700, 900	RTVXC RTVX7(multi-line)	(C)(1)
5*		700, 900	RBVXU RBVXV(multi-line)	(C)(1) (C)(1)

* Option 5 is available in the New York Metropolitan LATA only.

(1) To be implemented December 31, 2018.

Effective: August 15, 2018

EXCHANGE SERVICES

M. BLOCKING SERVICE (Cont'd)

2. Optional Features

a. Password Protection

Password Protection is an optional feature available to customers who subscribe to Blocking Service. This feature enables customers of record to establish a personal password so that only they can modify (turn on/off, or move between options) their existing Blocking Service.

3. Regulations

a. Blocking Service is available where facilities permit. Each option is offered only where available.

b. Blocking Service Options 2, 3, 4 and 5 are available to individual line residence and individual line business subscribers with one or more lines. For Blocking Service available to Intellipath II* subscribers, see "Line Treatments" as described in Part B, Section 3 of this Product Guide. (N)

c. Blocking Options 2, 3, 4 and 5 are available throughout the operating territory of the Company in the New York State portions of the Albany, Binghamton, Buffalo, New York Metropolitan, Poughkeepsie and Syracuse LATAs, as indicated in Paragraph M.1 of this Section. Blocking Option 5 is available throughout the operating territory of the Company in the New York State portion of the New York Metropolitan LATA only.

d. Blocking Service Options 3 and 4 are available to PBX Service subscribers throughout the operating territory of the Company in the New York State portions of the Albany, Binghamton, Buffalo, New York Metropolitan, Poughkeepsie and Syracuse LATAs.

e. Blocking Service Options 3, 4 and 5 block all 900 and 700 service access codes (900 NXX-XXXX, 700 NXX-XXXX).

f. Blocking Service can only be removed pursuant to a written request by the customer of record, or the customer of record providing the correct password over the telephone, or by a request made in person by such customer.

4. Rates and Charges

For Rates and Charges, see Part B, Section 18 of this Product Guide. (D)

* On or after August 10, 2026, Verizon will withdraw all Intellipath II Digital Centrex Services, including all associated features, from this Product Guide. Customers under contract for these services, will remain subject to the existing terms and conditions until the end of the contract term.] (N)]

EXCHANGE SERVICES

(C)

N. DISTINCTIVE RING

(Distinctive Ring is no longer available to residential customers. Existing residential customers may retain the service at existing locations.)

1. General

Distinctive Ring will enable a subscriber to have up to two additional (dependent) telephone numbers associated with a single individual residence or business access line (only one conversation can take place at any one time). The telephone number assigned to the access line is referred to as the main number. A different ringing pattern will be provided for each dependent telephone number to facilitate the customer's identification of incoming calls. For customers also subscribing to Call Waiting Service, a corresponding but not identical Call Waiting tone for each additional dependent telephone number will be provided.

In addition, subscribers to Call Forwarding Service must choose between two options, when establishing Distinctive Ring. See Terms and Conditions Paragraph N.2.f. following.

One standard alphabetical listing (Alphabetical Directory) for each dependent number, will be provided for both residential and business subscribers to Distinctive Ring. See Terms and Conditions Paragraph N.2.d. following.

2. Terms and Conditions

- a. Distinctive Ring is available to individual residence and business line customers, and is subject to the availability of facilities. Only one conversation can take place at any one time.
- b. Distinctive Ring is not compatible with Centrex, Private Branch Exchange (PBX) and with lines terminating in customer premises switching equipment. Also, it is not available to subscribers of INTELLIDIALsm service, lines equipped with hunting arrangements and foreign exchange service.
- c. Distinctive Ring may not be compatible with certain customer provided telephone equipment. Verizon New York Inc. is not responsible for such equipment.
- d. Distinctive Ring subscribers will be entitled to only standard alphabetical listings (Alphabetical Directory) for each dependent number provided hereunder, subject to the Terms and Conditions specified in PSC NY. 15, Section 5. Other listings may also be provided under the terms, conditions and charges described in Section 7 of this Product Guide, Part B.

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EXCHANGE SERVICES

(C)

N. DISTINCTIVE RING (Continued)

(Effective June 16, 2012, Distinctive Ring is no longer available to residential customers. Existing residential customers as of June 16, 2012, may retain the service at existing locations.)

2. Terms and Conditions (Cont'd)

- e. The assignment of telephone numbers is subject to terms and conditions specified in Part A, Section 1 of this Product Guide. Customers who request Gold Number service for main and/or dependent numbers, will be subject to the rates, terms and conditions, and charges applicable to Gold Number Service as specified in Part A, Section 2 of this Product Guide.

- f. When establishing Distinctive Ring, Call Forwarding subscribers must choose one of the following options:

OPTION I - All telephone numbers (the main and dependent) associated with the one access line will be forwarded to a single number when Call Forwarding service is activated.

or

OPTION II - The main number only will be forwarded when Call Forwarding service is activated. The additional dependent telephone number(s) will continue to ring without being forwarded.

- g. Any suspension or termination of the service connected with the main telephone number will also affect the dependent number(s) as specified in Part B, Section 1 of this Product Guide.
- h. The subscriber to the main telephone number will be responsible for all charges incurred in connection with the dependent numbers including collect and third-party calls.
- i. Appropriate Service Connection Charges as specified in Part B, Section 18 of this Product Guide, will apply for the establishment and subsequent changes to Distinctive Ring.

3. Rates and Charges

For Rates and Charges, see Part B, Section 18 of this Product Guide.

EXCHANGE SERVICES

(C)

O. PHONESMART® SERVICES

1. General

PHONESMART® Services are a set of call management features which utilize the network's ability to forward a calling number between the originating and terminating central offices and depend on the availability of Common Channeling Signaling (CCS7). The PHONESMART Services are as follows:

a. *69*

Allows a customer to obtain information about the last incoming call when the service is activated by dialing *69. Upon dialing *69, the telephone number associated with the last incoming call is announced if it is available from the network and the calling party has not blocked the calling information. Depending on the serving central office, the date and time of the call may also be announced. The announced telephone number does not always identify the calling party and, in some cases, cannot be used to return the call automatically or by manual dial back.

If possible, the service may also allow a customer to return the call automatically by dialing "1". *69 cannot return all calls for which it can announce a number. When a telephone number is announced, the customer is instructed to dial "1" to return the call automatically. If the customer dials "1" and the line associated with the called number is busy, the call is queued for up to 30 minutes or until both lines are idle. When both lines are idle, the customer is given an indication with a distinctive ringing pattern that the network will attempt to set up the call. Once the customer answers the distinctive ring, the network attempts to set up the call.

* *69, on a monthly subscription basis, is no longer available to residential customers. Existing residential customers may retain the feature at existing locations.

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EXCHANGE SERVICES

(C)

O. PHONESMART® SERVICES (Continued)

1. General (Continued)

b. Busy Redial*

Automatically redials the telephone number of the most recent outgoing call. This is accomplished by the customer dialing a special code. If the redialed telephone number is busy, the call will be attempted for a maximum of 30 minutes. Should the line become idle during this process and the Busy Redial customer's line is available to complete the call, then a distinctive ringing signal will alert the Busy Redial customer that the call can be completed. The following types of calls cannot be automatically redialed:

- Calls to 800 Service numbers
- Calls to 900 Service numbers
- Calls preceded by an interexchange carrier access code
- International Direct Distance Dialed Calls
- Calls to Directory Assistance
- Calls to 911

c. Caller ID - Number Only ** , #

Provides the telephone number from which the call originates (typically by the second ring) for non-blocked telephone numbers, including those associated with non-published and non-listed service. The calling number is displayed on customer-provided premises equipment attached to the customer's telephone line, subject to technical and other limitations including the availability of the number for forwarding. Customers subscribing to Caller ID - Number Only will also be provided with the Anonymous Call Rejection feature. The Anonymous Call Rejection feature will be provided in the inactive state and will have no effect on the customer's telephone service until the customer activates it through the use of a dialing code.

* Busy Redial, on a monthly subscription basis, is no longer available to residential customers. Existing residential customers may retain the feature at existing locations.

** Caller ID - Number Only is no longer available to residential customers. Existing residential customers may retain the feature at existing locations.

Effective August 21, 2016, Caller ID – Number Only is no longer available to business customers. Existing business customers as of August 21, 2016, may retain this feature at existing locations. Additions, rearrangements and moves are not permitted.

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EXCHANGE SERVICES

(C)

O. PHONESMART SERVICES (Continued)

1. General (Continued)

d. Call Trace

Allows a customer to initiate a trace of the most recent incoming call by dialing a special code immediately after terminating the call. The Company's central office equipment records and stores the incoming call message detail (date and time of the call and telephone number) provided that the call was completed over suitably equipped facilities and the customer has not made or received another call after the call to be traced was terminated. The results of the trace are not provided to the customer directly, but are automatically reported to Verizon New York Inc.'s Annoyance Call Bureau where it can be obtained by an appropriate law enforcement agency when the customer files a complaint. The Company is not liable for damages if a trace attempt is not successful (additional limitations of liability provisions are contained in Part A, Section 1 of the Product Guide).

e. Anonymous Call Rejection

Allows a customer to redirect incoming calls for which calling name and number display has been suppressed through the use of Per-Call Blocking or All-Call Blocking, to an announcement indicating that the customer is not presently accepting such calls. The customer may activate and deactivate the feature without charge by dialing a code. (Initially, the feature will be in the deactivated state, and will thus have to be activated by the customer.)

Upon receiving an Anonymous Call Rejection announcement, the caller can, if he or she chooses, reverse the blocking status of his or her line and redial the call. The calling party may also choose not to redial the call.

EXCHANGE SERVICES

(C)

O. PHONESMART SERVICES (Continued)

1. General (Continued)

f. Caller ID

Provides the name and number associated with the line from which an incoming call originates (typically by the second ring), including names and numbers associated with non-published and non-listed service. The name and the calling number are displayed on customer-provided equipment, subject to limitations such as those described below. The name and telephone number of the caller may not be displayed for every incoming call. "Out of Area," "Unavailable," the calling party's state name, or a similar message may appear for certain calls, including (i) calls made through certain networks, (ii) operator-assisted calls, calls from toll-free numbers, calling card calls, and international calls, (iii) when phone numbers or caller name information is not made available to Verizon, (iv) for certain telephone numbers for which Verizon does not purchase Caller ID information, and (v) for other technical reasons. In addition, "Private," "Anonymous" or a similar message may appear when the caller has blocked caller identification information. Customers subscribing to Caller ID will also be provided automatically with the Anonymous Call Rejection feature as described in Paragraph O.1.e, above.

g. Call Waiting ID #

This service is an augmented form of Caller ID - Number Only, designed for use by Call Waiting subscribers, that also allows a customer on an existing call to receive Caller ID - Number Only information for a new incoming call. Customers subscribing to Call Waiting ID will also be provided with the Anonymous Call Rejection feature, as described in Paragraph O.1.e, above.

The calling number is displayed on customer provided premise equipment attached to the customer's telephone line, subject to technical and other limitations including the availability of the number for forwarding. Subscription to Call Waiting, as described in Part B, Section 2.C.2.d of this Product Guide, is required in order for the customer to take full advantage of this service.

Effective July 19, 2014, to be implemented prior to October 31, 2014, Call Waiting ID for residential customers is withdrawn from this Product Guide, and Verizon will no longer provide this feature to residential customers as of that date.

EXCHANGE SERVICES

(C)

O. PHONESMART SERVICES (Continued)

1. General (Continued)

h. Call Waiting ID With Name

This feature provides the same functionality as described for Call Waiting ID in Paragraph O.1.(g) preceding, plus the display of the name associated in the Company's records with the line from which the call originates, including names associated with non-published and non-listed service. The calling name and number are displayed on customer provided premises equipment attached to the customer's line. Customers subscribing to Call Waiting ID With Name will also be provided automatically with the Anonymous Call Rejection feature as described in Paragraph O.1.e, preceding.

i. Call Waiting ID Deluxe - Number Only*

This service is an augmented form of Caller ID - Number Only, which also allows a customer who is off-hook on an existing call to receive Caller ID - Number Only information for a new, incoming call, and to handle the new call either: (a) by forwarding to Home Voice Mail or Call Answering, or (b) by including in conferencing, or (c) by routing to a message announcement, or (d) by Drop First/Drop Last Caller option. The customer must subscribe separately to Call Waiting, to take full advantage of this service. Home Voice Mail or Call Answering is optional, depending on the functionality that is desired. The customer is required to purchase CPE that is capable of displaying Call Waiting ID information, in addition to facilitating disposition options. Customers subscribing to Call Waiting ID Deluxe - Number Only will also be provided automatically with the Anonymous Call Rejection feature as described in Paragraph O.1.e, preceding.

j. Call Waiting ID Deluxe*, #

This service is an augmented form of Caller ID, designed for customers who also subscribe to Call Waiting. The service allows a customer who is off-hook on an existing call to receive Caller ID (name and number) information for a new, incoming call, and to handle the new call either: (a) by forwarding to Home Voice Mail or Call Answering, or (b) by including in conferencing, or (c) by routing to a message announcement, or (d) by Drop First/Drop Last Caller option. The customer must subscribe separately to Call Waiting, to take full advantage of this service. Home Voice Mail or Call Answering is optional, depending on the functionality that is desired. The customer is required to purchase CPE that is capable of displaying Caller ID information, in addition to facilitating disposition options. Customers subscribing to Call Waiting ID Deluxe will also be provided automatically with the Anonymous Call Rejection feature as described in Paragraph O.1.e, preceding.

* Effective July 19, 2014, to be implemented prior to October 31, 2014, Call Waiting ID Deluxe and Call Waiting ID Deluxe – Number Only for residential customers are withdrawn from this Product Guide, and Verizon will no longer provide these features to residential customers as of that date.

Effective August 21, 2016, Call Waiting ID Deluxe is no longer available to business customers. Existing business customers as of August 21, 2016, may retain this feature at existing locations. Additions, rearrangements and moves are not permitted.

EXCHANGE SERVICES

O. PHONESMART SERVICES (Continued)

1. General (Continued)

- k. Call Intercept - Effective August 9, 2023, Call Intercept is withdrawn from this Product Guide, and Verizon will no longer provide this feature as of that date.

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EXCHANGE SERVICES

O. PHONESMART SERVICES (Cont'd)

1. General (Continued)

- I. Call Intercept - Effective August 9, 2023, Call Intercept is withdrawn from this Product Guide, and Verizon will no longer provide this feature as of that date.

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EXCHANGE SERVICES

(C)

O. PHONESMART SERVICES (Continued)

2. Terms and Conditions (Continued)

- e. Customer Premises Equipment (CPE) suitable for display of the calling number in conjunction with Caller ID - Number Only may not be capable of displaying name and number information in conjunction with Caller ID. Moreover, display CPE for Caller ID - Number Only and Caller ID may not be suitable for use with Call Waiting, Call Waiting ID With Name, Call Waiting ID Deluxe - Number Only, or Call Waiting ID Deluxe. A customer purchasing such equipment should check with the vendor to assure that it will operate in conjunction with the particular Company service(s) that the customer desires.

PHONESMART Services will be offered on a subscription basis only, except as follows:

- (1) Subject to the Service Limitations following, Per-Call Blocking will be available, without prior request, to all customers in areas where Caller ID - Number Only or Caller ID are deployed. Subject to the Service Limitations following, All-Call Blocking will be available upon customer request to all customers in areas where Caller ID - Number Only or Caller ID are deployed.
- (2) Call Trace will be billed only when the attempt to trace and record the calling telephone number is successful. The results of a successful trace will only be provided to legally constituted authorities with proper authorization.
- (3) *69 and Busy Redial are available to customers either on a subscription basis or on an alternative per activation basis. Per activation customers are charged upon announcement of the telephone number associated with the last incoming call. The charge applies regardless of whether the customer attempts to return the call by dialing "1" and regardless of whether the announced number identifies the calling party or can be used to return the call automatically or by manual dial back. Per-activation use of *69 and Busy Redial may be blocked at the customer's request. A rate for such blocking will apply for Business customers.
- (4) Anonymous Call Rejection is provided automatically to customers subscribing to Caller ID - Number Only, Caller ID, Call Waiting ID, Call Waiting ID With Name, Call Waiting ID Deluxe - Number Only, and Call Waiting ID Deluxe. The Anonymous Call Rejection feature will be provided in the inactive state and will have no effect on the customer's telephone service until the customer activates it through the use of a dialing code. This feature is also available on a subscription basis at the monthly rates specified in Section 18 of this Product Guide, Part B for customers who do not subscribe to one of the above features.

EXCHANGE SERVICES

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O. PHONESMART SERVICES (Continued)

2. Terms and Conditions (Continued)

e. (Continued)

(5) Upon customer request, any or all of, *69, Busy Redial or Anonymous Call Rejection will be removed from the customer's telephone line without charge.

f. The Company reserves the right to waive any or all of the recurring charges, nonrecurring charges for business customers, or both, associated with PHONESMART Services in order to promote the sale of the services. Each waiver period offered by the Company will not extend beyond 90 days. If, at the expiration of the waiver period the customer elects to retain any or all of the services, then applicable recurring rates will be charged from the date the service was permanently established.

3. Service Limitations

a. Caller ID - Number Only, Caller ID, Call Waiting ID, Call Waiting ID With Name, Call Waiting ID Deluxe - Number Only, Call Waiting ID Deluxe

The name and telephone number of the caller may not be displayed for every incoming call. "Out of Area," "Unavailable," the calling party's state name, or a similar message may appear for certain calls, including (i) calls made through certain networks, (ii) operator-assisted calls, calls from toll-free numbers, calling card calls, and international calls, (iii) when phone number or caller name information is not made available to Verizon, (iv) for certain telephone numbers for which Verizon does not purchase Caller ID information, and (v) for other technical reasons. In addition, "Private," "Anonymous" or a similar message may appear when the caller has blocked caller identification information. See Paragraph 3.g. below for certain limitations concerning the effect of blocking options on the display of name information.

b. Anonymous Call Rejection feature is not compatible with telephone numbers that are included in hunt groups.

c. *69

If a calling party chooses to prevent the transmission of the calling number through the use of Per-Call Blocking or All-Call Blocking, the called party will not be able to identify or return the call by activating the *69 feature.

d. Call Waiting ID, Call Waiting ID With Name, Call Waiting ID Deluxe - Number Only, Call Waiting ID Deluxe.

The service limitations for Call Waiting, as described in Paragraph C preceding also apply to these services.

EXCHANGE SERVICES

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O. PHONESMART SERVICES (Continued)

3. Service Limitations (Continued)

e. Caller ID, Call Waiting ID With Name, and Call Waiting ID Deluxe

If a customer who subscribes to either Caller ID, Call Waiting ID With Name, or Call Waiting ID Deluxe, dials a party, receives a busy signal, and subsequently completes the call using Busy Redial, then the called party's name may be displayed on the customer's display set unless the called party subscribes to All-Call Blocking.

4. Limitations of Liability

The Company will not be liable for any economic harm, personal injury, invasion of any right of privacy of any person, or any other harm, loss or injury, caused or claimed to be caused, directly or indirectly, by the Company's delivery or failure to deliver the number or name associated with a call. Additional limitations of liability provisions are contained in Part A, Section 1 of this Product Guide.

5. Feature Interaction

Subscribers to call forwarding features should be aware of the blocking status of the telephone numbers that will be used during the activation of the call forwarding feature.

6. Rates and Charges

For Rates and Charges, see Part B, Section 18 of this Product Guide.

EXCHANGE SERVICES

P. ISDN BASIC SERVICE

NOTE 1. ISDN Basic Service is not provided to new residence and individual message rate business subscribers. Existing subscribers may continue to subscribe to this service, however, additions, changes and/or moves are not permitted. In the wire centers listed in Part H of this Product Guide, this service is only available to existing customers as outlined in Part H.

NOTE 2. As of February 1, 2016, ISDN Basic with Digital Centrex Service is no longer available to new subscribers. Existing subscribers may continue to make moves, additions and changes at existing locations only, but cannot establish service at new locations. In the wire centers listed in Part H of this Product Guide, this service is only available to existing customers as outlined in Part H.

Note 3. Effective February 13, 2026, ISDN Basic with Digital Centrex 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. For wire centers specific service withdrawal information, please refer to Part H, of this Product Guide.

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1. General

ISDN BASIC SERVICE is available from suitably equipped digital central offices. This service is offered as a supplement to all Digital Centrex Services, Individual Message Rate Business (IMB) Service, Individual Message Rate Residence (IMR) Service and Individual Flat Rate (IFR) Residence Service. ISDN service allows for the integration of voice and non-voice (data) on a single telephone access line.

ISDN service consists of a digital line which provides digital termination capabilities to the customer's premises and allows for the simultaneous transmission of voice and data traffic. Basic service capabilities, optional features, optional feature packages and optional local data usage packages are available.

The voice usage charges generated by using ISDN service will be identified and charged in accordance with the associated class of service with ISDN service is used. Usage charges for packet switched data are applied to all billable data calls based on the existing Infopath rates as outlined in Part B, Section 18 of this Product Guide. Data usage is always measured and charged for except within a digital Centrex system which is neither measured nor charged for.

EXCHANGE SERVICES

P. ISDN BASIC SERVICE (Continued)

(ISDN Basic Service is no longer available to certain subscribers. See Notes on Page 55 of this Section 2.P.)

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2. Service Description

- a. Digital Service Line - Provides the digital Central Office termination that has the potential to support digital transmission of voice and data to the customer's premises. This service element is required for subscribers to any of the other ISDN basic service capabilities, optional features, optional feature packages or optional local data usage packages.
- b. Basic Service Capabilities - Are basic voice and data capabilities which can be combined on a single access line. Basic Service Capabilities are assigned to one or more terminals on an access line. The access line provides a combination of two B channels and one D channel. Each B Channel is capable of transmitting up to 64 kbps for Circuit Switched Voice, Circuit Switched Data or High Speed Packet Switched Data. The D Channel is a 16 kbps channel and is used for signaling as well as transmission of packet switched data at speeds up to 9.6 kbps*.

The following services are available:

- (1) Circuit Switched Voice - 64 kbps circuit mode used for voice information calls.
- (2) Circuit Switched Data - 64 kbps circuit mode used for data information calls.
- (3) Alternate Circuit Switched Voice/Circuit Switched Data - Circuit switched voice and circuit switched data used alternately for voice information or data information calls.
- (4) Low Speed Packet* Switched Data (LSPSD) - X.25 virtual call and permanent virtual circuit bearer service capability on the D Channel at speeds up to 9.6 kbps.
- (5) High Speed Packet Switched Data (HSPSD) - X.25 virtual call and permanent virtual circuit bearer service capability on the B channel at speeds up to 64 kbps.
- c. Virtual Serving Arrangement - ISDN Basic Service Virtual Serving Arrangement is a special two point digital transmission path between a customer serving wire center and a wire center that is suitably equipped to provide ISDN Basic Service. This serving arrangement will enable a customer to subscribe to ISDN Basic Service when a customer's serving wire center is not equipped to provide ISDN Basic Service.

* Low Speed Packet Switched Data (9.6 kbps) and Low Speed Packet Switching Service features are not provided to new subscribers. Existing customers may continue to subscribe to this service. Additions, changes and/or moves are not permitted.

EXCHANGE SERVICES

P. ISDN BASIC SERVICE (Continued)

(ISDN Basic Service is no longer available to certain subscribers. See Notes on Page 55 of this Section.)

(T)

2. Service Description (Continued)

d. Optional Features – The following features are available with ISDN Basic Service.

(1) Digital Electronic Telephone Service (DETS)* – is comprised of several features which provide customers with the functionality of a key system, from the central office, thereby eliminating the need for controlling equipment and complex wiring on the customer premises. ISDN terminals must be obtained independently by subscribers. The features included are:

(a) Configuration Groups - Allow a number of ISDN terminals to have identical assignment of button functions on the ISDN terminals. Some predefined standard configuration groups are provided with DETS. The customer has the option of ordering non-standard configuration groups at an additional charge as specified in the rates and charges section following.

(b) Feature Access - Provides use of optional features via button/key assignments or feature access codes.

(c) Multiple Directory Numbers - Allow for more than one directory number to be assigned to call appearances on a single ISDN terminal for the exclusive use of that ISDN terminal. One directory number will be specified as the primary directory number.

(d) Terminal Management - Allows certain functions associated with call appearances to be performed automatically as specified by the customer. A call appearance is the designated button or equivalent on the ISDN terminal where DETS provides for the termination of directory numbers. The options are:

- Idle Call Appearance Preference - The switch determines which call appearance, previously indicated by the customer, is to be employed when the user goes off-hook without first manually selecting an appearance.
- Ringing Call Appearance Preference - If more than one call is alerting (ringing), the switch selects the first call if a specific call appearance is not manually selected.
- Automatic Hold/Drop Preference - The switch will automatically determine, according to the customer's previously indicated preference, how to treat a call in progress on a call appearance when the user shifts to another appearance without manually placing the call on hold.

* 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. For wire centers specific service withdrawal information, please refer to Part H, of this Product Guide.

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EXCHANGE SERVICES

P. ISDN BASIC SERVICE (Continued)

(ISDN Basic Service is no longer available to certain subscribers. See Notes on Page 55 of this Section.)

(T)

2. Service Descriptions (Continued)

d. Optional Features (Continued)

(1) Digital Electronic Telephone Service (DETS)* (Continued)

(d) Terminal Management (Continued)

- Call Appearance Selection for Conference/Transfer - The switch automatically selects an idle call appearance after the user has pressed the conference or transfer button.
 - Button Management - The switch follows the customer's definition of which ISDN terminal buttons are used for call appearances and which buttons are used for features.
- (e) ISDN Group - Allows up to 32 terminals to share a group of directory numbers. A terminal may be part of multiple ISDN Groups.
- (f) ISDN Group Coverage for Analog Lines - Allows a directory number of an analog station set to be a shared call appearance in an ISDN Group. Suitable Terminal equipment is required.
- (g) Expanded ISDN Group Coverage - Includes delayed and abbreviated ringing and manual exclusion restricting retrieval of held calls.
- Delayed Ringing - Customer selects the number of seconds to elapse before ringing is provided on an incoming call. A visual signal is activated to alert the user.
 - Abbreviated Ringing - Ringing is provided on incoming calls for a customer specified interval only.
 - Automatic or Manual Exclusion - Prevents other terminal users in an ISDN group from retrieving a held call and from bridging onto a call in progress.

* 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. For wire centers specific service withdrawal information, please refer to Part H, of this Product Guide.

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EXCHANGE SERVICES

P. ISDN BASIC SERVICE (Continued)

(ISDN Basic Service is no longer available to certain subscribers. See Notes on Page 55 of this Section.)

(T)

2. Service Descriptions (Continued)

d. Optional Features (Continued)

(1) Digital Electronic Telephone Service (DETS)* (Continued)

(d) Terminal Management (Continued)

- Call Appearance Selection for Conference/Transfer - The switch automatically selects an idle call appearance after the user has pressed the conference or transfer button.
- Button Management - The switch follows the customer's definition of which ISDN terminal buttons are used for call appearances and which buttons are used for features.
- (e) ISDN Group - Allows up to 32 terminals to share a group of directory numbers. A terminal may be part of multiple ISDN Groups.
- (f) ISDN Group Coverage for Analog Lines - Allows a directory number of an analog station set to be a shared call appearance in an ISDN Group. Suitable Terminal equipment is required.
- (g) Expanded ISDN Group Coverage - Includes delayed and abbreviated ringing and manual exclusion restricting retrieval of held calls.
 - Delayed Ringing - Customer selects the number of seconds to elapse before ringing is provided on an incoming call. A visual signal is activated to alert the user.
 - Abbreviated Ringing - Ringing is provided on incoming calls for a customer specified interval only.
 - Automatic or Manual Exclusion - Prevents other terminal users in an ISDN group from retrieving a held call and from bridging onto a call in progress.

* 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. For wire centers specific service withdrawal information, please refer to Part H, of this Product Guide.

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EXCHANGE SERVICES

P. ISDN BASIC SERVICE (Continued)

(ISDN Basic Service is no longer available to certain subscribers. See Notes on Page 55 of this Section.)

(T)

2. Service Descriptions (Continued)

d. Optional Features (Continued)

(1) Digital Electronic Telephone Service (DETS)* (Continued)

(h) Shared Call Appearances - Allows an ISDN group to be established where members of the group may share directory numbers of other terminals in the group.

- Hold with Shared Call Appearances - Allows an ISDN terminal to place a call appearance on hold permitting the retrieval of the held call by any member of the ISDN group that has that call appearance.
- Bridging with Shared Call Appearances - This feature allows third party initiated bridging onto a call that is in progress as long as the terminal has an appearance of the directory number, unless manually restricted.
- Multiple Call Appearances - Allows the assignment of a directory number to more than one call appearance button on a telephone terminal. This allows a customer to handle more than one call on a single directory number. If multiple call appearances of shared directory numbers are required, the shared directory number must be the primary number on a terminal with multiple call appearances of that number.

(i) Call Appearance Call Handling - Allows directory numbers to be both shared call appearances and multiple call appearances.

(j) ISDN Flexible Calling - Allows the customer to transfer, hold, conference and drop calls through button activation.

- Drop - Allows the user to drop the last party added to a conference call.
- Transfer - Allows the user to transfer a call to another terminal.
- ISDN Hold - Allows the user to place a call on hold or retrieve a previously held call on hold by pressing the function button.
- Conference - Allows the user to include a third party in the call.

* 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. For wire centers specific service withdrawal information, please refer to Part H, of this Product Guide.

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EXCHANGE SERVICES

P. ISDN BASIC SERVICE (Continued)

(ISDN Basic Service is no longer available to certain subscribers. See Notes on Page 55 of this Section-)

(T)

2. Service Descriptions (Continued)

d. Optional Features (Continued)

(1) Digital Electronic Telephone Service (DETS)* (Continued)

The following optional features are available to DETS users:

- Intercom - Allows a caller to directly terminate on a pre-designated terminal by pressing the intercom key on the ISDN terminal.
- Group Intercom - Provides for abbreviated dialing to members of a pre-designated group. There are three types of intercom: automatic, single digit and double digit.
- Six Way Conference - Allows the user to include up to six parties a call.

- (2) Display Service - Provides call related data to ISDN terminals which are equipped with a display screen or which can otherwise utilize this information. This information is provided where facilities are available, including Common Channel Signaling 7 (CCS7). In addition, the customer and other party involved in the call must either be served from the same central office switch, or served from different central office switches which are linked by facilities that can send call related information between these central office switches. The features included are:

- (a) Individual Calling Line Identification (ICLI) - The ICLI feature provides call related information on calls for ISDN customers.

- Outgoing Called Line Identification (OCLID) - Provides the terminal user with information about the originating call.
- Incoming Calling Line Identification (ICLID) - Provides the called party with information about the terminating call.
- Inspect for ISDN Station Sets - Enables the ISDN terminal user to display call related information about calls placed on hold.

* 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. For wire centers specific service withdrawal information, please refer to Part H, of this Product Guide.

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EXCHANGE SERVICES

P. ISDN BASIC SERVICE (Cont'd)

(ISDN Basic Service is no longer available to certain subscribers. See Notes on Page 55 of this Section 2.P.)

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2. Service Descriptions (Cont'd)

d. Optional Features (Cont'd)

- (3) Packet Switching Service - Provides synchronous and asynchronous transport of user data, usually relatively short bursts of data. The data is separated into discrete segments called packets for transmission. All packets are interleaved (statistically multiplexed) as they are transmitted. Routing and control information (packet header) is automatically inserted at the beginning of each packet, and error detection information (packet trailer) is automatically inserted at the end of each packet. Complete with this information, the entire packet is routed to its intended destination over a path that is established at call set up.

With either HSPSD or LSPSD, a logical connection (channel) is established between the calling and called line. This logical connection is called a virtual circuit. This differs from a circuit switched connection in that no physical path or circuit is permanently established between the two lines.

The following features are available with High or Low Speed Packet* Switched Service capabilities:

- (a) Permanent Virtual Circuits - Allows the customer to establish a logical channel between two digital service lines equipped for packet service.
- (b) Additional Virtual Circuits - Those circuits that the customer subscribes to that are in addition to the initial virtual circuit (logical channel) provided with the HSPSD or LSPSD basic service capability on one digital subscriber line. Additional virtual circuits are provisioned as switched virtual circuits unless the customer specifies that they are to be permanent virtual circuits, in which case the rates for permanent virtual circuits would apply.
- (c) Closed User Group - Provides the customer with the capability to form closed sub-networks within the customers' group of ISDN terminals and thus control user access.
- (d) Flow Control Parameter Negotiation - Permits negotiations on a per call basis of the flow control parameters (window size and packet size).

* Low Speed Packet Switched Data (9.6 kbps) and Low Speed Packet Switching Service features are not provided to new subscribers. Existing customers may continue to subscribe to this service. Additions, changes and/or moves are not permitted.

EXCHANGE SERVICES

P. ISDN BASIC SERVICE (Continued)

(ISDN Basic Service is no longer available to certain subscribers. See Notes on Page 55 of this Section 2.P.)

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2. Service Descriptions (Continued)

d. Optional Features (Continued)

(3) Packet Switching Service (Continued)

The following features are included with Packet Switching Service:

- (a) Calls Barred - Incoming/Outgoing - Prevents the ISDN terminal from receiving or originating data calls on a per virtual circuit basis.
 - (b) Fast Select, Fast Select Acceptance - Allows the user to send up to 128 bytes of user data in the call request packet.
 - (c) Single and Multiple Address Hunt Group - Provides a multiline hunt group capability for packet switching which hunts through virtual circuits on a line similar to the analog hunt feature.
 - (d) Reverse Charge Request - Permits a user on a per call basis, to request the Packet Switch to assign billing charges to the called terminal rather than the calling data terminal.
 - (e) Reverse Charge Acceptance - Authorizes incoming packet calls for which billing is reversed and charged to the called line.
 - (f) Throughput Class Negotiation - Allows negotiation on a per call basis of the throughput class (speed or baud rate) for each direction of data transfer associated with a virtual call.
- (4) Modem Pool (Customer Premises) - This capability provides for the setup and clearing of data calls between an ISDN Basic Service customer and a local exchange line utilizing a modem for data transmission. The data connection is established by routing the call through a digital service line of the modem pool (modem and terminal adapter [TA] provided by the customer) to perform the necessary analog-to-digital or digital-to-analog conversion.

Two lines are required for each modem in a modem pool: an ISDN Basic Service line and an analog line.

EXCHANGE SERVICES

P. ISDN BASIC SERVICE (Continued)

(ISDN Basic Service is no longer available to certain subscribers. See Notes on Page 55 of this Section 2.P.)

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2. Service Descriptions (Continued)

d. Optional Features (Continued)

(4) Modem Pool (Continued)

Each ISDN Basic Service line equipped for modem pooling will include the following features:

- (a) Closed User Group - Provides the customer with the capability to form closed sub-networks within the modem pool, and thus control access to the modem pool.
- (b) Packet Switched Multiline Hunt Group – Provides ISDN Basic Service users with hunting into the modem pool.

The following option is available to modem pool customers:

- Terminating Access Directory Telephone Number - A directory number which may be used by ISDN subscribers who wish to receive data calls from non-ISDN subscribers via modem pooling. This number can be used only for terminating data calls to a particular ISDN Basic Service line via the modem pool.
- (5) Circuit Switched Services (Voice and Data) - The following features provide additional functionality to an ISDN line:
- (a) Secondary Only Directory Number - Can be used either 1) for a telephone number associated with an ISDN terminal that is used in addition to the primary directory number, or 2) for an additional directory number on a basic service capability that is used in addition to the primary directory number
 - (b) Multiline Hunt Groups - Allows a customer to establish hunt groups for voice and data calls. It also allows the customer to stop hunting and/or make busy selected lines in the hunt group. Hunting sequence and hunt group membership will be dependent on individual directory numbers, either voice or data. ISDN and non ISDN lines will be allowed in the same hunt group.
 - Stop Hunting - Allows a customer to stop the hunting sequence at the specific hunt group member that activates this feature.
 - Make Busy - Allows a customer to make a line busy without effecting the overall sequence.

EXCHANGE SERVICES

P. ISDN BASIC SERVICE (Continued)

(ISDN Basic Service is no longer available to certain subscribers. See Notes on Page 55 of this Section 2.P.)

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2. Service Descriptions (Continued)

d. Optional Features (Continued)

(5) Circuit Switched Services(Voice and Data) (Continued)

- (c) Call Forwarding - Allows calls to be sent to another telephone number based on certain conditions. It is applicable to Circuit Switched Voice and Circuit Switched Data Calls.
 - Variable - Allows an ISDN line to forward calls to a user defined telephone number. The destination is changeable by the user.
 - Don't Answer* - Allows an incoming call to an ISDN line to be automatically forwarded a predetermined telephone number when the ISDN line does not answer an incoming call within a prescribed time.
 - Busy* - Allows an incoming call to an ISDN line to be automatically forwarded to a predetermined telephone number when the station is busy.
- (d) Additional Call Offering - Provides the ISDN line with notification of additional voice and data calls when the user's interface is busy.
- (e) Associated Groups - Terminals on an ISDN line may be restricted to less than the total B channel capacity available.

e. Optional Feature Packages

The following optional feature packages are available with IMR or IMB (non-Centrex) ISDN Basic Service:

(1) Internet Access Feature Package

- Incoming Calling Line Identification
- Additional Call Offering

(2) Home Office Feature Package

- Incoming Calling Line Identification
- Additional Call Offering
- ISDN Flexible Calling
- Call Forwarding

* Effective May 17, 2014, to be implemented prior to October 31, 2014, these features for residential customers are withdrawn from this Product Guide, and Verizon will no longer provide these features to residential customers as of that date.

EXCHANGE SERVICES

P. ISDN BASIC SERVICE (Continued)

(ISDN Basic Service is no longer available to certain subscribers. See Notes on Page 55 of this Section 2.P.)

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2. Service Descriptions (Continued)

e. Optional Feature Packages (Continued)

(3) Deluxe Feature Package*

- Incoming Calling Line Identification
- Additional Call Offering
- ISDN Flexible Calling
- Call Forwarding
- Digital Electronic Telephone Service

f. Optional Local Data Usage Packages

The following optional data usage packages apply to local calls and are available only with IMR or IMB (non-Centrex) ISDN Basic Service:

- (a) 20 Hour Package
- (b) 60 Hour Package
- (c) 140 Hour Package

Local Usage is defined as Home Region Calling (New York Metropolitan LATA) and Bands A, B, C and D (non-New York Metropolitan LATA).

3. Terms and Conditions

- a. This service is offered as a supplement to all Digital Centrex Services, Individual Message Business and Individual Message Residence Service and Individual Flat Rate Residence Service.
- b. This service is furnished subject to the availability of facilities and is provided from a customer's normal serving wire center, on a Virtual Serving Arrangement or on a foreign served basis.
- c. Temporary suspension of ISDN service by a customer is not permitted.
- d. Only one analog line is allowed per ISDN group.
- e. NI-1 compatible equipment and NI-1 non-compatible equipment cannot be used on the same access line or share directory numbers.

* Effective May 17, 2014, to be implemented prior to October 31, 2014, the Deluxe Feature Package for residential customers is withdrawn from this Product Guide, and Verizon will no longer provide this Package to residential customers as of that date.

EXCHANGE SERVICES

P. ISDN BASIC SERVICE (Continued)

(ISDN Basic Service is no longer available to certain subscribers. See Notes on Page 55 of this Section 2.P.)

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3. Terms and Conditions (Continued)

- f. Each ISDN line must include a digital service line (DSL) and at least one basic service capability.
- g. Once a call has been established on an Alternate Voice/Circuit Switched Data capability, the call type (voice or data) cannot be changed without disconnecting and establishing a new call. For simultaneous voice and circuit switched data capability the Circuit Switched Voice and Circuit Switched Data Capabilities must be ordered separately, or Alternate Voice/Circuit Switched Data must be assigned to two directory numbers.
- h. When using modem pooling, the data speed is limited to 9.6 kbps using the Low Speed Packet Switched Data capability.
- i. The minimum service period for ISDN service is one month.
- j. The voice usage charges generated by using ISDN service will be measured and rated by the associated class of service to which ISDN is a supplement.
- k. A primary directory number will be assigned for each basic service capability on a digital service line. If a customer requires additional directory numbers for other terminals on the same basic service capability, then a Secondary Only Directory Number charge will be applied for each additional directory number.
- l. Usage charges for packet switched data are applied to all billable packet data calls based on the existing Infopath provisions. These charges are outlined in Part B, Section 18 of this Product Guide.
- m. The monthly rate for an Optional Local Data Usage Package is applicable whether or not any calls are made. Eligible local usage that exceeds the selected usage package is billed the associated per minute or fraction thereof overtime usage rate. Usage generated by all terminals on each line at the customer's premises are aggregated for the purpose of local usage package calculations.
- n. The monthly Feature Package rate is applicable even if all the features in a package are not activated by the customer.
- o. The customer must provide customer premises equipment (CPE) that complies with the ISDN requirements of the serving Telephone Company digital central office entity.

EXCHANGE SERVICES

P. ISDN BASIC SERVICE (Continued)

(ISDN Basic Service is no longer available to certain subscribers. See Notes on Page 55 of this Section 2.P.)

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3. Terms and Conditions (Continued)

- p. Charges for permanent virtual circuits are in addition to any associated virtual circuit charges.
- q. Subscribers to Circuit Switched Data, Alternate Voice/Circuit Switched Data and High or Low Speed Packet Switched Data must either be served by the same switch or a switch linked by facilities capable of sending circuit switched and/or packet switched data in order to send or receive data transmissions with another subscriber.
- r. Where features conflict with existing Digital Centrex Services, Custom Calling Services and PHONESMART, for those lines that will have ISDN capabilities the USOCs that should be used are noted in this Product Guide, Part B.
- s. A maximum of eight terminals will be allowed on an ISDN access line.
- t. An ISDN Basic Rate Interface can have a maximum of two B channels. As a result, no more than two assignments each of Circuit Switched Voice or Circuit Switched Data are allowed per access line. Alternate Circuit Switched Voice/Circuit Switched Data will be considered one Circuit Switched Voice assignment and one Circuit Switched Data assignment for provisioning purposes. Up to two monthly and two non-recurring charges for Circuit Switched Voice and Circuit Switched Data will be applicable per access line. Each High Speed Packet Data service subscribed to will eliminate the use of a B channel for any other bearer service. Up to two monthly and two non-recurring charges for High Speed Packet Data will be applicable per access line.
- u. The Company shall not be responsible to the subscriber if changes in the facilities, operations, or procedures utilized in the provision of ISDN Basic Service by the Company cause any equipment provided by the subscriber to become otherwise obsolete or require any modification or alteration of such equipment or system or affect its use or performance.
- v. Access to High Speed Packet Switched Data is available at speeds up to 64 kbps. Guaranteed maximum throughput on a B channel packet connection (5ESS) will be 19.2 kbps.
- w. Directory numbers can be shared on up to 32 terminals. Up to 16 multiple call appearances of a directory number are allowed. Up to 64 call appearances can be assigned per terminal.

EXCHANGE SERVICES

P. ISDN BASIC SERVICE (Continued)

(ISDN Basic Service is no longer available to certain subscribers. See Notes on Page 55 of this Section 2.P.)

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3. Terms and Conditions (Continued)

- x. Individual Flat Rate Residence Service customers subscribing to a second Circuit Switched Voice Capability must also pay the monthly rate for Circuit Switched Voice (Second Flat Rate) in addition to the Circuit Switched Voice - Second monthly rate.

y. Virtual Serving Arrangement and Foreign Exchange

- (1) ISDN Basic Service Virtual Serving Arrangement is furnished from Company-designated ISDN Basic Service equipped wire centers, subject to the availability of suitable features. This arrangement is available only to customers served by a wire center not equipped to provide ISDN Basic Service.
- (2) With ISDN Basic Service Virtual Serving Arrangement, the customer's exchange service will be provided from the predetermined Company-designated ISDN Basic Service equipped wire center.
- (3) ISDN Basic Service Virtual Serving Arrangement will be provisioned only on the standard 2B1Q two-wire U interface.
- (4) ISDN Basic Service Virtual Serving Arrangement customers must pay rates and charges as defined in Part B, Section 18 of this Product Guide. Foreign Exchange rates and charges associated with the customer's underlying class of service are not applicable.
- (5) When a customer's serving wire center becomes equipped for ISDN Basic Service, the customer will be transferred from the Company-designated ISDN Basic Service equipped wire center to the customer's serving wire center without charge. A number change generally will be required on any transfer from a Company-designated ISDN Basic Service equipped wire center to the customer's local central office.

If a customer chooses to remain in the ISDN virtual served central office, then interoffice mileage charges as specified in Section 6 of this Product Guide, Part B will apply in addition to the Virtual Serving Arrangement monthly charge as defined in Part B, Section 18 of this Product Guide. Nonrecurring charges for the digital service line, basic service capabilities, optional features, and optional feature packages will not be applicable when ISDN Basic Service is re-provisioned from a Company-designated ISDN Basic Service equipped wire center to a local serving wire center.

EXCHANGE SERVICES

P. ISDN BASIC SERVICE (Continued)

(ISDN Basic Service is no longer available to certain subscribers. See Notes on Page 55 of this Section 2.P.)

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3. Terms and Conditions (Continued)

y. Virtual Serving Arrangement and Foreign Exchange (Continued)

(6) If a customer chooses to be foreign-served from an office other than the local serving wire center or the Company-designated ISDN Basic Service equipped wire center, then interoffice mileage charges as specified in Section 5 of this Product Guide, Part B will apply in addition to the Virtual Serving Arrangement monthly charge as defined in Part B, Section 18 of this Product Guide.

(7) ISDN Basic Service Virtual Serving Arrangement is not available with Intellipath II services.

z. Waiver of Charges

- a. The Company reserves the right to waive nonrecurring charges in order to promote the sale of ISDN Basic Service. This waiver will extend for a maximum period of 90 days.
- b. The Company reserves the right to waive recurring charges for a minimum of 30 days to a maximum of 90 days from the date of installation of ISDN Basic Service for new subscribers, or for connection of new features to existing ISDN Basic Service, in order to allow time for subscriber acclimation to the service and to assure subscriber satisfaction and retention.
- c. Terms and conditions in effect on these waivers will be listed in an Attachment to this Product Guide, Part B.
- d. Appropriate notification of any waiver will be made to all eligible customers.

EXCHANGE SERVICES

P. ISDN BASIC SERVICE (Continued)

(ISDN Basic Service is no longer available to certain subscribers. See Notes on Page 55 of this Section 2.P.)

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4. Virtual Office ISDN

a. General

Virtual Office ISDN (VOI) is an optional feature package which provides ISDN Basic Service features for the remote access market, for a single monthly rate. This service is offered as a supplement to Digital Centrex Service and Individual Message Rate Business (IMB). The total monthly rate applies whether or not all of the optional features in the package are activated or utilized.

VOI Basic Service features include:

- a. Digital Service Line
- b. Alternate Circuit Switched Voice/ Circuit Switched Data
- c. Circuit Switched Data

VOI Optional Features include:

- a. Digital Electronic Telephone Service (see Terms and Conditions)
- b. ISDN Flexible Calling (drop, transfer, hold and conference)
- c. Display Incoming Call Identification
- d. Call Forwarding Variable
- e. Additional Call Offering.
- f. Call Appearance (three Call Appearances)

VOI also includes unlimited circuit switched data local usage

EXCHANGE SERVICES

P. ISDN BASIC SERVICE (Continued)

(ISDN Basic Service is no longer available to certain subscribers. See Notes on Page 55 of this Section 2.P.)

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4. Virtual Office ISDN (Continued)

b. Terms and Conditions

- (1) VOI is available only where facilities permit.
- (2) VOI is an optional service offering under the ISDN Basic Service Product Guide, Part B. VOI is a supplement to Digital Centrex Service and Individual Message Rate Business (IMB) Service.
- (3) The total monthly applicable rate applies whether or not all Virtual Office ISDN features are activated or utilized.
- (4) Termination Liability

Month-to-Month: The minimum service period for the month-to-month rate is one month.

Contracts: If a customer selecting a 24, 36 or 60 month contract terminates service during the first 12 months of the contract, the customer must pay an early termination charge equal to the difference between the month-to-month rate and the contract rate for each month that VOI was in service. The customer will not pay an early termination charge if service is terminated after 12 months of service. The customer must contact the Company prior to the end of the contract in order to renew the contract. The customer may renew for a 24 month, 36 month or 60 month contract. If the customer does not renew before the end of the contract, the rate will revert to the month-to-month rate.

- (5) Customers may subscribe to a maximum of two packages per premise.
- (6) Customers can select any one of the Digital Electronic Telephone Service (DETS) options from
10 Features/Call Appearances to 60 Features/Call Appearances.
- (7) Toll calls will be billed at the applicable rates.

5. Rates and Charges

For Rates and Charges, see Part B, Section 18 of this Product Guide.

EXCHANGE SERVICES

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- Q. (RESERVED FOR FUTURE USE)
(Effective November 15, 2014, Large Volume Discount Plan has been withdrawn from this Product Guide, and Verizon will no longer provide this service as of that date.)

EXCHANGE SERVICES

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- Q. (RESERVED FOR FUTURE USE)
(Effective November 15, 2014, Large Volume Discount Plan has been withdrawn from this Product Guide, and Verizon will no longer provide this service as of that date.)

EXCHANGE SERVICES

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Q. (RESERVED FOR FUTURE USE)

(Effective November 15, 2014, Large Volume Discount Plan has been withdrawn from this Product Guide, and Verizon will no longer provide this service as of that date.)

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- Q. (RESERVED FOR FUTURE USE)
(Effective November 15, 2014, Large Volume Discount Plan has been withdrawn from this Product Guide, and Verizon will no longer provide this service as of that date.)

EXCHANGE SERVICES

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- Q. (RESERVED FOR FUTURE USE)
(Effective November 15, 2014, Large Volume Discount Plan has been withdrawn from this Product Guide, and Verizon will no longer provide this service as of that date.)

EXCHANGE SERVICES

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R. ULTRAFORWARD^R

1. General

UltraForward^R is a line related feature which is available to individual line residence and business service customers on a per telephone number basis. UltraForward permits customers to activate, deactivate or change the service from a local and/or remote access location.

UltraForward access is gained by dialing a designated 800 Service Access Directory Number from a Dual Tone Multifrequency (DTMF) telephone or its equivalent. After gaining access, the customer interacts with a voice response system which requires a Personal Identification Number (PIN). The PIN will be matched to the feature equipped line to confirm authorization to use UltraForward. The customer will respond to voice prompts until the conclusion of a specified request.

The following standard functions are available with UltraForward through local and remote access:

- Feature Access and Control
- PIN Security
- Status Option

2. Network Features

Ultra Forward is available with Call Forwarding, Call Forwarding Busy, Call Forwarding Don't Answer, or Call Forwarding Busy Line Don't Answer. When Ultra Forward is activated it will take precedence over other forwarding services provisioned on the customer's line. When Ultra Forward is deactivated, any other forwarding services provisioned on the customer's line will be activated.

3. Feature Definitions

- a. PIN Security - designed for the protection and security of both the customer and the Company. It prevents unauthorized access and control of customer features. The PIN is used to confirm that the caller has permission to make changes. The Company will not be liable for unauthorized use of the PINs.
- b. Ultra Forward does not provide a one-ring reminder when incoming calls are forwarded as do some other forms of call forwarding.

^R Registered Service Mark of Verizon Communications Inc.

EXCHANGE SERVICES

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R. ULTRAFORWARD (Continued)

3. Feature Definitions (Continued)

- c. UltraForward will not forward incoming calls to a customer's Distinctive Ring phone number(s).
- d. The Ultra Forward system cannot be used to change the ring count option for Call Forwarding Don't Answer.

4. Terms and Conditions

- a. A customer is one who subscribes to UltraForward and pays the recurring UltraForward rate.
- b. UltraForward will be available to individual line residence and business service customers, excluding PBX.
- c. UltraForward will be offered from digital switches, subject to the availability of facilities.

5. Limitations

UltraForward cannot be accessed during periods of time when the Company's computers are being backed up. During such periods, the customer will receive an announcement that the system is unable to process the request. The Company will not be liable for damages if a customer-initiated change is not processed during such periods.

6. Rates and Charges

For rates and charges, see Part B, Section 18 of this Product Guide.

EXCHANGE SERVICES

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S. (RESERVED FOR FUTURE USE)

(Effective May 17, 2014, to be implemented prior to October 31, 2014, Restrex Service is withdrawn from this Product Guide, and Verizon will no longer provide this service as of that date.)

EXCHANGE SERVICES

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S. (RESERVED FOR FUTURE USE)

(Effective May 17, 2014, to be implemented prior to October 31, 2014, Restrex Service is withdrawn from this Product Guide, and Verizon will no longer provide this service as of that date.)

EXCHANGE SERVICES

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S. (RESERVED FOR FUTURE USE)

(Effective May 17, 2014, to be implemented prior to October 31, 2014, Restrex Service is withdrawn from this Product Guide, and Verizon will no longer provide this service as of that date.)

EXCHANGE SERVICES

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S. (RESERVED FOR FUTURE USE)

(Effective May 17, 2014, to be implemented prior to October 31, 2014, Restrex Service is withdrawn from this Product Guide, and Verizon will no longer provide this service as of that date.)

EXCHANGE SERVICES

T. NAME AND NUMBER DELIVERY SERVICE*

1. General

Name and Number Delivery Service (NND) provides an opportunity for callers who encounter a "ring no answer" condition to record their name and telephone number for future delivery to the called party. Callers accept NND by following a voice prompt and entering a Touch-tone command. Once callers record their name and number, in the allotted time of thirteen seconds, NND will attempt to deliver the name and number recording to the called party by calling the called party every half hour, for eight hours (the hours may span the night "blackout" period and continue the next day) or, until the called party answers, whichever comes first. NND will attempt to deliver the recorded name and number between 7:00 AM and 10:00 PM on weekdays and between 9:00 AM and 10:00 PM on weekends. When the called party answers an NND call, the information recorded will be played through twice to ensure the called party hears the information. The called party may then use a Touch-tone key to repeat the recording. The calling party incurs the cost of NND Service. This service allows customers who may not have answering devices to receive Name and Number Recordings at no charge.

2. Terms and Conditions

a. Name and Number Delivery Service is not available on the following types of calls:

(1) Centrex, INTELLIPATH, Public Telephone Service, PBX, cellular, operator assisted, and interLATA calls.

(2) Special access numbers, including but not limited to: 700 and 900 NPAs; and 976, 411, 611 and 911 NXXs. (C)(1)
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(3) The NND customer and the called party must either be served from the same central office or served from different central offices which are linked by facilities that can send the recorded name and telephone number between these central offices.

b. Prior to service activation, customers will be given information about all of the service options as well as a toll free number to call to arrange for originating

c. NND will attempt to deliver the recorded name and number between 7:00 AM and 10:00 PM on weekdays and between 9:00 AM and 10:00 PM on weekends.

* Effective May 17, 2014, to be implemented prior to October 31, 2014, Name and Number Delivery Service for residential customers is withdrawn from this Product Guide, and Verizon will no longer provide this service to residential customers as of that date.

(1) To be implemented December 31, 2018.

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EXCHANGE SERVICES

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T. NAME AND NUMBER DELIVERY SERVICE* (Cont'd)

2. Terms and Conditions (Continued)

- d. Application of Rates and Charges: NND will be billed per activation (by pressing the proper Touch-tone key at the voice prompt) whether the service completes the delivery of the recorded name and number when the called party (or answering service/device) answers, or the service attempts to deliver the name and number for eight (8) hours. A monthly cap applies to the per activation charges. No connection charges, subscription rates or monthly flat rate charges apply.
- e. Name and Number Delivery Service is an AIN service that is provided subject to the availability of facilities at suitably equipped central offices.

3. Definitions

- a. AIN - Advanced Intelligent Network.
- b. LATA - Local Access and Transport Area.
- c. NPA - Numbering Plan Area, also referred to as Area Codes.
- d. NXX - The first three digits of a local telephone number.

4. Waiver of Charges

- a. The Company reserves the right to waive Activation charges in order to promote the sale of Name and Number Delivery Service.
- b. Terms and conditions in effect on this waiver are listed in the Attachment to this Section.
- c. Each waiver will be in effect for a maximum period of 30 days.
- d. Appropriate notification of the waiver will be made to customers.

5. Rates and Charges

For rates and charges, see Part B, Section 18 of this Product Guide.

* Effective May 17, 2014, to be implemented prior to October 31, 2014, Name and Number Delivery Service for residential customers are withdrawn from this Product Guide, and Verizon will no longer provide this service to residential customers as of that date.

EXCHANGE SERVICES

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U. VALUEPACK

(ValuePack is no longer available to new customers. Existing customers may retain the service at existing locations.)

1. Description

ValuePack is a discounted billing arrangement for residence customers that allows a customer to select as many features as they wish from the following list: Call Forwarding, Call Waiting, Speed Dialing 8-numbers, Speed Dialing 30-numbers, Three-way Calling, Anonymous Call Rejection, Call Waiting ID Deluxe - Number Only, Call Waiting ID Deluxe, *69, Call Waiting ID, Call Waiting ID with Name, Caller ID - Number Only, Caller ID, Busy Redial, Call Forwarding Busy Line, Call Forwarding Don't Answer, Call Forwarding Busy Line Don't Answer, UltraForward, and Distinctive Ring.

2. Terms and Conditions

- a. ValuePack is available only to customers whose basic local service is provided over Verizon New York Inc. access lines.
- b. ValuePack is available only to individual line residence customers.
- c. All terms and conditions applicable to the Custom Calling features (Call Forwarding, Call Waiting, Speed Dialing 8 and 30, Three-way Calling, Call Forwarding Busy Line, Call Forwarding Don't Answer and Call Forwarding Busy Line Don't Answer Service); PhoneSmart Services features (Anonymous Call Rejection, Call Waiting ID Deluxe - Number Only, Call Waiting ID Deluxe, *69, Call Waiting ID, Call Waiting ID with Name, Caller ID - Number Only, Caller ID, and Busy Redial); UltraForward and Distinctive Ring, as specified in Section 2 of this Product Guide, Part B, apply to those services and features when offered under the ValuePack arrangement.
- d. No Service Charge or Record Order Charge applies for existing access line customers adding ValuePack to their service or for connection of new features or changes to their existing ValuePack package.
- e. There are no limitations on the number of features customers may select from the list set forth in Paragraph U.1. preceding.

3. Rates and Charges

For rates and charges, see Part B, Section 18 of this Product Guide.

EXCHANGE SERVICES

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V. (RESERVED FOR FUTURE USE)

(Effective July 19, 2014, to be implemented prior to October 31, 2014, Call Manager Package has been withdrawn from this Product Guide, and Verizon will no longer provide this service to customers as of that date.)

EXCHANGE SERVICES

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W VERIZON LOCAL PACKAGE EXTRAsm AND VERIZON LOCAL PACKAGEsm

(Verizon Local Package Extra and Verizon Local Package are no longer available to new customers. Existing customers may retain the packages at existing locations.)

The following options will be furnished to existing subscribers only. Moves are not permitted.

- Verizon Local Package Extra Message Rate Service,
- Verizon Local Package Message Rate Service,
- Verizon Local Package Extra with Call Allowance for Message Rate Service,
- Verizon Local Package with Call Allowance for Message Rate Service)

1. Description

Verizon Local Package Extra and Verizon Local Package are optional residential service packages that provide customers with a combination of basic local services and an optional feature package for one flat monthly rate.

In addition, message rate customers may subscribe to a call allowance package for Home Region/Band A calls.

Verizon Local Package Extra includes the following:

- basic service access line (individual flat or basic message rate service),
- unlimited basic local usage,
- unlimited directly dialed local directory assistance,
- applicable Service Connection Charges, and
- a choice of four or more ValuePack Service features (excludes Speed Dialing 8-numbers).

Verizon Local Package includes the following:

- basic service access line (individual flat or basic message rate service),
- unlimited basic local usage,
- unlimited directly dialed local directory assistance,
- applicable Service Connection Charges, and
- a choice of up to three ValuePack Service features (excludes Speed Dialing 8-numbers).

2. Terms and Conditions

- a. Verizon Local Package Extra and Verizon Local Package are available to residence customers located within the Company's service area in New York State.

Applies to existing subscribers only.

sm Service Mark of Verizon Communications Inc.

EXCHANGE SERVICES

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W. VERIZON LOCAL PACKAGE EXTRA AND VERIZON LOCAL PACKAGE (Continued)
(Verizon Local Package Extra and Verizon Local Package are no longer available to new customers. Existing customers may retain the packages at existing locations.)

2. Terms and Conditions (Continued)

- b. Verizon Local Package Extra and Verizon Local Package are only available in areas where individual flat and individual message rate services are offered.
- c. Verizon Local Package Extra and Verizon Local Package for flat rate customers include unlimited local usage outside their primary calling area. Verizon Local Package Extra and Verizon Local Package for message rate customers include unlimited Home Region/Bands A-D local usage.
- d. Verizon Local Package Extra and Verizon Local Package are not available on ISDN or to Lifeline customers.
- e. Verizon Local Package Extra and Verizon Local Package apply per telephone line at a single location.
- f. All terms and conditions applicable to the Custom Calling features (Call Forwarding, Call Waiting, Speed Dialing 30, Three-way Calling, Call Forwarding Busy Line, Call Forwarding Don't Answer and Call Forwarding Busy Line Don't Answer); PhoneSmart Services features (Anonymous Call Rejection, Call Waiting ID Deluxe - Number Only, Call Waiting ID Deluxe, *69, Call Waiting ID, Call Waiting ID with Name, Caller ID - Number Only, Caller ID, and Busy Redial); UltraForward and Distinctive Ring, as specified in Section 2 of this Product Guide, Part B, apply to those services and features when offered under Verizon Local Package Extra and Verizon Local Package.
- # g. If the message call allowance per month does not reach the number of calls permitted under the Package, the full monthly call allowance rate applies.
- # h. If the Verizon Local Package Extra or Verizon Local Package message call allowance is exceeded, additional calls are charged on a per call basis in accordance with existing Product Guide, Part B provisions.
- # i. The Verizon Local Package Extra or Verizon Local Package call allowance is available only in conjunction with the message rate Local Package.

Applies to existing subscribers only.

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W. VERIZON LOCAL PACKAGE EXTRA AND VERIZON LOCAL PACKAGE (Continued)

(Verizon Local Package Extra and Verizon Local Package are no longer available to new customers. Existing customers may retain the packages at existing locations.)

2. Terms and Conditions (Continued)

- #j. For existing customers who choose to subscribe to Verizon Local Package Extra or Verizon Local Package, a service connection charge does not apply to change their underlying basic exchange telephone service to message rate service.
- k. Customers may terminate the Package, switch to another calling plan, and/or change their type of service concurrently without incurring a service connection charge.
- l. If for any reason the Company withdraws Verizon Local Package or Verizon Local Package, all customer subscriptions to the Package will be cancelled.

3. Waiver

- a. The Company reserves the right to waive any or all of the rates and call allowance # volumes associated with Verizon Local Package Extra and Verizon Local Package in order to promote the sale of the packages.
- b. Terms and conditions in effect for the waiver will be listed in an Attachment to this Product Guide, Part B.
- c. Each waiver period offered by the Company will not extend beyond 90 days.
- d. If, at the expiration of the waiver period the customer elects to retain the Package, then applicable call allowance #, rates and charges will be applied from the date the service was permanently established.
- e. Appropriate notification of the waivers will be made to all eligible customers.

4. Rates and Charges

For rates and charges, see Part B, Section 18 of this Product Guide.

Applies to existing subscribers only.

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X. MULTI-LINE PACKAGE BONUS

(This bonus is provided to existing subscribers only. Additions, deletions, changes and/or moves are not permitted.)

1. Description

Multi-Line Package Bonus (MLPB) is a billing arrangement for multi-line residence local service customers. MLPB provides a monthly discount for customers who subscribe to ValuePack, Local Package, or Local Package Standard, Local Package Unlimited, Local Package Plus, Call Package and/or Personalized Unlimited Plan in allowable combinations.

2. Terms and Conditions

- a. MLPB is available only where facilities permit.
- b. It is the responsibility of the subscriber to enroll in MLPB.
- c. The MLPB discount will apply as long as the enrolled customer subscribes to the eligible optional service(s) and maintains more than one access line.
- d. The eligible MLPB services are provided subject to their individual service terms and conditions, rates and charges, as specified in applicable Section of this Product Guide.
- e. The MLPB discount will apply to the applicable monthly rate for each eligible service.
- f. To be eligible for the MLPB discount, the enrolled residence customers must have their multi-line local service billed to the same residence customer, at the same residence address and under the same residential main billing number.
- g. There is no charge for eligible residence customers to enroll in this offering.
- h. Enrolled MLPB customers must retain the Company as their local service provider for all access lines included in MLPB Eligible Services.
- i. The MLPB applies as long as the resulting rates cover their relevant cost.

3. MLPB Monthly Discount Rate

For Rates and Charges, see Section 18 of this Product Guide, Part B

EXCHANGE SERVICES

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Y. CUSTOM REDIRECT SERVICE

1. General

Custom Redirect Service (CRS) enables customers to redirect all or a part of their incoming switched voice and data calls to other telephone numbers. The redirection may be on a permanent basis, automatically according to predetermined parameters, and/or upon command by the customer. This service may be used in the event of a communications failure, cable cut, fire, flood, or any other event requiring calls to be handled from alternate telephone numbers or an alternate location.

Basic Custom Redirect Service offers three options to redirect calls. The first option is usually a basic redirect to the dialed number. The customer may designate that the basic redirection feature be used in each of the options or, the customer may select a Custom Redirect Optional Feature as described herein.

2. Terms and Conditions

a. Explanation of Terms

Equipped Number

Equipped Number is the subscriber's called telephone number that has Custom Redirect Service.

Group

A group is the collection of Equipped Numbers that will be redirected in the same way, at the same time. For example, if redirection is requested, all telephone numbers within that group will be redirected. If the customer chooses to have option three "active" in a particular group, then all equipped numbers in the group will be redirected according to the direction in option three.

Every group must have the same optional features in each of the options. For example, if the option column has time-of-day redirection, then the times that the numbers are redirected are the same for all the numbers in that group. The actual telephone numbers that the calls are redirected to do not have to be the same. For all optional features, the telephone number that the calls are redirected to may be different.

EXCHANGE SERVICES

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Y. CUSTOM REDIRECT SERVICE (Continued)

2. Terms and Conditions (Continued)

a. Explanation of Terms (Continued)

Option Column

An option column is a table of telephone numbers that are treated the same. Custom Redirect has three option columns per group with the basic service. Up to six additional options may be provisioned as an enhancement. If more than three options are chosen the Additional Option charge applies per additional option chosen. Only one option is active for a group at any given time. For example, in a particular group the first option may be the original dialed number, the second option may be the home telephone number, and the third might be a telephone number in an affiliate office in another city. If option two were selected (i.e., "active"), all telephone numbers in this group would be redirected to the respective telephone number in option column two. Similarly, if the customer selected option column three to be in effect, and if option three were provisioned with a Custom Redirect Service optional feature then all telephone numbers in this option column would have the optional feature.

Redirecting Telephone Number

A redirecting telephone number will have no office equipment associated with it and will be used solely for the purpose of redirecting call traffic from the telephone number dialed to the Custom Redirect Service customer's intended destination.

b. Conditions

This service is subject to the following conditions:

1. Custom Redirect is available where Company facilities permit
2. Custom Redirect service may be provisioned with group sizes as small as one.
3. Product Guide, Part B rates will not apply to numbers requiring excessive translations work. Customers whose numbers meet this criterion will need to apply for Individual Case Basis pricing.

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Y. CUSTOM REDIRECT SERVICE (Continued)

2. Terms and Conditions (Continued)

b. Conditions (Continued)

4. Each group may have up to three options for the basic rate. In most cases, the first option will be the called number leaving two additional options for the customer to define. If more than three options are requested, the Additional Option charges apply per additional option chosen. Up to six additional options may be provisioned as an enhancement to the Basic service.
5. Calls to telephone numbers associated with Custom Redirect Service must be redirected to a customer-assigned number terminating in either a customer location, an inter-exchange carrier's point of presence, a voice mail system, an auto attendant system, or an announcement frame within the LATA of call termination. A redirecting telephone number cannot be used to trigger another redirecting telephone number.
6. It is the responsibility of the Custom Redirect Customer redirecting calls to a third party to obtain, when appropriate, the third party's permission prior to the calls being redirected.
7. Charges for calls between the Custom Redirect Service equipped telephone number and the telephone number to which these calls are redirected are the responsibility of the Custom Redirect customer.
8. The customer must have sufficient lines and associated facilities to handle the estimated or actual number of calls without interfering with exchange or toll service. The Company reserves the right to disconnect the service immediately in accordance with the terms and conditions contained in Part A of this Product Guide.
9. Custom Redirect Service is not to be used by customers to avoid toll charges. If a customer is using this service to avoid such charges, the Company reserves the right to disconnect the service immediately and bill all appropriate toll charges.
10. Initial Average Monthly Query Volumes are estimates only. After installation, the Company will periodically and at its discretion complete audits of number of queries and billing will be corrected if necessary to adjust the monthly charges based upon the results of the audit.

c. Redirection Charges

When calls are redirected, the Custom Redirect Subscriber will pay the portion of the call from the original called office to the termination number. The rate charged will be in accordance with the customer's current usage plan similar to a call transfer or a call forward.

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Y. CUSTOM REDIRECT SERVICE (Continued)

2. Terms and Conditions (Continued)

d. Modification of Active Option

When the customer elects to redirect calls, the customer calls into the Company platform using a TOUCH-TONE telephone. Upon reaching the platform, the customer must pass through a series of security blocks to get into the system. Calls may also be redirected by calling a live attendant, who, after verifying security information, will establish the redirection of the calls.

After authorization is confirmed, the customer specifies which group and which option the customer wishes to activate. A group may be a floor, department, building, or some other customer-defined list of numbers. These groups are pre-assigned upon the establishment of the service.

The customer may call in to have the active option modified as frequently as desired. When calls are terminated to any number other than the originally dialed number redirection charges will apply.

e. Termination Liability

When the service is originally ordered, a twelve-month termination liability will apply. If Custom Redirect Service is cancelled prior to the twelve-month period, the full monthly rate for each remaining month, or part thereof, will be charged. Changes to the original configuration shall not constitute a cancellation.

f. 5-Year Contract

Customers with more than 500 lines provisioned may choose to sign a five-year contract, which will lower the monthly line rate. In the event the customer wishes to terminate the service prior to the end of the commitment period the rate will be recalculated to the month-by-month rate and the twelve-month termination liability will apply.

EXCHANGE SERVICES

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Y. CUSTOM REDIRECT SERVICE (Continued)

2. Terms and Conditions (Continued)

g. Custom Redirect Optional Features

Time-of-Day/Day-of-Week Redirection

An optional feature which allows customers to redirect the customer's calls to another location at pre-designated times. For example, particular numbers can be redirected to another location after 5 PM, or, just on Saturdays. The system will automatically route these calls until the customer changes the specifications. This will allow the customer to use a single office to perform the work of many locations during the off-peak hours. Time-of-Day/Day-of-Week Redirecting may be used with any of the option columns. If this feature is used in more than one option, the optional feature charge applies to each option utilizing the feature.

Percentage Redirection

As an optional feature, redirecting may be done by percentages. For example, when Percentage Redirecting is activated, the customer may direct 20% of the incoming calls to location A, 30% to location B, and 50% to location C. The customer may choose up to ten percentages, but the total must always equal 100%. The Percentage Redirecting feature may be used with any of the option columns. If this feature is used in more than one option, the optional feature charge applies to each option utilizing the feature.

Number Identification Redirecting

Number Identification Redirection is an optional feature. It allows the customer to redirect calls based upon the originating telephone number, NXX, LATA, or NPA of the incoming caller. This allows the customer to direct particular callers to specific numbers, based upon their telephone number. If an incoming caller's number is on the list, the call will be redirected to the "on-list" number. If the incoming caller's telephone number is not on the list, the call will be completed as dialed.

The customer may have as many numbers as desired on the list. The customer will be billed for each 100 numbers or any fraction thereof. Number Identification Redirecting may be used with any of the option columns. If this feature is used in more than one option, the optional feature charge applies to each option utilizing the feature.

Number Identification may not be used to pass the calling party's number to the customer.

EXCHANGE SERVICES

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Y. CUSTOM REDIRECT SERVICE (Continued)

2. Terms and Conditions (Continued)

g. Custom Redirect Optional Features (Continued)

SuperGroups

The customer may choose to group their groups into SuperGroups. A SuperGroup is similar to a distribution list of groups and will allow the customer to modify the active option of multiple groups at the same time. For example; if groups 101, 102, and 105 belong to SuperGroup 001, setting SuperGroup 001 to option 3 would set 101, 102 and 105 to option 3.

The same group may belong to multiple SuperGroups and the active option would be the last option set. For example, using the definition of SuperGroup 001 above and an additional SuperGroup 002 includes groups 103, 104 and 105. If after SuperGroup 001 is set to option 3, SuperGroup 002 is set to option 2. Group 105 would be set to option 2.

Single Number Destination Service

This feature will allow customers to redirect an entire group to a single number provided at the time of activation. At the time of provisioning, customers must designate an inter-exchange carrier of their choice to carry the redirected traffic.

Custom Applications

Although most customer applications are provided using the optional features listed above, custom applications may also be provisioned. Custom applications will include the inclusion in the call processing record, a single table or single field manipulation, to meet a specific customer's need. Next Event List (NEL) and Dialed Number Recovery (DNR) are examples of Custom Applications.

Next Event List (NEL) is a Custom Application that provides redirection of numbers conditional upon network status, i.e., complete this number as dialed unless the following condition is encountered. NEL triggers are placed in the terminating office. NEL is used to monitor PRI outages and does not monitor Central Office outages or station busy or no answer conditions.

EXCHANGE SERVICES

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Y. CUSTOM REDIRECT SERVICE (Continued)

2. Terms and Conditions (Continued)

g. Custom Redirect Optional Features (Continued)

Custom Applications (Continued)

Dialed Number Recovery (DNR) is a Custom Application where the original dialed number is presented to a new customer location.

It is not the intent to provide all custom applications through this Product Guide, Part B item. Very complex applications, and applications for purposes other than the directing of incoming calls will not be considered part of this feature and will require special assemblies.

Alternate Central Office Triggering

The ability to place triggers in central offices switches, other than the original terminating central office allows customers to redirect from the office in which the call originates without requiring the call to complete to the terminating central office. In the event that the terminating central office is out of service, Custom Redirect Service may be activated and all call processing in an office with an alternate office trigger will be redirected per the current active option at that time. A trigger is associated with a specific customer NPA-NNX.

Allowing triggers to be placed in more than the terminating central office may increase the call volumes processed because a portion of the calls may actually be processed by more than one office. The customer's Group charges would be reflective of this increased query volume.

EXCHANGE SERVICES

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Y. CUSTOM REDIRECT SERVICE (Cont'd)

3. Rates and Charges

For rates and charges, see Part B, Section 18 of this Product Guide.

a. Application of Rates

1. Service Establishment Charges

Charges will apply for the original order for Custom Redirect Service per Service Order per Account. This charge will apply to New Orders of Custom Redirect Service. If a customer is modifying the existing order, including adding additional numbers, the Rearrangement Charge would apply. The addition of a new group, or a request for additional security forms, will result in a Service Establishment Charge.

2. Equipped Number

There will be a monthly rate, in addition to a nonrecurring charge for each equipped number. The monthly rate per number will be based on the quantity of equipped numbers within the customer's account. In addition to the monthly rate, a nonrecurring charge will apply to each number installed.

3. Average Monthly Group Volume (Partition/Group Charges)

A monthly rate, in addition to a nonrecurring charge, will apply for each group of equipped numbers the customer designates. The monthly rate will be based on the estimated monthly volume of queries expected by the equipped numbers. A query is launched to the AIN database when a trigger is encountered. In basic implementations, query volume is equal to the call volume. As enhancements to the call processing logic are added and additional triggers placed, the query volume may exceed the call volume.

4. Rearrangement Charges

A non-recurring charge will apply to each rearrangement. This is in addition to any normal service order charge. Each change to an equipped number will result in a nonrecurring charge for each number modified.

EXCHANGE SERVICES

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Y. CUSTOM REDIRECT SERVICE (Continued)

3. Rates and Charges (Continued)

a. Application of Rates (Continued)

5. Password Initialization

This charge applies each time, after service establishment, that the customer requests that the Company reinitializes the pass code to the default pass code or is requested to modify existing security profiles.

6. Redirection Charges

There is no charge associated with modifying the active option. Customers may select to activate options as frequently as desired.

When calls are redirected, the Custom Redirect Subscriber will pay the portion of the call from the original called office to the termination number. The rate charged will be in accordance with the customer's current usage plan similar to a call transfer or a call forward.

7. Redirecting Telephone Numbers

A monthly charge and a non-recurring installation charge for each telephone number assigned that will be used solely for the purpose of provisioning Custom Redirect Service. This telephone number will have no office equipment associated with it and will be used solely for the purpose of generating a trigger.

8. Optional Feature Charges

Time-of-Day/Day-of-Week

A non-recurring charge will apply at the time of the establishment of this feature and a flat monthly rate will be billed for each option with this feature. For changes made by the Company on behalf of the customer, rearrangement charges will apply

Percentage Redirecting

A non-recurring charge will apply at the time of the establishment of this feature and a flat monthly rate will be billed for each option with this feature. For changes made by the Company on behalf of the customer, rearrangement charges will apply.

EXCHANGE SERVICES

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Y. CUSTOM REDIRECT SERVICE (Continued)

3. Rates and Charges (Continued)

a. Application of Rates (Continued)

8. Optional Feature Charges (Continued)

Number Identification Redirection

A monthly charge and a non-recurring charge will apply at the first 100 telephone numbers listed for Number Identification Redirecting. Each additional 100 numbers or fraction thereof, will incur a non-recurring charge and a monthly recurring charge.

SuperGroups

A nonrecurring charge will apply at the time of the establishment of this feature and a flat monthly rate will be billed for each group with this feature. For changes made by the Company on behalf of the customer, rearrangement charges will apply.

Single Number Destination

A monthly and nonrecurring charge will apply for each group on which this feature is ordered.

Custom Application

A nonrecurring charge will apply at the time of the establishment of this feature and a flat monthly rate will be billed for each option with this feature. For changes made by the Company on behalf of the customer, rearrangement charges will apply.

Alternate Central Office Trigger

A nonrecurring charge will apply at the time of the establishment of the trigger and a flat monthly rate will be billed for each central office switch in which a trigger is placed, per customer NPA-NXX. For changes made by the Company on behalf of the customer, rearrangement charges will apply.

EXCHANGE SERVICES

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Y. CUSTOM REDIRECT SERVICE (Continued)

3. Rates and Charges (Continued)

a. Application of Rates (Continued)

9. Special Custom Redirect Service Transactions

Occasionally customers will require a one-time effort related to their Custom Redirect Service. This may include the generation of a special report, out of hours programming support for testing, or other special handling of the service that was not included in the rate development for the service. This item will allow customers to request such services and the Company to recover the costs associated with these special requests. Special charges will apply.

10. Product Guide, Part B rates will not apply to numbers requiring excessive translations work. Customers whose numbers meet this criteria will need to apply for Individual Case Basis pricing.

4. Waiver or Reduction of Nonrecurring Charges

- a. The Company reserves the right to waive or reduce nonrecurring charges in order to promote the sale of Custom Redirect Service.
- b. Terms and conditions in effect for this waiver or reduction are listed in the Attachment to this Part of the Product Guide.
- c. Each waiver or reduction will not extend beyond 90 days.
- d. Appropriate notification of this waiver or reduction will be made to all eligible customers.

EXCHANGE SERVICES

Z. PACKAGE BONUS DISCOUNT

(Effective August 9, 2023, Package Bonus Discount is withdrawn from this Product Guide, and Verizon will no longer provide this package as of that date.

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EXCHANGE SERVICES

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AA. LOCAL PACKAGE UNLIMITED

(Local Package Unlimited is furnished to existing subscribers only. Moves are not permitted.)

1. Description

Local Package Unlimited is an optional residential service package that provides customers with a combination of basic local service and the following features for one flat monthly rate:

- individual basic message rate service (basic service access line),
- unlimited basic local usage,
- unlimited directly dialed local directory assistance,
- applicable Service Connection Charges,
- a choice of zero or more ValuePack Service features (excludes Speed Dialing 8-numbers), and a
- Home Voice Mail - Standard (Residence) option.

2. Terms and Conditions

- a. Local Package Unlimited is available to residence customers located within the Company's service area in New York State.
- b. Local Package Unlimited is only available in areas where individual message rate service is offered.
- c. Local Package Unlimited is not available on ISDN or to Lifeline customers.
- d. Local Package Unlimited applies per telephone line at a single location.
- e. All terms and conditions applicable to the Custom Calling features (Call Forwarding, Call Waiting, Speed Dialing 30, Three-way Calling, Call Forwarding Busy Line, Call Forwarding Don't Answer and Call Forwarding Busy Line Don't Answer); PhoneSmart Services features (Anonymous Call Rejection, Call Waiting ID Deluxe - Number Only, Call Waiting ID Deluxe, *69, Call Waiting ID, Call Waiting ID with Name, Caller ID - Number Only, Caller ID and Busy Redial); UltraForward; and Distinctive Ring as specified in Section 2 of this Product Guide, Part B apply to those services and features when offered under Local Package Unlimited.

EXCHANGE SERVICES

(C)

AA. LOCAL PACKAGE UNLIMITED (Continued)

(Local Package Unlimited is furnished to existing subscribers only. Moves are not permitted.)

2. Terms and Conditions (Continued)

- f. For existing customers who choose to subscribe to Local Package Unlimited, a service connection charge does not apply to change their underlying basic exchange telephone service to message rate service. A customer may also change features within the package, terminate the Package, switch to another calling plan, and change their type of service without incurring a service connection charge.
- g. Local Package Unlimited is not provided in conjunction with the Personalized Rate Plan, Personal Unlimited Plan or Call Package and may not be in effect on the same line.
- h. If for any reason the Company withdraws Local Package Unlimited, all customer subscriptions to the Package will be cancelled.

3. Waiver

The Company reserves the right to waive the rate associated with Local Package Unlimited in order to promote the sale of the Package. Each waiver period offered by the Company will not extend beyond 90 days. If, at the expiration of the waiver period the customer elects to retain the Package, then applicable rates and charges will be applied from the date the service was permanently established.

4. Rates and Charges

For rates and charges, see Part B, Section 18 of this Product Guide.

EXCHANGE SERVICES

BB. BUSINESS SPECIAL TOLL PLAN

1. General

The Business Special Toll Plan is available, on a promotional basis, to eligible business customers who commit to a 2-year term for each billed telephone number account and retain the Company as their IntraLATA Toll provider (ITP) for all eligible Business or Centrex access lines. An eligible customer for this promotion is a Verizon business customer that has had a presubscribed toll provider other than Verizon New York, Inc. or no presubscribed intraLATA toll provider, for one or more existing exchange access lines on its account prior to the promotional period. The Business Special Toll Plan is designed to offer customers a plan that is both economical and easy to understand since there are no usage discounts and no time-of-day or day-of-week discounts.

2. Terms and Conditions

- a. The Business Special Toll Plan is available to business customers who commit to a 2-year term for each billed telephone number account and retain the Company as their ITP for all eligible Business and Centrex access lines.
- b. Business customers will have their eligible Direct Distance Dialed intraLATA completed toll calls billed in Initial Eighteen-Second and Additional Six-Second Increments, or fraction thereof.
- c. The Business Special Toll Plan is not available in conjunction with any other Company optional regional toll offerings, Remote Call Forwarding, Pay Telephone Lines, Customer Specific Pricing Arrangements and cellular service.
- d. The Business Special Toll Plan is not available with customer requested Suspension of Service or to customers who are Company-initiated toll restricted because of non-payment.
- e. The following call types and services are excluded from this Plan: calls to a chatline service, calls to any information service including calls to/over 700/900 Services, Toll Free Services, 976 Service, Calling Card, Directory Assistance, WATS access lines, and calls not associated with an access line purchased from the Company (C)(1)

(1) To be implemented December 31, 2018.

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EXCHANGE SERVICES

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BB. BUSINESS SPECIAL TOLL PLAN (Continued)

2. Terms and Conditions (Continued)

- f. The Business Special Toll Plan is not available to customers whose pre-subscribed intraLATA toll service is being restored by the Company in order to correct an unauthorized transfer to another ITP.
- g. Program Agreement Termination Charge:
Subscribing customers will be assessed a \$50.00 Program Termination charge if they terminate the service prior to the expiration of the two year term. The Termination Charge does not apply to customer moves to another location within the Verizon New York Inc. service territory, or if the customer takes another optional Company toll plan which has an Agreement Period of equal or greater length.
- h. The Business Special Toll Plan is made under the terms and conditions of the Product Guide, Part B and is available from suitably equipped central offices statewide.

3. Business Special Toll Plan Promotion

- a. The Company reserves the right to activate Business Special Toll Plan promotions at any time in order to promote the sale of Business and Centrex access lines.
- b. Terms and conditions in effect on this promotion are listed in the Attachment to this Product Guide, Part B.
- c. Each promotion will be in effect for a maximum period of 90 days.

EXCHANGE SERVICES

CC. VERIZON REGIONAL PACKAGE EXTRAsm

(Verizon Regional Package Extra is no longer available to new customers. Existing customers may retain the package at existing locations.)

1. Description

Verizon Regional Package Extrasm is an optional residential service package that provides customers with a combination of basic local and intraLATA toll service and the following features for one flat monthly rate:

- individual basic flat or individual basic message rate service,
- unlimited basic local usage,
- unlimited direct distance dialed intraLATA toll,
- unlimited directly dialed local directory assistance,
- applicable Service Connection Charges,
- ValuePack Service features (excludes Speed Dialing 8-numbers),
- Call Intercept*, and
- Home Voice Mail Service for Residence

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2. Terms and Conditions

- a. Verizon Regional Package Extra is available to residence customers located within the Company's service area in New York State.
- b. In the New York Metropolitan LATA, Verizon Regional Package Extra is only available to individual message rate customers.
- c. In the Non-New York Metropolitan LATA, Verizon Regional Package Extra is only available to individual line flat rate customers.
- d. Verizon Regional Package Extra is not available on ISDN or to Lifeline customers.
- e. Verizon Regional Package Extra applies per telephone line at a single location.
- f. All terms and conditions applicable to the Custom Calling features (Call Forwarding, Call Waiting, Speed Dialing 30, Three-way Calling, Call Forwarding Busy Line, Call Forwarding Don't Answer and Call Forwarding Busy Line Don't Answer); Internet Call Manager (New York Metro LATA only); PhoneSmart Services features (Anonymous Call Rejection, Call Intercept, Call Waiting ID Deluxe - Number Only, Call Waiting ID Deluxe, *69, Call Waiting ID, Call Waiting ID with Name, Caller ID - Number Only, Caller ID and Busy Redial); UltraForward; and Distinctive Ring as specified in Section 2 of this Product Guide, Part B, apply to those services and features when offered under Verizon Regional Package Extra.

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* Effective August 9, 2023, Call Intercept is withdrawn from this Product Guide, and Verizon will no longer provide this feature as of that date.

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EXCHANGE SERVICES

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CC. VERIZON REGIONAL PACKAGE EXTRA (Continued)

(Effective June 16, 2012, Verizon Regional Package Extra is no longer available to new customers. Existing customers as of June 16, 2012, may retain the package at existing locations.)

2. Terms and Conditions (Continued)

- g. For existing customers who choose to subscribe to Verizon Regional Package Extra, a service connection charge does not apply to change their underlying basic exchange telephone service to individual message rate or individual flat rate service. A customer may also change features within the package, terminate the package, switch to another calling plan, and change their type of service without incurring a service connection charge.
- h. If for any reason the Company withdraws Verizon Regional Package Extra, all customer subscriptions to the Package will be cancelled.

3. Waiver

The Company reserves the right to waive the rate associated with Verizon Regional Package Extra in order to promote the sale of the Package. Each waiver period offered by the Company will not extend beyond 90 days. If, at the expiration of the waiver period the customer elects to retain the Package, then applicable rates and charges will be applied from the date the service was permanently established.

4. Rates and Charges

For rates and charges, see Part B, Section 18 of this Product Guide.

EXCHANGE SERVICES

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DD. VERIZON REGIONAL PACKAGEsm

(Verizon Regional Package is no longer available to new customers. Existing customers may retain the package at existing locations.)

1. Description

Verizon Regional Packagesm is an optional residential service package that provides customers with a combination of services including individual basic flat or individual basic message rate service, unlimited basic local usage, unlimited direct distance dialed intraLATA toll, applicable Service Connection Charges, and a choice of up to five compatible value added features listed below for one flat monthly rate:

- Caller ID or Caller ID – Number Only or Call Waiting ID with Name or Call Waiting ID Deluxe (all include Anonymous Call Rejection)
- Call Waiting
- Speed Dialing - 8 or 30 numbers
- Three-way Calling
- Home Voice Mail Service for Residence with Fixed Call Forwarding*
- * Fixed Call Forwarding is used interchangeably with any of the following three Call Forwarding options – Call Forwarding Busy Line or Call Forwarding Don't Answer or Call Forwarding Busy Line/Don't Answer.

2. Terms and Conditions

- a. Verizon Regional Package is available to residence customers located within the Company's service area in New York State.
- b. Verizon Regional Package is not available on ISDN or to Lifeline customers.
- c. Verizon Regional Package applies per telephone line at a single location.
- d. Customers subscribing to Verizon Regional Package cannot have Verizon Regional Package Extra, Verizon Local Package Extra and Verizon Local Package, Local Package Unlimited, Sensible Minute (line level), Weekend Choice, Personal Unlimited Plan, Call Package or Dial-A-Visit on the same line.
- e. Customers subscribing to Verizon Regional Package may not have the following plans on the same line or account: Personalized Rate Plan or Home Region Personalized Rate Plan. Sensible Minute (account level) is not compatible with Verizon Regional Package on either the same line or account.

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EXCHANGE SERVICES

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DD. VERIZON REGIONAL PACKAGE (Continued)

(Verizon Regional Package is no longer available to new customers. Existing customers may retain the package at existing locations.)

2. Terms and Conditions (Continued)

- f. All terms and conditions applicable to the Custom Calling features (Call Forwarding, Call Waiting, Speed Dialing – 8 numbers, Speed Dialing – 30 numbers, Three-way Calling, Call Forwarding Busy Line, Call Forwarding Don't Answer and Call Forwarding Busy Line Don't Answer); PhoneSmart Services features (Anonymous Call Rejection, Caller ID, Caller-ID Number Only, Call Waiting ID with Name and Call Waiting ID Deluxe) as specified in Section 2 of this Product Guide, Part B, apply to those services and features when offered under Verizon Regional Package.
- g. For existing customers who choose to subscribe to Verizon Regional Package, a service connection charge does not apply to change their underlying basic exchange telephone service to individual message rate or individual flat rate service. A customer may also change features within the package, terminate the package, switch to another calling plan, and change their type of service without incurring a service connection charge.
- h. If for any reason the Company withdraws Verizon Regional Package, all customer subscriptions to the Package will be cancelled.

3. Waiver

The Company reserves the right to waive the rate associated with Verizon Regional Package in order to promote the sale of the Package. Each waiver period offered by the Company will not extend beyond 90 days. If, at the expiration of the waiver period the customer elects to retain the Package, then applicable rates and charges will be applied from the date the service was permanently established.

4. Rates and Charges

For rates and charges, see Part B, Section 18 of this Product Guide.

EXCHANGE SERVICES

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EE. VERIZON FIVE CENTS PLANsm

(Verizon Regional Package is no longer available to new customers. Existing customers may retain the package at existing locations.)

1. Description

- a. The Verizon Five Cents Plansm is an optional residential toll calling plan which is available to Verizon Local Package, Verizon Local Package Extra, and Local Package Unlimited customers. The plan provides for a uniform per-minute rate to be charged for these package customers' qualifying regional toll usage twenty-four hours a day, seven days a week.

2. Terms and Conditions

- a. Verizon Five Cents Plan is available only to residence Verizon Local Package, Verizon Local Package Extra, and Local Package Unlimited customers who subscribe to Verizon New York Inc. as their local and intraLATA toll service provider and whose basic service is provided over Verizon New York Inc. access lines.
- b. Verizon Five Cents Plan is not available to residence customers located within the Company's Independent Local Carrier's service area in New York State.
- c. Qualifying usage consists of customer dialed station-to-station sent-paid toll calls and to those operator completed station-to-station sent-paid toll calls when facilities are not available for customer dial completion, and to operator completed station-to-station sent-paid toll calls for persons with disabilities unable to dial calls because of their disability.
- d. Qualifying usage does not include any of the following: (a) calling card calls, call completion, and all other types of operator-handled calls; (b) calls placed to any information service including 700, 800, and 900 Services; (c) calls placed to a chatline service; and (d) calls associated with any other optional calling plan.
- e. Verizon Five Cents Plan is not available with residence PBX trunks and lines equipped with ISDN.
- f. Usage - A uniform rate per minute applies and does not vary by time-of-day, day-of-week, or distance.
- g. Accumulation of message time is done on a whole minute basis. Individual messages with fractional totals are rounded to the next higher minute.

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EXCHANGE SERVICES

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EE. VERIZON FIVE CENTS PLAN (Continued)

(Verizon Five Cents Plan is no longer available to new customers. Existing customers may retain the plan at existing locations.)

2. Terms and Conditions (Continued)

- h. Verizon Five Cents Plan rates are in addition to the rates and charges for Verizon Local Package, Verizon Local Package Extra, and Local Package Unlimited plans and rates and charges for other associated services.
- i. Discount - Usage associated with Verizon Five Cents Plan does not qualify for any additional discount.
- j. Service Connection Charges do not apply to establish the Verizon Five Cents Plan independently.

3. Rates and Charges

For Rates and Charges, see Section 18 of this Product Guide, Part B.

EXCHANGE SERVICES

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FF. VERIZON REGIONAL PACKAGE UNLIMITEDsm

1. Description

Verizon Regional Package Unlimitedsm is an optional residential service package that provides customers with a combination of basic local service, intraLATA toll service and up to three value added features for one flat monthly rate:

Verizon Regional Package Unlimited includes:

- individual basic flat or individual basic message rate service,
- unlimited basic local usage,
- unlimited direct distance dialed intraLATA regional toll,
- applicable Service Connection Charges,
- choice of up to three of the following compatible value added features:
 - Caller ID – Number Only*
 - Caller ID
 - Call Waiting ID with Name
 - Call Waiting ID Deluxe*
 - Anonymous Call Rejection
 - Call Waiting
 - Call Forwarding
 - Call Forwarding – Busy Line*
 - Call Forwarding – Don't Answer*
 - Call Forwarding Busy Line Don't Answer
 - Busy Redial*
 - *69*
 - Speed Dialing – 8*
 - Speed Dialing – 30*
 - Three-Way Calling
 - Ultra Forward*
 - Distinctive Ring*

2. Terms and Conditions

- a. Verizon Regional Package Unlimited is available to single-line residence customers located within the Company's service area in New York State whose basic exchange service and intraLATA Toll service are provided over Verizon New York Inc.'s access lines.
- b. Verizon Regional Package Unlimited is not available on ISDN or to Lifeline customers.
- c. Verizon Regional Package Unlimited applies per telephone line at a single location.
- d. Verizon Regional Package Unlimited is available for resale.

* These features are no longer available to residential customers. Existing residential customers may retain the features at existing locations.

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EXCHANGE SERVICES

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FF. VERIZON REGIONAL PACKAGE UNLIMITED sm

2. Terms and Conditions (Continued)

- e. Customers subscribing to Verizon Regional Package Unlimited cannot have Verizon Regional Package, Verizon Regional Package Extra, Verizon Local Package Extra and Verizon Local Package, Local Package Unlimited, Sensible Minute (line level), Weekend Choice, Personal Unlimited Plan, Call Package or Dial-A-Visit on the same line.
- f. Customers subscribing to Verizon Regional Package Unlimited may not have the following plans on the same line or account: Personalized Rate Plan or Home Region Personalized Rate Plan. Sensible Minute (account level) is not compatible with Verizon Regional Package Unlimited on either the same line or account.
- g. All terms and conditions applicable to the Custom Calling features, PhoneSmart Services features, UltraForward and Distinctive Ring, as specified in Section 2 of this Product Guide, Part B, apply to those services and features when offered under Verizon Regional Package Unlimited.
- h. For existing customers who choose to subscribe to Verizon Regional Package Unlimited, a service connection charge does not apply to change their underlying basic exchange telephone service to individual message rate or individual flat rate service. A customer may also change features within the package, terminate the package, switch to another calling plan, and change their type of service without incurring a service connection charge.
- i. If for any reason the Company withdraws Verizon Regional Package Unlimited, all customer subscriptions to the Package will be cancelled.

3. Waiver

The Company reserves the right to waive the rate associated with Verizon Regional Package Unlimited in order to promote the sale of the Package. Each waiver period offered by the Company will not extend beyond 90 days. If, at the expiration of the waiver period the customer elects to retain the Package, then applicable rates and charges will be applied from the date the service was permanently established.

4. Rates and Charges

For Rates and Charges, see Section 18 of this Product Guide, Part B.

EXCHANGE SERVICES

GG. BUSINESS TRAFFIC STUDY SERVICE

1. Description

Business Traffic Study Service provides performance reports of call capacity for originating and terminating traffic on access lines or hunt groups. The traffic study report enables business customers to determine how many calls terminate successfully as opposed to the number of calls that reach a station-busy condition. The Company provides a recommendation of required lines to accommodate the studied call traffic based on industry standards for call traffic handling. Calculations for the recommendation are derived from traffic engineering tables. The recommendation is a close estimate and cannot be guaranteed.

Traffic study reports may be requested for the following services and products:

Business Lines/Trunks	Multiline Hunt Group	
Intellipath II Digital Centrex Service*	NYNEX Digital Centrex Plus Service*	(N)
ISDN Basic Exchange Service	Remote Call Forwarding	
ISDN Primary Rate Service*	WorkSmart Package	(N)

A separate traffic study report is required for each access line or hunt group. Traffic study reports may be requested for more than one access line or hunt group at a single customer location.

2. Terms and Conditions

- a. Business Traffic Study Service is available to business customers only.
- b. Calls must be carried by the Company, and billed by or on behalf of the Company to the customer requesting the study.
- c. Traffic studies are performed on Verizon access lines or hunt groups with local exchange numbers. Studies cannot be performed on toll-free or pay-per-call type telephone numbers.
- d. Traffic studies are performed, at the customer's request, per exchange, per customer account. For customers with access lines or hunt groups at more than one location, a nonrecurring charge would apply for traffic studies at each location.
- e. Traffic studies are provided on a weekly, bi-weekly or monthly basis. The monthly rate is determined by the number of traffic study reports provided within a four-week billing cycle. A one-week traffic study may be performed per customer location, per access line or hunt group, per calendar year, at no nonrecurring charge and no monthly charge. Any additional traffic studies requested during the calendar year will be billed in accordance with the rates and charges as specified in Part B, Section 18 of this Product Guide.
- f. Traffic study report features may vary by Central Office switching system type.

* On or after August 10, 2026, Verizon will withdraw all Intellipath II Digital Centrex Services, NYNEX Digital Centrex Plus Services with Dial 9 and ISDN Primary Rate Services, including all associated features, from this Product Guide. Customers under contract for these services, will remain subject to the existing terms and conditions until the end of the contract term.

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EXCHANGE SERVICES

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GG. BUSINESS TRAFFIC STUDY SERVICE (Continued)

3. Rates and Charges

For Rates and Charges, see Part B, Section 18 of this Product Guide.

HH. REGIONAL ESSENTIALS

1. Description

Regional Essentials is an optional residential service package that provides customers with a combination of basic local and intraLATA toll service and up to three Value Added services features for one flat monthly rate. Regional Essentials include:

- individual basic service access line,
- unlimited basic local usage,
- unlimited direct distance dialed intraLATA toll,
- applicable Service Connection Charges,
- up to three of the following Value Added Services features:
 - Home Voice Mail Service for Residence,
 - Call Waiting,
 - Caller ID with Name, Caller ID Number Only#, Call Waiting ID With Name, or Call Waiting ID Deluxe#,
 - Fixed Call Forwarding*

2. Terms and Conditions

- a. Regional Essentials is available to residence customers located within the Company's service area in New York State.
- b. Regional Essentials is not available on ISDN lines or to Lifeline customers.
- c. Regional Essentials charges apply on a line level basis.
- d. Customers subscribing to Regional Essentials cannot have Regional Value, Verizon Regional Package Extra, Verizon Regional Package, Verizon Regional Package Unlimited, Verizon Local Package Extra, Verizon Local Package, Local Package Unlimited, Sensible Minute (line level), Weekend Choice, Personal Unlimited Plan, Call Package or Dial-A-Visit on the same line.

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* Fixed Call Forwarding is not counted separately as a value-added service when used in conjunction with Home Voice Mail.

These features are no longer available to residential customers. Existing residential customers may retain the features at existing locations.

EXCHANGE SERVICES

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HH. REGIONAL ESSENTIALS (Cont'd)

2. Terms and Conditions (Cont'd)

- e. Customers subscribing to Regional Essentials may not have the following plans on the same line or account: Personalized Rate Plan, Home Region Personalized Rate Plan or Sensible Minute (account level).
- f. All regulations applicable to Call Waiting, Caller ID With Name, Caller ID Number Only, Call Waiting ID With Name, Call Waiting ID Deluxe and Fixed Call Forwarding, as specified in Section 2 of this Tariff, apply to those services and features when offered under Regional Essentials.
- g. For existing customers who choose to subscribe to Regional Essentials, a service connection charge does not apply to change their underlying basic exchange telephone service to individual message rate or individual flat rate service. A customer may also change features within the package, terminate the package, switch to another calling plan, and change their type of service without incurring a service connection charge.
- h. If for any reason the Company withdraws Regional Essentials, all customer subscriptions to the Package will be cancelled.

EXCHANGE SERVICES

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HH. REGIONAL ESSENTIALS (Continued)

2. Terms and Conditions (Continued)

i. Bundle Discount Plan*

Bundle Discount Plan (BDP) is an offering for which a residential customer can qualify, subject to the limitations described below, by agreeing to subscribe to Regional Essentials, along with a qualifying unlimited long distance calling plan as described below, plus any of the following products, for a 12-month term:

- Verizon Online Broadband (Up to 3M, 7.1M or 15.1M package), an offering by Verizon Online Inc. that provides a maximum speed of 3Mbps, 7.1Mbps or 15.1 Mbps respectively; or,
- Verizon Wireless ONE-BILL#; or,
- DIRECTV (Total Choice or higher priced DIRECTV product)#, ** or,
- Verizon Online Broadband (Up to 3M package), and either or both of Verizon Wireless ONE-BILL or DIRECTV (Total Choice or higher priced DIRECTV product)#, ** or,
- FiOS Data 20M, an offering by Verizon Online Inc. that provides a maximum speed of 20M; or,
- FiOS Data 20M and FiOS Video; or,
- Verizon Online Broadband (Up to 3M, 7.1M or 15.1M package), and DIRECTV** (Total Choice or higher priced DIRECTV** product); or,
- Verizon Online Broadband (1M, 3M, 7.1M or 15.1M package) and Verizon Wireless with ONE-BILL; or
- Verizon Online Broadband (1M, 3M, 7.1M or 15.1M package), Verizon Wireless with ONE-BILL and DIRECTV** (Total Choice or higher priced DIRECTV** product)

Each product must be billed by Verizon New York Inc.

Customers who subscribe to Regional Essentials along with a qualifying unlimited long distance calling plan and to one or more of the specified products will not automatically be eligible for this offering. Instead, the BDP will be provided to otherwise qualifying customers only upon customer request or upon customer acceptance of a suggestion, recommendation, or offer of the discount made by a Verizon representative.

* See footnote explanation at the end of this Section 2.i.

These Bundle Discount Plan options are not available to new subscribers.

** As of January 22, 2017, DIRECTV will not be provided to new subscribers. Existing subscribers may continue to subscribe to DIRECTV in accordance with the terms and conditions described herein. Effective June 1, 2017, Verizon will no longer provide billing for DIRECTV.

EXCHANGE SERVICES

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HH. REGIONAL ESSENTIALS (Continued)

2. Terms and Conditions (Continued)

i. Bundle Discount Plan* (Continued)

The BDP discount, as specified in Part B, Section 18, will apply for the entire 12-month term of the customer's commitment, from the date it is implemented on a customer's account. If, prior to the end of the 12-month term, the customer removes either the qualified long distance plan or any of the other products that entitle the customer to the BDP discount, the customer will lose the discount for Regional Essentials, but no termination liability will apply.

Automatic Renewal:

At the expiration of a customer's initial 12-month term under the BDP, the customer will automatically receive the Renewal Discounts set forth in Part B, Section 18 for an additional 12-month term[#], provided that the customer continues to subscribe to Regional Essentials along with a qualifying long-distance plan plus any of the products specified in the first Paragraph of this subsection 2.i. If the customer wishes, he or she may instead elect to return to month-to-month rates or, if qualified, to enroll in an alternative discount plan such as the FiOS Bundle Discount Plan. In such a case, the customer must contact Verizon to arrange for the return to month-to-month rates or to enroll in an alternative plan.

At the expiration of a customer's 12-month term renewal period under the BDP, the customer will automatically receive the Renewal Discounts set forth in Part B, Section 18 on a month-to-month basis, provided that the customer continues to subscribe to Regional Essentials along with a qualifying long-distance plan plus any of the products specified in the first Paragraph of this subsection 2.i. If the customer wishes, he or she may instead elect to return to the non-discounted monthly rates. In such a case, the customer must contact Verizon to arrange for the return to the non-discounted monthly rates.

Verizon reserves the right to eliminate this Automatic Renewal privilege at any time, and no customers will be automatically renewed after the effective date of such elimination; provided however, that customers already in a renewal term will be permitted to complete that renewal term notwithstanding the elimination of such renewal right.

* See footnote explanation at the end of this Section 2.i.

The Automatic Renewal for an additional 12-month term is no longer provided to new customers.

EXCHANGE SERVICES

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HH. REGIONAL ESSENTIALS (Continued)

2. Terms and Conditions (Continued)

i. Bundle Discount Plan* (Continued)

Automatic Renewal for Customers who renew for the first time on or after April 20, 2009:

After a qualifying customer's initial twelve-month period under the BDP has expired, the customer will automatically be renewed on a month-to-month basis at the Renewal Discounts specified in Part B, Section 18, provided that the customer continues to subscribe to Regional Essentials along with a qualifying long-distance plan plus any of the products specified in the first Paragraph of this subsection 2.i. If the customer wishes, he or she may instead elect to return to the non-discounted monthly rates. In such a case, the customer must contact Verizon to arrange for the return to the non-discounted monthly rates. Verizon reserves the right to eliminate this Automatic Renewal privilege at any time, and no customers will receive renewal discounts after the effective date of such elimination.

Customers are limited to one BDP discount at any given time and cannot combine discounts. There is no charge for eligible customers to enroll in the BDP offering.

Qualifying unlimited long distance calling plans must be consistent with the Plan O Service – Unlimited as found in the Product Guide of Verizon Long Distance LLC.

* The Bundle Discount Plan is not available to new subscribers.

EXCHANGE SERVICES

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HH. REGIONAL ESSENTIALS (Continued)

2. Terms and Conditions (Continued)

- j. FiOS Bundle Discount Plan
(The FiOS Bundle Discount Plan will not be provided to new subscribers.)

FiOS Bundle Discount Plan (FBDP) offers reduced prices for Regional Essentials to qualifying residential customers, subject to the limitations described below. The customer must agree to subscribe to Regional Essentials, along with a qualifying unlimited long distance calling plan as described in Paragraph HH.2.i. preceding, plus qualifying FiOS TV and/or FiOS Internet services, as specified in the Part B, Section 18, each for a 6- or 12--month commitment period, in accordance with the procedures and requirements of the providers of the respective products. Changes to qualifying FiOS TV service plans and FiOS Internet service speeds may be made by posting a revised Product Guide, Part B, Section 18. Such changes will apply to new customers only, and will not affect existing term commitments.

The FBDP discount, as specified in Part B, Section 18 will apply for the entire 6- or 12-month commitment from the date it is implemented on a customer's account. At the conclusion of the 6-or 12- -month term, the customer may contact Verizon to renew his or her term commitment, by subscribing to the FBDP II, or the plan currently in effect at that time. The customer may also choose to unsubscribe to the plan or to subscribe to the month-to-month discounts under the FBDP II, if available.

If the customer does not take any action to renew his or her participation in the FBDP, he or she will continue to receive the same discount as he or she had previously been receiving, on a month-to-month basis, and until such time as the Company implements Renewal Discounts for the FBDP. In such cases, the customer will receive advance notification of the renewal. If the customer wishes, he or she may instead elect to return to month-to-month rates. In such a case, the customer must contact Verizon to arrange for the return to month-to-month rates or to enroll in an alternative plan. If after notification of the renewal discounts the customer does not take any action, he or she will receive, on a month-to-month basis, the renewal discounts as implemented by the Company from time to time.

EXCHANGE SERVICES

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HH. REGIONAL ESSENTIALS (Continued)

2. Terms and Conditions (Continued)

- j. FiOS Bundle Discount Plan (Continued)
(The FiOS Bundle Discount Plan will not be provided to new subscribers.)

Discontinuance by the customer of any of the services listed above during the commitment period will result in immediate termination of the Regional Essentials discount.

Each product must be billed by Verizon New York Inc.

Customers who subscribe to Regional Essentials along with a qualifying unlimited long distance calling plan and to one or more of the specified products will not automatically be eligible for this offering. Instead, the FBDP will be provided to otherwise qualifying customers only upon customer request or upon customer acceptance of a suggestion, recommendation, or offer of the discount made by a Verizon representative.

Customers are limited to one FBDP discount at any given time and cannot combine discounts. There is no charge for eligible customers to enroll in the FBDP offering.

The charges applicable to the Suspension of Residence Service (temporary service), including the initial non-recurring charges, as specified in Section 20 of this Product Guide, Part B, will be waived during the period of suspension for customers who subscribe to the FBDP. If the account has multiple lines, one of which is under the FBDP, the suspension rate for all lines on the account will be waived for the length of the suspension period.

During the suspension period, the commitment period, if applicable, will also be suspended for customers subscribing to the FBDP. At the end of the suspension period, the commitment period will resume from where it was prior to the period of suspension.

EXCHANGE SERVICES

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HH. REGIONAL ESSENTIALS (Continued)

2. Terms and Conditions (Continued)

k. Voice Discount Plan #

A residential customer can qualify for an initial term under the Voice Discount Plan (VDP), subject to the limitations described below, by agreeing to subscribe the primary line to Regional Essentials, along with a qualifying unlimited long distance calling plan as described below, for a 12-month term. In addition, a customer agreeing to subscribe to an additional line with Regional Essentials for a 12-month term can qualify for an initial term under the VDP.

Subject to the provisions of the second following Paragraph, customers will be eligible for an initial twelve-month term under the VDP if they (i) call Verizon New York to disconnect their Verizon dial tone service and agree to retain such service; (ii) establish dial tone service with Verizon New York after disconnecting their dial tone service from another provider (provided, however, that in such case the eligibility will only extend for thirty days after such service is established); (iii) agree to add an additional line(s); (iv) contact Verizon New York citing competitors' offers or otherwise indicate potential future disconnection based on price considerations; (v) are new customers establishing dial tone service with Verizon New York; or (vi) are customers responding to a Verizon New York marketing offering.

Each product must be purchased through and billed by Verizon New York Inc.

Customers who subscribe to Regional Essentials on an additional line or Regional Essentials along with a qualifying unlimited long distance calling plan and who meet the requirements of the second preceding Paragraph, will not automatically be eligible for an initial term under this offering. Instead, an initial term under the VDP will be provided to otherwise qualifying customers only upon customer request or upon customer acceptance of a suggestion, recommendation, or offer of the discount made by a Verizon representative.

The Voice Discount Plan discounts will no longer be provided on non-primary (additional) lines.

EXCHANGE SERVICES

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HH. REGIONAL ESSENTIALS (Continued)

2. Terms and Conditions (Continued)

k. Voice Discount Plan # (Continued)

The VDP discount as specified in Part B, Section 18, will apply for the entire 12-month term of the customer's commitment, from the date it is implemented on a customer's account. If, prior to the end of the 12-month term, the customer removes Regional Essentials on an additional line or Regional Essentials along with a qualifying long distance plan, the customer will lose the additional discount for Regional Essentials provided for by this section, but no termination liability will apply.

Automatic Renewal

After a qualifying customer's initial twelve-month period under the VDP has expired, the customer will automatically be renewed on a month-to-month basis at the renewal rates specified in Section 18 of this Product Guide, Part B, provided that the customer continues to subscribe either to Regional Essentials plus a qualifying long-distance plan, or to Regional Essentials on an additional line, as specified in the first Paragraph of this subsection. Verizon reserves the right to eliminate this Automatic Renewal privilege at any time, and no customers will receive renewal discounts after the effective date of such elimination.

There is no charge for eligible customers to enroll in the VDP offering.

Qualifying unlimited long distance calling plans must be consistent with the Plan O Service – Unlimited as found in the Product Guide of Verizon Long Distance LLC.

The Voice Discount Plan discounts will no longer be provided on non-primary (additional) lines,

The Automatic Renewal is no longer provided to new customers.

EXCHANGE SERVICES

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HH. REGIONAL ESSENTIALS (Continued)

2. Terms and Conditions (Continued)

I. FiOS Bundle Discount Plan II

FiOS Bundle Discount Plan II (FBDPII) offers reduced prices for Regional Essentials to qualifying residential customers, subject to the limitations described below. The customer must agree to subscribe to Regional Essentials, along with a qualifying unlimited long distance calling plan as described in Paragraph HH.2.i. preceding, plus qualifying FiOS TV and/or FiOS Internet services, as specified in Part B, Section 18 on a month-to-month basis or for a 24-month commitment period, in accordance with the procedures and requirements of the providers of the respective products. Changes to qualifying FiOS TV service plans and FiOS Internet service speeds may be made by filing a revision to Product Guide, Part B, Section 18. Such changes will apply to new customers only, and will not affect existing month-to-month or term-commitment customers.

The FBDPII discount, as specified in Part B, Section 18, will apply on a month-to-month basis or for the entire 24- month commitment from the date it is implemented on a customer's account. At the conclusion of the 24-month term, the customer may renew his or her participation in the FBDPII, at the rate and on the terms and conditions then in effect.

If at the end of the commitment period the customer does not take any action to renew his or her participation in the FBDPII, he or she will automatically revert to the month-to-month rates for the FBDPII specified in Part B, Section 18, provided that he or she continues to purchase the required long distance and FiOS services.

Discontinuance by the customer of any of the services listed above will result in immediate termination of the Regional Essentials discount.

Each product must be billed by Verizon New York Inc.

Customers who subscribe to Regional Essentials along with a qualifying unlimited long distance calling plan and to one or more of the specified products will not automatically be eligible for this offering. Instead, the FBDPII will be provided to otherwise qualifying customers only upon customer request or upon customer acceptance of a suggestion, recommendation, or offer of the discount made by a Verizon representative.

Customers are limited to one FBDPII discount at any given time and cannot combine discounts. There is no charge for eligible customers to enroll in the FBDP offering.

EXCHANGE SERVICES

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HH. REGIONAL ESSENTIALS (Continued)

2. Terms and Conditions (Continued)

I. FiOS Bundle Discount Plan II (Continued)

The FBDPII discounts for customers who first subscribe on or after June 4, 2011, as specified in Part B, Section 18 are not available to the extent that comparable bundles are made available by the Company.

The charges applicable to the Suspension of Residence Service, including the restoral charge, as specified in Part B, Section 18, will be waived during the period of suspension for customers who subscribe to the FBDP II. If the account has multiple lines, one of which is under the FBDP II, the suspension rate for all lines on the account will be waived for the length of the suspension period.

During the suspension period, the bundle term, if applicable, will also be suspended for customers subscribing to the FBDP II. At the end of the suspension period, the bundle term will resume from where it was prior to the period of suspension.

m. Feature Package

A Regional Essentials customer is eligible to receive a Feature Package at no additional charge when the customer also subscribes to a qualifying unlimited long distance calling plan. The feature package includes the following features:

- Call Forwarding, Three-Way Calling and Verizon Call Assistant* (offered by Verizon Long Distance).

The Feature Package will automatically be provided to customers newly subscribing to Regional Essentials. The Feature Package will be provided to existing Regional Essentials customers upon customer request.

If the customer removes Regional Essentials or the qualifying unlimited long distance calling plan associated with Regional Essentials, the customer will lose the Feature Package. If the customer requests the removal of any of the individual features included in the feature package, the entire feature package will be removed.

Qualifying unlimited long distance calling plans must be consistent with the Plan O Service - Unlimited as found in the Product Guide of Verizon Long Distance LLC.

Each product must be billed by Verizon New York Inc.

* Verizon Call Assistant is only available to existing subscribers.

EXCHANGE SERVICES

HH. REGIONAL ESSENTIALS (Continued)

2. Terms and Conditions (Continued)

n. Bundle Discount Plan II**

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Bundle Discount Plan II (BDPII) offers qualifying residential customers a monthly discount on Regional Essentials, subject to the limitations described in this Section HH.2.n. The customers must agree to subscribe to Regional Essentials and to either Verizon Online High Speed Internet Service or DIRECTV*. Pricing for BDPII is set forth in Section 18 of this Product Guide, Part B and depends upon which of the additional services the customer agrees to purchase, whether the customer additionally agrees to subscribe to a qualifying unlimited long distance calling plan, as described below, and, in some cases, whether the order is placed through the Verizon website.

Qualifying unlimited long distance calling plans must be consistent with the Plan O Service – Unlimited as found in the Product Guide of Verizon Long Distance.

Each product must be billed by Verizon New York Inc.

Customers who subscribe to Regional Essentials and to either Verizon Online High Speed Internet Service or DIRECTV* will not automatically be eligible for this offering. Instead the BDPII will be provided to otherwise qualifying customers only upon customer request or upon customer acceptance of a suggestion, recommendation, or offer of the discount made by a Verizon representative.

The BDPII discount, as specified in Part B, Section 18 will apply from the date BDPII is implemented on a customer's account. If the customer removes any of the products that entitle the customer to the discount, the customer will lose the discount for Regional Essentials.

3. Waiver

- a. The Company reserves the right to waive the monthly rate associated with Regional Essentials in order to promote the sale of the Package.
- b. Each promotional period for these waivers will not extend beyond 90 days.
- c. Terms and conditions in effect on these waivers will be listed in an Attachment to this Product Guide, Part B. If, at the expiration of the waiver, the customer elects to retain the Package, then applicable rates and charges will be applied from the expiration date.
- d. Appropriate notification of these waivers will be made to all eligible customers.

4. Rates and Charges

For rates currently in effect, see Part B, Section 18 of this Product Guide.

* As of January 22, 2017, DIRECTV will not be provided to new subscribers. Existing subscribers may continue to subscribe to DIRECTV in accordance with the terms and conditions described herein. Effective June 1, 2017, Verizon will no longer provide billing for DIRECTV.

** As of January 24, 2019, the Regional Essential Bundle Discount Plan II without a qualifying Unlimited Long Distance plan offered with High Speed Internet will not be provided to new subscribers. Existing subscribers as of January 24, 2019 are not allowed to make additions, changes or moves.

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EXCHANGE SERVICES

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II. REGIONAL VALUE

1. Description

Regional Value is an optional residential service package that provides customers with a combination of basic local and intraLATA toll service for one flat monthly rate. It includes:

- individual basic exchange service,
- unlimited basic local usage,
- unlimited direct distance dialed intraLATA toll, and
- applicable Service Connection Charges.

2. Terms and Conditions

- a. Regional Value is available to residence customers located within the Company's service area in New York State.
- b. Regional Value is not available on ISDN lines or to Lifeline customers. (C)
- c. Regional Value charges apply on a line level basis.
- d. Customers subscribing to Regional Value cannot have Regional Essentials, Verizon Regional Package Extra, Verizon Regional Package, Verizon Regional Package Unlimited, Verizon Local Package Extra, Verizon Local Package, Local Package Unlimited, Sensible Minute (line level), Weekend Choice, Personal Unlimited Plan, Call Package or Dial-A-Visit on the same line.
- e. Customers subscribing to Regional Value may not have the following plans on the same line or account: Personalized Rate Plan, Home Region Personalized Rate Plan or Sensible Minute (account level).
- f. For existing customers who choose to subscribe to Regional Value, a service connection charge does not apply to change their underlying basic exchange telephone service to individual message rate or individual flat rate service. A customer may also terminate the package, switch to another calling plan, and change their type of service without incurring a service connection charge.
- g. If for any reason the Company withdraws Regional Value, all customer subscriptions to the Package will be cancelled.

EXCHANGE SERVICES

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II. REGIONAL VALUE (Continued)

2. Terms and Conditions (Continued)

h. Voice Discount Plan #

A residential customer can qualify for an initial term under the Voice Discount Plan (VDP), subject to the limitations described below, by agreeing to subscribe the primary line to Regional Value or to Regional Value along with a qualifying unlimited long distance calling plan as described below, for a 12-month term.

Subject to the provisions of the following Paragraph, customers will be eligible for an initial twelve-month term under the VDP if they (i) call Verizon New York to disconnect their Verizon dial tone service and agree to retain such service; (ii) establish dial tone service with Verizon New York after disconnecting their dial tone service from another provider (provided, however, that in such case the eligibility will only extend for thirty days after such service is established); (iii) are customers who currently subscribe to or call Verizon New York to purchase Verizon Online high speed internet service or Verizon FiOS Internet service but have no local service from Verizon New York and agree to establish dial tone line service with Verizon New York; (iv) contact Verizon New York citing competitors' offers or otherwise indicate potential future disconnection based on price considerations; (v) are new customers establishing dial tone service with Verizon New York; (vi) are customers responding to a Verizon New York marketing offering; or (vii) are customers who currently subscribe to the following packages and convert to Regional Value along with a qualifying unlimited long distance calling plan: Local Package, Local Package Extra, Local Package Unlimited, Regional Package, Regional Package Extra, Regional Package Unlimited, Regional Essentials or Regional Value.

Customers who subscribe to Regional Value or Regional Value along with a qualifying unlimited long distance calling plan and who meet the requirements of the preceding Paragraph will not automatically be eligible for an initial term under this offering. Instead, an initial term under the VDP will be provided to otherwise qualifying customers only upon customer request or upon customer acceptance of a suggestion, recommendation, or offer of the discount made by a Verizon representative. Customers who request these rates in response to Verizon's marketing activities within 30 days of establishing local service with Verizon New York Inc. after disconnecting their local service from another provider, will be eligible for the discount.

Each product must be purchased through and billed by Verizon, New York Inc.

The Voice Discount Plan discounts are no longer provided on non-primary (additional) lines.

EXCHANGE SERVICES

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II. REGIONAL VALUE (Continued)

2. Terms and Conditions (Continued)

h. Voice Discount Plan # (Continued)

The VDP discount as specified in Part B, Section 18 will apply for the entire 12-month term of the customer's commitment, from the date it is implemented on a customer's account. If, prior to the end of the 12-month term, the customer removes Regional Value the customer will lose the discount for Regional Value, but no termination liability will apply.

Automatic Renewal##:

After a qualifying customer's initial twelve-month period under the VDP has expired, the customer will automatically be renewed on a month-to-month basis at the renewal rates specified in Part B, Section 18, provided that the customer continues to subscribe either to Regional Value or Regional Value plus a qualifying long-distance plan, as specified in the first Paragraph of this subsection. Verizon reserves the right to eliminate this Automatic Renewal privilege at any time, and no customers will receive renewal discounts after the effective date of such elimination.

There is no charge for eligible customers to enroll in the VDP offering.

Qualifying unlimited long distance calling plans must be consistent with the Plan O Service – Unlimited as found in the Product Guide of Verizon Long Distance LLC.

The Voice Discount Plan discounts are no longer provided on non-primary (additional) lines.

Automatic Renewal is no longer provided to new customers.

EXCHANGE SERVICES

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II. REGIONAL VALUE (Continued)

2. Terms and Conditions (Continued)

i. Flex Bundle Discount Plan*

The Flex Bundle Discount Plan (FXBDP) is an offering for which a residential customer can qualify, subject to the limitations described below, by agreeing to subscribe to:

1. Regional Value, along with a qualifying unlimited long distance calling plan as described below, plus any of the following products, for a 12-month term:
 - Verizon Online Broadband (Up to 1Mbps)
 - DIRECTV Total Choice (or higher priced DIRECTV product)
 - Verizon Online Broadband (Up to 1Mbps) and DIRECTV Total Choice (or higher priced DIRECTV product)
 - Verizon Online Broadband (1M package) and Verizon Wireless with ONE-BILL
 - Verizon Online Broadband (1M package), Verizon Wireless with ONE-BILL and DIRECTV (Total Choice or higher priced DIRECTV product)

OR
2. Regional Value without a long distance plan, plus any of the following products for a 12-month term:
 - Verizon Online Broadband (Up to 1Mbps)
 - DIRECTV Total Choice (or higher priced DIRECTV product)
 - Verizon Online Broadband (Up to 1Mbps) and DIRECTV Total Choice (or higher priced DIRECTV product)

Each product must be billed by Verizon New York Inc.

Customers who subscribe to Regional Value with or without a qualifying unlimited long distance calling plan and to one or more of the specified products will not automatically be eligible for this offering. Instead the FXBDP will be provided to otherwise qualifying customers only upon customer request or upon customer acceptance of a suggestion, recommendation, or offer of the discount made by a Verizon representative

* See explanation of footnote at the end of this Section II.2.I.

EXCHANGE SERVICES

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II. REGIONAL VALUE (Continued)

2. Terms and Conditions (Continued)

i. Flex Bundle Discount Plan* (Continued)

The FXBDP discount as specified in Part B, Section 18, will apply for the entire 12-month term of the customer's commitment, from the date it is implemented on a customer's account. If, prior to the end of the 12-month term, the customer removes either the qualified long distance plan or any of the other products that entitle the customer to the FXBDP discount, the customer will lose the discount for Regional Value, but no termination liability will apply.

Automatic Renewal: After a qualifying customer's initial twelve-month period under the FXBDP has expired, the customer will automatically be renewed on a month-to-month basis at the Renewal Discounts specified in Part B, Section 18 provided that the customer continues to subscribe to Regional Value along with a qualifying long-distance plan plus any of the products specified in the first of this Paragraph II.2.I. If the customer wishes, he or she may instead elect to return to the non-discounted monthly rates. The customer must contact Verizon to arrange for the return to the non-discounted monthly rates. Verizon reserves the right to eliminate this Automatic Renewal privilege at any time, and no customers will receive renewal discounts after the effective date of such elimination.

Customers are limited to one FXBDP discount at any given time and cannot combine discounts. There is no charge for eligible customers to enroll in the FXBDP offering.

Qualifying unlimited long distance calling plans must be consistent with the Plan O Service – Unlimited as found in the Product Guide of Verizon Long Distance LLC .

* The Flex Bundle Discount Plan is not available to new subscribers. Automatic Renewal is no longer provided to new customers.

EXCHANGE SERVICES

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II. REGIONAL VALUE (Continued)

2. Terms and Conditions (Continued)

j. Fixed Price Bundle*

The Fixed Price Bundle (FPB) offers a monthly discounted rate on Regional Value to qualifying residential customers, subject to the limitations described below. The customer must: 1) establish dial tone service with Verizon New York Inc. or call Verizon New York to disconnect their Verizon dial tone service and agree to retain such service; 2) agree to subscribe to Regional Value along with a qualifying unlimited long distance calling plan as described below, and 3) reside in a location not eligible for Verizon Online Broadband or Verizon FiOS products at the time services are established.

Subject to future modification or elimination of the FPB, the discounted rate will be available for as long as the customer: 1) remains at the same service address; and 2) continues to meet the conditions listed above.

Each product must be purchased through and billed by Verizon New York Inc.

The Fixed Price Bundle cannot be provided by Verizon during periods of temporary suspension of telephone service (see Section 13 of this Product Guide, Part B). Following the end of any period during which a FPB customer's service is temporarily suspended, the customer will have to re-order the Fixed Price Bundle.

Discontinuance by the customer to meet any of the conditions listed above will result in immediate termination of the FPB discounted rate.

Customers are limited to one FPB discounted rate at any given time and cannot combine discounts.

There is no charge for eligible customers to enroll in the FBP discounted rate offering.

Qualifying unlimited long distance calling plans must be consistent with the Plan O Service – Unlimited as found in the Product Guide of Verizon Long Distance LLC

* The Fixed Price Bundle is not provided to new subscribers. Changes are not permitted.

EXCHANGE SERVICES

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II. REGIONAL VALUE (Continued)

2. Terms and Conditions (Continued)

j. Fixed Price Bundle*

FPB will not be provided automatically but will be provided only upon a request by an eligible customer, or upon an eligible customer's acceptance of a Verizon representative's offer or suggestion or recommendation of the service.

The FPB discounted rate, as specified in Part B, Section 18 will apply from the date it is implemented on a customer's account.

3. Waiver

- a. The Company reserves the right to waive the monthly rate associated with Regional Value in order to promote the sale of the Package.
- b. Each promotional period for these waivers will not extend beyond 90 days.
- c. Terms and conditions in effect on these waivers will be listed in an Attachment to this Product Guide, Part B. If, at the expiration of the waiver, the customer elects to retain the Package, then applicable rates and charges will be applied from the expiration date.
- d. Appropriate notification of these waivers will be made to all eligible customers

4. Rates and Charges

For rates and charges, see Part B, Section 18 of this Product Guide.

EXCHANGE SERVICES

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JJ. PREFERRED VOICE

1. General

Preferred Voice is an optional business service package which provides customers a package of offerings at a flat monthly rate. The service includes unlimited domestic, local and toll voice usage, select voice features with Business exchange service and/or CustoSak Service, as further set forth below.

Subject to the requirements of JJ.2. below, including but not limited to Section JJ.2.k, Preferred Voice customers may also subscribe to Preferred Voice Additional Line which includes unlimited local and toll voice usage.

2. Terms and Conditions

- a. Preferred Voice and Preferred Voice Additional Line(s) are available on Business exchange service, and on CustoSak lines where facilities permit.
- b. Preferred Voice is available only to customers who subscribe to Verizon or its affiliates as their carrier for all local and intraLATA toll calls, Home Region and Region-to-Region calls plus unlimited long distance calling. Preferred Voice Additional Line is available only to Preferred Voice customers who subscribe to Verizon as their carrier for all local and intraLATA toll calls.
- c. Preferred Voice and Preferred Voice Additional Line(s) apply per telephone line.
- d. Preferred Voice and Preferred Voice Additional Line(s) are available on a 2-year term only. Term agreements are applied per line. At the end of the 2-year term period or any subsequent renewal, the agreement will automatically be renewed for successive 2-year terms on the same terms and conditions, unless either party provides 30-days' advance notice that it does not wish to renew the term. As explained more fully in subparagraph e., below, each subsequent renewal will allow for a 60-day grace period for subscribers to remove the plan without an early termination charge. Pricing for the renewal term will be the same as the pricing that applied during the prior term unless Verizon has provided 30-days' notice of any change.
- e. In the event the customer terminates either the Preferred Voice Additional Line(s) or the 2-year term service within the first 60 days, starting on the Order Completion Date, the customer will be liable for the Month-to-Month charges that would have applied to the individual offerings included in Preferred Voice, up to the date of termination, and any termination liability will be waived. If the customer terminates service after 60-calendar days, but prior to the completion of the term commitment period, the customer shall be liable for an early termination charge of 35% of the monthly Preferred Voice recurring charge per line for each month remaining during the term.

Preferred Voice Additional Line(s) will run concurrent with existing Preferred Voice Lines(s). When disconnecting Preferred Voice Line(s), all related Preferred Voice Additional Lines(s) must maintain the relationships stated in JJ.2.k. following.

EXCHANGE SERVICES

JJ. PREFERRED VOICE (Cont'd)

2. Terms and Conditions (Cont'd)

e. (Cont'd)

An early termination charge will not apply under the following circumstances:

- (i) Customer moves existing service either to a new location within the same address and/or same building (inside move) or to a new address or building (outside move) and maintains that service for the remainder of the term;
 - (ii) 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 (total rate paid to Verizon) of the current term commitment; or
 - (iii) Customer changes to another service or usage plan or upgrades service or usage under a term commitment, and the value (total rate paid to Verizon) of the new term commitment is equal to or greater than the remaining value of the current term commitment.
- f. Detailed IntraLATA toll billing is not provided with Preferred Voice or Preferred Voice Additional Line(s).
- g. Preferred Voice and Preferred Voice Additional Line(s) are not available with PBX trunks, ground start* lines or trunks, ISDN Basic Service, ISDN Primary Service, Remote Call Forwarding Service, Foreign Exchange Service, and Public Access Smart-pay Lines. (C)
- h. Preferred Voice and Preferred Voice Additional Line(s) are not available with the following business packages or optional plans: Corporate Rewards, ICBs, Virtual Private Network Service (VPNS), Business Special Toll Plan, Virtual WATS and discontinued Optional Calling Plans.
- i. Preferred Voice consists of the following offerings:
- Local exchange line with unlimited usage
 - Unlimited nationwide calling
 - Extended Area Calling
 - Extended Local Service
 - Call Waiting
 - Three-Way Calling
 - Call Forwarding
 - Caller ID
 - Voice Mailbox
 - UltraForward
 - Waiver of the non-recurring service charges

* Ground start may not be provided over fiber facilities and is only available where suitable facilities exist. (N)
(N)

EXCHANGE SERVICES

(C)

JJ. PREFERRED VOICE (Cont'd)

2. Terms and Conditions (Cont'd)

- j. Preferred Voice Additional Line consists of the following offerings:
- 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
- k. The Preferred Voice Additional Line requirements are as follows:
- Maximum of 5 Additional Lines with Dialtone
 - Maximum of 5 Additional Lines with CustoPAK (25 Main CustoPAK lines plus 5 Additional lines maximum).
- l. Customers subscribing to Preferred Voice or Preferred Voice Additional Line(s) cannot have Unlimited Local and Toll Usage for Business on their account.
- m. Customers who purchase Preferred Voice will not have to pay separate charges for their Extended Area Calling and Extended Local Service charges. These are rolled into the monthly price of the Service.
- n. Preferred Voice and Preferred Voice Additional Line(s) are flat rate unlimited service options only. There is no message/measured service option available. These are included into the monthly price of the Preferred Voice Service. Preferred Voice Additional Line(s) includes unlimited local and local toll usage. Long Distance usage must be purchased separately.
- o. Preferred Voice and Preferred Voice Additional Line(s) 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.

3. Rates and Charges

For rates and charges, see Part B, Section 18 of this Product Guide.

NOTE: Effective May 21, 2014, the Verizon Credit Plan has been moved to P.S.C. No. 15 Tariff.

EXCHANGE SERVICES

(C)

KK. BUSINESS DIRECT BILL CREDIT

1. Description

The Business Direct Bill Credit is an offering under which eligible customers may receive, subject to the limitations described below, a monthly discount as specified in Part B, Section 18.

A customer is eligible for the discount if the customer is an existing business customer and

- (a) (i) contacts Verizon to disconnect its Verizon dial-tone service or to disconnect one or more individual message business lines, one or more Centrex Plus with Assume Dial 9 (a/k/a Custopak) lines or one or more Centrex Plus lines; and agrees not to discontinue such service or disconnect such lines; or (ii) agrees to migrate lines served by copper facilities to fiber facilities at Verizon's suggestion;
- and -
- (b) has no less than the total billed revenue specified in Part B, Section 18 for combined services offered by Verizon, DSL service offered by Verizon Online, and long distance service offered by a Verizon affiliate.

2. Terms and Conditions

- a. The total monthly billed revenue used to determine the amount of the Business Direct Bill Credit is based on a three-month total billed account revenue average.
- b. The Business Direct Billed Credit applies per account from the date it is implemented on the customer's account and will continue for a maximum of 12 months.
- c. Customers will not automatically be enrolled in this offering. The Business Direct Bill Credit will be provided to qualifying customers only upon customer request or upon customer acceptance of a suggestion, recommendation, or offer of the discount made by Verizon.
- d. Customers are limited to one (1) discount only and cannot combine discounts.
- e. Eligible customers do not include customers who are disconnecting their service through the Verizon website or customers disconnecting service as a result of a move outside of or within the Verizon service territory, disconnecting as a result of death of the customer, or the disconnecting of seasonal service.
- f. Changes to the total monthly billed revenue and the monthly credits may be made by filing a revision to Part B, Section 18.

EXCHANGE SERVICES

(C)

LL. SINGLE LINE BUSINESS PAK

(The Single Line Business PAK is not provided to new subscribers. It will continue to be provided to existing customers. Moves and/or changes are permitted.)

1. General

Single Line Business PAK is an optional flat-rated usage package for business customers that provides, subject to the terms and conditions, set forth below, a network access line, unlimited usage and certain calling features for one flat monthly rate, when the customer also subscribes to unlimited nationwide calling and a High Speed Internet service or FiOS Internet service provided by Verizon Online.

The Single Line Business PAK includes the following:

- individual message rate business service,
- unlimited local or Home Region usage,
- unlimited direct distance-dialed intraLATA Region-to-Region or toll usage,
- choice of any or all of the following calling features: Call Waiting, Three-Way Calling, Call Forwarding, Caller ID and standard business Voice Messaging Mailbox.

2. Terms and Conditions

- a. Single Line Business PAK is available only where facilities and conditions permit.
- b. Single Line Business PAK is available only to business customers that are presubscribed to Verizon New York Inc. as their carrier for all intraLATA toll and Region-to-Region calls.
- c. Single Line Business PAK is available only to business customers that subscribe to 25 or fewer lines (voice grade or voice grade equivalent) at the time service is initiated. A maximum of ten (10) such lines may have unlimited local/Home Region and toll/Region-to-Region usage, either with the Single Line Business PAK package or under any other unlimited usage plan or package offered by Verizon New York Inc.
- d. Single Line Business PAK is available only to customers that subscribe to (a) a business unlimited nationwide long distance calling plan through Verizon Long Distance LLC and a High Speed Internet service or FiOS Internet service offered by Verizon Online. (For this reason, the packages can be provided only if the customer is loop-qualified for High Speed Internet service or if FiOS Internet capabilities are available in the customer's area.)
- e. Customers may have only one Single Line Business PAK Package per account.
- f. Customers may have Single Line Business PAK and Unlimited Local and Unlimited Local and Toll Usage for Business on different lines on the same account.

EXCHANGE SERVICES

LL. SINGLE LINE BUSINESS PAK (Cont'd)

(The Single Line Business PAK is not provided to new subscribers. It will continue to be provided to existing customers. Moves and/or changes are permitted.)

2. Terms and Conditions (Cont'd)

- g. Single Line Business PAK is not available with the following services/line types: Centrex Plus Service, CustopAK Service, Public Access Smart-pay Lines, PBX trunks, ground start* (C)
lines or trunks, ISDN Primary Service, ISDN Basic Service, Remote Call Forwarding Service, Foreign Exchange Service, Foreign Zone and Flexpath Digital PBX Service.
- h. Single Line Business PAK is not available with the following business packages/plans: Unlimited Dial Tone Line (DTL) Basic Package and Unlimited CustopAK Basic Package, Virtual WATS, ICBs, Business Special Toll Plan and Corporate Rewards.
- i. Single Line Business PAK is not available in combination with other optional calling plans or virtual private network services.
- j. Call detail listings are not available for usage provided as part of the Single Line Business PAK.
- k. The unlimited usage provided as part of the Single Line Business PAK does not apply to the following calling types or services: Directory Assistance, Directory Assistance Call Completion, Operator-Handled Station-to-Station Calls, Busy Line Verification, Emergency Interrupt, Calling Card calls, Intercept Call Completion, calls to a chat-line, calls to any information service including 700/900/976 Service Calls, IDS Type Calls, Three-Way Calling (per activation), and Repeat Calls/Return Calls (per activation).
- l. The unlimited usage provided as part of the Single Line Business PAK package 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. This service may also not be used for autodialing, predictive dialers, 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.

* Ground start may not be provided over fiber facilities and is only available where suitable facilities exist. (C)
(C)

EXCHANGE SERVICES

(C)

LL. SINGLE LINE BUSINESS PAK (Cont'd)

(The Single Line Business PAK is not provided to new subscribers. It will continue to be provided to existing customers. Moves and/or changes are permitted.)

2. Terms and Conditions (Cont'd)

- m. If the customer selects the Voice Messaging component of the package, it can also select (if the Voice Messaging mailbox doesn't already include it) either or both of the following two features: Call Forwarding – Busy and Call Forwarding – Don't Answer. (Currently, Centrex Plus customers can order Call Forwarding – Busy and Call Forwarding – Don't Answer at no additional charge.)
- n. If the customer selects the Caller ID component of the package, and already has Call Waiting, it can choose to add Call Waiting ID with Name. Callers subscribing to Caller ID or Call Waiting ID with Name will be automatically provided with the Anonymous Call Rejection feature as described in Section 2.O of this Part B of the Product Guide.
- o. All terms and conditions applicable to access lines, usage and calling features as specified in this Product Guide and other Company Tariffs apply to customers that select such access line, usage and features in conjunction with the Single Line Business PAK package.
- p. Single Line Business PAK is offered under a one-year or a three-year term agreement.
- q. At the end of the one- or three-year term period or any subsequent renewal, the agreement will automatically be renewed for a successive one-year or three-year term (based on the length of the 1st Revised term) at the same terms and conditions, unless either party provides advance notice that it does not wish to renew the term. Each subsequent renewal will allow for a 60-day grace period for the subscriber to unsubscribe from the plan without penalty. Pricing will remain the same during any automatic renewal unless the Company has provided 30 days' notice of any change.
- r. One-year and three-year term agreement rates are not fixed at the time the customer signs up for the package. The applicable rates are those set forth in the Product Guide, as those rates may change from time to time.
- s. Applicable Service Connection Charges as specified in Section 18.12 of this Part B of the Product Guide will be waived : 1) for customers subscribing to a three-year agreement and 2) in the event a class of service change is required in order to obtain a Single Line Business PAK package.
- t. A monthly credit, as specified in Section 18.12 of this Part B of the Product Guide, will be applied to the Single Line Business PAK package monthly rate once the High Speed Internet service or FiOS Internet service is provisioned.

EXCHANGE SERVICES

(C)

LL. SINGLE LINE BUSINESS PAK (Cont'd)

(The Single Line Business PAK is not provided to new subscribers. It will continue to be provided to existing customers. Moves and/or changes are permitted.)

2. Terms and Conditions (Cont'd)

- u. If the customer cancels its high speed internet service or its unlimited nationwide calling service or any of the components of the Single Line Business PAK Package other than the access line, the remaining components of the package will be re-priced at the rate applicable to those components other than under this Section LL. If the access line is cancelled termination liability charges, as specified in 2.v. following, will apply.

v. Termination Liability

- (1) Early termination by the customer of a Single Line Business PAK package term agreement will result in a one-time flat Termination Charge of:

one-year term agreement \$75

three-year term agreement

for default within the 1st year of the term \$125

for default within the 2nd year of the term \$100

for default within the 3rd year of the term \$75

- (2) 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.
- (b) Customer moves existing service to a location where the service is not available.
- (c) Customer changes from a one-year to a three-year term.
- (d) Customer renegotiates a new term commitment plan for the same service before the current term commitment expires, and the revenue value of the new term commitment to Verizon is equal to or greater than the remaining revenue value of the current term commitment.
- (e) Customer changes to another service or usage plan or upgrades service or usage under a term commitment, and the revenue value of the new term commitment to Verizon is equal to or greater than the remaining revenue value of the current term commitment.

EXCHANGE SERVICES

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LL. SINGLE LINE BUSINESS PAK (Cont'd)

(The Single Line Business PAK is not provided to new subscribers. It will continue to be provided to existing customers. Moves and/or changes are permitted.)

2. Terms and Conditions (Cont'd)

v. Termination Liability (Cont'd)

(2) An early termination charge will not apply under the following circumstances. (Cont'd)

(f) Customer terminates service within the first 60 days, starting on the order completion date. Monthly charges, however, will apply.

(g) Company withdraws, for any reason, the Single Line Business PAK package. All customer subscriptions will be cancelled as of the date of such withdrawal.

3. Rates and Charges

For Rates and Charges, see Section 18.2 of this Part B of the Product Guide.

EXCHANGE SERVICES

(C)

MM. SOLUTIONS FOR BUSINESS

1. General

Solutions for Business is an optional flat-rated usage package for business customers which provides, subject to the terms and conditions set forth below, a network access line (primary line), additional line(s) (optional), unlimited usage and certain calling features for one flat monthly rate, when the customer also subscribes to an unlimited nationwide calling plan through Verizon Long Distance LLC.

The Solutions for Business Primary Line includes the following:

- one Individual Message Rate Business Service Line or first CustoPAK Line (Centrex Plus with Assume Dial 9),
- unlimited local or Home Region usage,
- unlimited direct distance-dialed intraLATA Region-to-Region or toll usage,
- choice of any or all of the following calling features: Call Waiting, Three-Way Calling, Call Forwarding, Caller ID and standard business Voice Messaging Mailbox.

Additional Line options are as follows:

- Additional Bundle Line(s) – CustoPAK line(s) or Individual Message Rate Business Service Line with Call Waiting, Call Forwarding, Three-Way Calling
- Additional Bundle Line(s) Plus – CustoPAK line(s) with Caller ID or Individual Message Rate Business Service Line with Call Waiting, Call Forwarding, Three-Way Calling, and standard business Voice Messaging Mailbox
- Additional Bundle Line(s) Unlimited – CustoPAK line(s) with Caller ID or Individual Message Rate Business Service Line with Call Waiting, Call Forwarding, Three-Way Calling, standard business Voice Messaging Mailbox, unlimited local or Home Region usage and unlimited direct distance-dialed intraLATA Region-to-Region or toll usage.

2. Terms and Conditions

- a. Solutions for Business is available only where facilities are available and conditions permit.
- b. Solutions for Business is available only to business customers that are presubscribed to Verizon New York Inc. as their carrier for all intraLATA toll and Region-to-Region calls.
- c. Customers will be provisioned with CustoPAK or Individual Message Rate Business Service Lines. In instances where the switch is not provisioned with CustoPAK, lines will be provided with Individual Message Rate Business Service.
- d. Solutions for Business is available only to business customers that subscribe to 25 or fewer lines (voice grade or voice grade equivalent) per location. A maximum of ten (10) such lines may have unlimited local/Home Region and toll/Region-to-Region usage, either with the Solutions for Business package or under any other unlimited usage plan or package offered by Verizon New York Inc.

EXCHANGE SERVICES

MM. SOLUTIONS FOR BUSINESS (Cont'd)

2. Terms and Conditions (Cont'd)

- e. Solutions for Business is available only to customers that subscribe to a business unlimited nationwide long distance calling plan through Verizon Long Distance LLC.
- f. Customers may have Solutions for Business and Unlimited Local and Unlimited Local and Toll Usage for Business on different lines on the same account.
- g. Solutions for Business is not available with the following services/line types: Centrex Plus Service, Public Access Smart-pay Lines, PBX trunks, ground start* lines or trunks, ISDN Primary Service, ISDN Basic Service, Remote Call Forwarding Service, Foreign Exchange Service, Foreign Zone and Flexpath Digital PBX Service. (C)
- h. Solutions for Business is not available with the following business packages/plans: Unlimited Dial Tone Line (DTL) Basic Package and Unlimited CustoPAK Basic Package, Single Line Business PAK, Virtual WATS, ICBs, Business Special Toll Plan and Corporate Rewards.
- i. Solutions for Business is not available in combination with other optional calling plans or virtual private network services.
- j. Call detail listings are not available for usage provided as part of the Solutions for Business.
- k. The unlimited usage provided as part of the Solutions for Business does not apply to the following calling types or services: Directory Assistance, Directory Assistance Call Completion, Operator-Handled Station-to-Station Calls, Busy Line Verification, Emergency Interrupt, Calling Card calls, Intercept Call Completion, calls to a chat-line, calls to any information service including 700/900/976 Service Calls, IDS Type Calls, Three-Way Calling (per activation), and Repeat Calls/Return Calls (per activation).
- l. The unlimited usage provided as part of the Solutions for Business package 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. This service may also not be used for autodialing, predictive dialers, or facsimile broadcasting, blasting, or spamming. The Company reserves the right to restrict the number of other services in order to prevent any impairment in the quality of service furnished. If the customer uses this service for any non-eligible purpose, the Company may suspend, restrict or cancel the service.

* Ground start may not be provided over fiber facilities and is only available where suitable facilities exist. (C)
(C)

EXCHANGE SERVICES

(C)

MM. SOLUTIONS FOR BUSINESS (Cont'd)

2. Terms and Conditions (Cont'd)

- m. If the customer selects the Voice Messaging component of the package, it can also select (if the Voice Messaging mailbox doesn't already include it) either or both of the following two features: Call Forwarding – Busy and Call Forwarding – Don't Answer.
- n. If the customer selects the Caller ID component of the package, and already has Call Waiting, it can choose to add Call Waiting ID with Name at no additional charge. Callers subscribing to Caller ID or Call Waiting ID with Name will be automatically provided with the Anonymous Call Rejection feature as described in Section 2.O of this Part B.
- o. All terms and conditions applicable to access lines, usage and calling features as specified in this Product Guide and other Company Tariffs apply to customers that select such access line, usage and features in conjunction with the Solutions for Business package.
- p. The Solutions for Business package primary line is offered under a two-year agreement or on a month-to-month basis. Additional lines are offered on a month-to-month or two-year term basis. Additional lines provided on a two-year term basis are subject to early termination charges as described in Paragraph v.(2) Plan 2, following.
- q. End of Term Options– Customers that subscribe to the Solutions for Business two-year term may elect either Plan1 or Plan 2 at the time they order or renew.

Plan 1 – The customer must contact the Company prior to the end of the term agreement in order to renew it. The rate for the new term shall be the term rate in effect at the time of renewal. If the customer does not renew the term agreement before it expires, after expiration the customer shall pay, on a month-to-month basis, the term rate as it may change from time to time, until the customer cancels the service or requests a new term agreement. Failure to cancel service or request a new term will constitute the customer's acceptance of the continued service. Customers will be subject to all prevailing rules and terms and conditions of the package as they may change from time to time.

Plan 2 – At the end of each term, the plan will automatically renew for another two-year term under the same terms, except that the monthly rate will be adjusted to the prevailing plan rate in effect at the time of renewal. Alternately, the customer may contact the Company anytime within the period beginning 30 days before the end of a term and ending 60 days after the term auto renews to arrange for termination of the service or conversion to a month-to-month service without incurring early termination charge.

EXCHANGE SERVICES

(C)

MM. SOLUTIONS FOR BUSINESS (Cont'd)

2. Terms and Conditions (Cont'd)

- q. End of Term Options (Cont'd)
(2) Plan 2 (Cont'd)

Solutions for Business lines subscribed to under Plan 2 may not be combined with other voice services or features under a term commitment. Other voice services and features may only be combined with lines under Plan 2 when these other voice services and/or features are purchased on a month-to-month basis.

r.

- s. Applicable Service Connection Charges as specified in Section 18.12 of this Part B of the Product Guide will be waived : 1) for customers subscribing to a two-year agreement, 2) in the event a class of service change is required in order to obtain a Solutions for Business package and 3) for customers subscribing to a two-year agreement and adding lines to an existing Solutions for Business Package in order to qualify for the Multi-Line Discount.
- t. If in addition to the Solutions for Business Package and an unlimited nationwide calling plan, the customer subscribes to a High Speed Internet service or FiOS Internet service provided by Verizon Online, a monthly credit, as specified in the Rates and Charges section following, will be applied to the Solutions for Business package monthly rate. This credit will be implemented once the High Speed Internet service or FiOS internet service is provisioned.
- u. Multi-Line Discount* – A multi-discount, as specified in the Section 18.2 of this Part B of the Product Guide, applies to the Solutions for Business Package Additional Bundle Line(s) Plus or Additional Bundle Line(s) Unlimited as follows:
- (1) The discount will be provided on the Additional Bundle Line(s) Plus or Additional Bundle Line(s) Unlimited line(s) when the total lines in the bundle equal four or more. The discount will be provided beginning with the fourth qualifying line up to the bundle maximum of 25 lines. The main line and the second and third lines are not eligible.
 - (2) Customers with four or more Solutions for Business Package lines prior to April 17, 2011, must add at least one new line to qualify for the Multi-Line Discount.
 - (3) Only one Multi-Line Discount shall apply per line. If any lines are removed from the Solutions for Business Package such that the account has less than four lines, the Multi-Line Discount will be automatically removed.

* The Multi-Line Discount will not be available to new subscribers.

Material formerly under Paragraph 2.r now appears on 1st Revised Page 147, Paragraph 2.q.(1) of this Section.

EXCHANGE SERVICES

(C)

MM. SOLUTIONS FOR BUSINESS (Cont'd)

2. Terms and Conditions (Cont'd)

v. Termination Liability

(1) Plan 1

Subject to subsection v.(3) and 3. following, a one-time Termination Charge of \$50 applies under the following circumstances:

- (a) Early termination by the customer of the Solutions for Business package term agreement.
- (b) If the customer cancels the unlimited nationwide calling service or the access line.

(2) Plan 2

Subject to subsection v.(3) and 3. following, a one-time early termination charge per line will be assessed under the following circumstances:

- (a) Early termination by the customer of the Solutions for Business package term agreement.
- (b) If the customer cancels the unlimited nationwide calling service or the access line.

The amount of the early termination charge will be 35% of the monthly recurring charge(s) (MRC), excluding any promotional discounts, for the line(s) being terminated multiplied by the remainder of the term in months. The remainder of the term will be the number of days left in the 24-month term divided by 30. The term of all lines subscribed to or renewed under Plan 2 and within the same account will be coterminous based upon the date of the first line established.

All lines within the same Solutions for Business Bundle must be under the same Plan - either Plan 1 or Plan 2.

(3) 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.
- (b) Customer moves existing service to a location where the service is not available.
- (c) Customer changes from month-to-month to a two-year term.
- (d) Customer renegotiates a new term commitment plan for the same service before the current term commitment expires, and the revenue value of the new term commitment to Verizon is equal to or greater than the remaining revenue value of the current term commitment.

EXCHANGE SERVICES

(C)

MM. SOLUTIONS FOR BUSINESS (Cont'd)

2. Terms and Conditions (Cont'd)

v. Termination Liability (Cont'd)

(3) An early termination charge will not apply under the following circumstances. (Cont'd)

- (e) Customer changes to another service or usage plan or upgrades service or usage under a term commitment, and the revenue value of the new term commitment to Verizon is equal to or greater than the remaining revenue value of the current term commitment.
- (f) Customer terminates service within the first 30 days, starting on the order completion date. Monthly charges, however, will apply.
- (g) Company withdraws, for any reason, the Solutions for Business package. All customer subscriptions will be cancelled as of the date of such withdrawal.

3. Satisfaction Guarantee

- (1) 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.
- (2) Early termination liability will be waived for customers requesting discontinuation of the service pursuant to this offer.
- (3) 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.
- (4) No customer will be entitled to discontinue service pursuant to this offer more than once per service.
- (5) The Company will remove the service(s) from the account of a customer requesting discontinuation pursuant to this offer.
- (6) The customer is responsible for notifying the Company to disconnect the service(s) within thirty (30) calendar days of installation.
- (7) 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.
- (8) 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.
- (9) This offer applies only to the charges for the service as a whole and not any charges for optional features offered with this service.

EXCHANGE SERVICES

MM. SOLUTIONS FOR BUSINESS (Cont'd)

3. Satisfaction Guarantee (Cont'd)

- (10) 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.
- (11) This offer does not apply to service(s) to be used for less than thirty (30) consecutive days.
- (12) This offer does not apply to any lines on which voice services were already provisioned prior to an order being placed for Solutions for Business.

4. Voice Non-Recurring Charge (NRC) Activation Waiver

- a. Applicable Service Connection Charges (Service Order Charge, Records Order Charge, Central Office Line Charge, Premises Visit Charge, and Standard Network Interface Charge), as specified in Part B, Section 18.12 of the Product Guide, will be waived for customers who meet the following criteria:

- (1) new business customers who agree to subscribe to a month-to-month or two-year term Solutions for Business package with new Verizon Basic Internet service new Verizon Fios Internet service; OR (T)
- (2) existing customers with Fios Internet service that upgrade to a new month-to-month or two-year term Solutions for Business Bundle with a qualifying month-to-month or two-year term Fios Internet plan; OR
- (3) existing voice customers without Basic Internet or Fios Internet service who purchase new voice lines with a Solutions for Business bundle that includes Basic Internet or Fios Internet service. (T)

- b. This waiver is subject to the following conditions:

- (1) Solutions for Business Additional Lines purchased at the same time as the qualifying Solutions main line are also eligible for the waiver of non-recurring charges under the same terms and conditions as the main line.
- (2) Existing Verizon customers moving their service do not qualify as a new customer for purposes of this waiver.
- (3) Existing Basic Internet customers are not eligible for this waiver. (T)
- (4) This waiver cannot be combined with any other discount or promotion except as authorized by Verizon.

5. Rates and Charges

For Rates and Charges, see Section 18.2 of this Part B of the Product Guide.

EXCHANGE SERVICES

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NN.WORKSMARTsm PACKAGE

1. Description

WorkSmartsm Package (WorkSmart) provides business customers with the option to subscribe to one of fifteen preset feature packages of network services and provides discounts to subscribers who commit to a term agreement offer. WorkSmart is available only to individual line message rate small business customers excluding Analog and Digital Centrex Service, ISDN Service, and PBX trunks subscribers. WorkSmart is available in suitably equipped central offices.

2. Feature Packages

WorkSmart consists of fifteen feature packages comprised of the following services. Feature Packages 4, 9 and 12 are the feature packages recommended to multi-line hunt group customers.

Feature Package 1

- Call Waiting
- Call Forwarding
- UltraForward (1-20 lines)
- Caller ID - Number Only

Feature Package 2

- Call Waiting
- Call Forwarding
- UltraForward (1-20 lines)
- Three-way Calling

Feature Package 3

- Call Waiting
- Call Forwarding
- UltraForward (1-20 lines)
- Caller ID - Number Only
- Three-way Calling

Feature Package 4

- Call Forwarding
- UltraForward (1-20 lines)
- Caller ID - Number Only
- Three-way Calling

Feature Package 5

- Call Waiting
- Call Forwarding
- UltraForward (1-20 lines)
- Caller ID

Feature Package 6

- Call Waiting
- Call Forwarding
- UltraForward (1-20 lines)
- Caller ID
- Three-way Calling

sm Service Mark of Verizon Communications Inc.

EXCHANGE SERVICES

(C)

NN.WORKSMART PACKAGE (Cont'd)

2. Feature Packages (Cont'd)

Feature Package 7

- Call Forwarding
- UltraForward (1-20 lines)
- Caller ID
- Three-way Calling

Feature Package 8

- Call Waiting
- Call Forwarding
- UltraForward (1-20 lines)
- Call Waiting ID with Name

Feature Package 9

- Call Waiting
- Call Forwarding
- UltraForward (1-20 lines)
- Call Waiting ID with Name
- Three-way Calling

Feature Package 10

- Call Waiting
- Call Forwarding
- Caller ID

Feature Package 11

- Call Waiting
- Call Forwarding
- Three-way Calling
- Caller ID

Feature Package 12

- Call Forwarding
- Three-way Calling
- Caller ID

Feature Package 13

- Call Waiting
- Call Forwarding
- Three-way Calling
- Call Waiting ID with Name

Feature Package 14

- Call Waiting
- Three-way Calling
- Call Waiting ID with Name

Feature Package 15

- Call Waiting
- Call Forwarding
- Call Waiting ID with Name

3. Terms and Conditions

- WorkSmart is available only to customers who use Verizon New York Inc. as their local service provider.
- All terms and conditions apply for the Custom Calling Services features (Call Waiting, Call Forwarding, and Three-way Calling), PhoneSmart Services features (Caller ID - Number Only, Caller ID, and Call Waiting ID with Name), and UltraForward as specified in this Part B, Section 2 of the Product Guide.
- WorkSmart is available on a 12-month, 24-month, and 36-month commitment period. Within 90 days prior to the conclusion of the commitment period, the customer will be contacted by the Telephone Company to renew their WorkSmart Package for another commitment period.
- The features within each package are sold at their individual feature rate if no service agreement is selected. The applicable rates for each feature are specified in Section 18.2 of this Part B of the Product Guide for each specific service.

EXCHANGE SERVICES

(C)

NN. WORKSMART PACKAGE (Cont'd)

3. Terms and Conditions (Cont'd)

e. Discounts Upon Entering into a Service Agreement

- (1) The feature package monthly rate discounts for a 12-month, 24-month and 36-month commitment periods are specified in Section 18.2 of this Part B of the Product Guide.
- (2) A Service Charge discount, as specified in Section 18.12 of this Part B of the Product Guide, applies when a customer orders a WorkSmart feature package as a new access line subscriber or other change.
- (3) The customer receives an additional discount, as specified in Section 18.2 of this Part B of the Product Guide off the WorkSmart feature package if a new additional business access line is ordered equipped with a WorkSmart feature package.

f. Monthly rates for WorkSmart are in addition to the rates and charges for the associated main telephone exchange service, and for other associated services.

g. Termination Liability

- (1) The termination liability for customers who terminate their service agreement prior to its expiration is as specified in Section 18.12 of this Part B of the Product Guide.
- (2) The termination liability does not apply when a customer changes the commitment period to a commitment period which is shorter or longer than the time remaining in the existing WorkSmart commitment period.
- (3) The termination liability does not apply when a customer subscribes to Digital Centrex Plus Service prior to the expiration of their WorkSmart service agreement.
- (4) The termination liability does not apply when a customer subscribes to the Unlimited Local and Toll Usage for Business customers and Feature Package 1 or Feature Package 2 prior to the expiration of their WorkSmart agreement.

h. WorkSmart may be relocated to a different premise. The number of access lines in service at the new location must be greater than or equal to the number of lines in service at the previous location.

i. WorkSmart is not available with temporary suspension of service.

j. The customer may be required to purchase customer premises equipment applicable to the service selected in the appropriate feature package as specified in the terms and conditions for the services contained in the specific feature packages to which the customer is subscribing.

4. Rates and Charges

For Rates and Charges, see Section 18.2 of this Part B of the Product Guide.

EXCHANGE SERVICES

(C)

OO. UNLIMITED LOCAL AND TOLL USAGE FOR BUSINESS

1. Description

Unlimited Local and Toll Usage for Business is an optional business usage plan that provides customers with unlimited local and direct distance-dialed intraLATA toll voice usage for one flat monthly rate. The Basic Service Access Line rate is not included and customers subscribing to Unlimited Local and Toll Usage for Business will be subject to this rate.

2. Terms and Conditions

- a. Unlimited Local and Toll Usage for Business is available to Individual Message Business and Digital Centrex Plus customers located within the Company's serving area in New York State where Individual Message Business and Digital Centrex Plus services are offered.
- b. Unlimited Local and Toll Usage for Business is available only to any customers who presubscribe to Verizon New York Inc. as their carrier for all local, intraLATA toll, Home Region and Region-to-Region calls.
- c. Unlimited Local and Toll Usage for Business is available to any business customer at any location for which the customer, at the time of the initiation of services, subscribes to 25 or fewer lines (voice grade or voice grade equivalent).
- d. Business customers who are eligible for the Unlimited Local and Toll Usage for Business plan at particular locations may subscribe to a maximum of ten lines with Unlimited Local and Toll Usage at each such location.
- e. Unlimited Local and Toll Usage for Business applies separately on each individual telephone line.
- f. All terms and conditions applicable to Digital Centrex Plus Service, as specified in Section 3 of this Part B of the Product Guide, apply when Digital Centrex Plus Service is offered with Unlimited Local and Toll Usage for Business.
- g. Unlimited Local and Toll Usage for Business is not available with the following business packages/plans: Virtual WATS, ICBs, Business Special Toll Plan and Corporate Rewards.

EXCHANGE SERVICES

OO. UNLIMITED LOCAL AND TOLL USAGE FOR BUSINESS

2. Terms and Conditions (Cont'd)

- h. Unlimited Local and Toll Usage for Business does not apply to the following calling types or services: Directory Assistance, Directory Assistance Call Completion, Operator-Handled Station-to-Station Calls, Busy Line Verification, Emergency Interrupt, Calling Card calls, Intercept Call Completion, Time/Lottery/Weather Calls, calls to a chatline service under NY PSC Orders, calls to any information service including 700/900/976 Service Calls, IDS Type Calls, Three-Way Calling (per activation), Repeat Calls/Return Calls (per activation).
- i. Unlimited Local and Toll Usage for Business is not available with Public Access Smart-pay Lines, PBX trunks, ground start** lines or trunks, ISDN Primary Service, ISDN Basic Service, Remote Call Forwarding Service, Foreign Exchange Service, Foreign Central Office*, Foreign Zone and Flexpath Digital PBX Service. (C)
- j. Service Connection Charges will not apply to existing customers who choose to add Unlimited Local and Toll Usage for Business to their line(s).
- k. Service charges will be waived in the event a class of service change is required in order to have Unlimited Local and Toll Usage for Business.
- l. If for any reason the Company withdraws the Unlimited Local and Toll Usage for Business plan, all customer subscriptions will be cancelled.
- m. Unlimited Local and Toll Usage for Business 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. This service may also not be used for autodialing, predictive dialers, or facsimile broadcasting, blasting, or spamming. Verizon New York Inc. 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 these services for any non-eligible purpose, including, but not limited to, the examples noted above, the Company may suspend, restrict or cancel the service. Details on calls made will not be made available for this service.

* Unlimited Local and Toll Usage for Business is limited to existing Foreign Central Office customers of record, at existing locations.

** Ground start may not be provided over fiber facilities and is only available where suitable facilities exist.

(N)
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EXCHANGE SERVICES

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OO. UNLIMITED LOCAL AND TOLL USAGE FOR BUSINESS (Cont'd)

2. Terms and Conditions (Cont'd)

n. Feature Packages

Feature Packages are available to eligible customers, who subscribe to the Unlimited Local and Toll Usage for Business, subject to the availability of facilities.

The rates for the feature packages are in addition to the monthly rate for the Unlimited Local and Toll Usage plan. Service Connection Charge(s) will not apply to existing Unlimited Local and Toll Usage for Business customers who choose to add a Feature Package. No termination charges apply when a customer removes the package.

Feature Packages must be on the same line as the Unlimited Local and Toll Usage for Business plan.

(1) Feature Package 1

- (a) Feature Package 1 includes Call Forwarding, Call Waiting and Three-Way Calling.
- (b) Feature Package 1 is available to Individual Message Business customers who meet the requirements of the Unlimited Local and Toll Usage for Business plan, subject to the availability of facilities.
- (c) The customer can select any single feature, any combination of two features, or all three features in this package to qualify.

(2) Feature Package 2

- (a) Feature Package 2 includes Voice Messaging and Caller ID.
- (b) Feature Package 2 is available to Individual Message Business and Centrex Plus customers who meet the requirements of the Unlimited Local and Toll Usage for Business plan, subject to the availability of facilities.
- (c) The customer can select one feature, or both features, in this package to qualify.
- (d) If the customer selects the Voice Messaging component of the package, he can also select (if the Voice Messaging mailbox doesn't already include it) either or both of the following two features: Call Forwarding – Busy and Call Forwarding – Don't Answer. (Currently, Centrex Plus customers can order Call Forwarding – Busy and Call Forwarding – Don't Answer at no additional charge.)

EXCHANGE SERVICES

OO. UNLIMITED LOCAL AND TOLL USAGE FOR BUSINESS (Cont'd)

2. Terms and Conditions (Cont'd)

n. Feature Packages (Cont'd)

(2) Feature Package 2 (Cont'd)

(e) If the customer selects the Caller ID component of the package, and already has Call Waiting, he can choose to add Call Waiting ID with Name. Callers subscribing to Caller ID or Call Waiting ID with Name will be automatically provided with the Anonymous Call Rejection feature as described in Section 2.O of this Part B.

o. Month-to-Month and One-Year* Term Agreements

(1) Unlimited Local and Toll Usage for Business is available on a month-to-month basis or a 1-Year Term Agreement.

(2) Customers on the month-to-month option may discontinue their enrollment in the plan at any time upon request to the Company.

(3) One-year Term agreements are applied per line and each line can have a different start date. At the end of the term period, or any subsequent renewal, the agreement will automatically be renewed for successive 1-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 will allow for a 60-day grace period for subscribers to remove the plan without termination liability as provided for in paragraph (5) following. Pricing will remain the same during any automatic renewal unless the Telephone Company has provided 30 days' notice to the customer of any change as provided in paragraph (4) following.

(4) Verizon New York Inc. reserves the right to change the price for the 1-Year Term agreement at any time, and such new price shall apply to all new term agreements from the effective date of the new price.

(5) In the event the customer terminates the 1-Year term agreement within the first 60 days, from the first day of the 1-Year Term agreement, 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 the 1-Year term agreement after 60 days, but prior to the completion of the term commitment period, the customer shall be liable for an early termination charge of 25% of the monthly recurring charge per line for the remainder of the term.

An early termination charge will not apply under the following circumstances:

(a) Customer moves existing service either to a new customer location within the same address and/or same building (inside move) or to a new customer location (outside move) and maintains that service for the remainder of the term;

* Effective August 16, 2016, the Unlimited Local and Toll Usage for Business one-year term agreement is no longer available to new customers. Existing customers may maintain their service and the one-year term commitment plan will automatically renew. Moves or changes to subscribers' existing services are permitted.

(T)

EXCHANGE SERVICES

OO. UNLIMITED LOCAL AND TOLL USAGE FOR BUSINESS (Cont'd)

2. Terms and Conditions (Cont'd)

o. Month-to-Month and One-Year* Term Agreements (Cont'd)
(5) (Cont'd)

An early termination charge will not apply under the following circumstances: (Cont'd)

(b) Customer renegotiates a new term commitment plan for the same service before the current term commitment expires and the revenue value, as described following, of the new term commitment is equal to or greater than the remaining revenue value of the current service period; or

(c) Customer changes to another service or usage plan or upgrades service or usage under a term commitment, and the revenue value, as described following, of the new term commitment is equal to or greater than the remaining revenue value* of the current term commitment.

(d) After August 21, 2016, if the customer terminates the 1-Year term agreement after 60 days, but prior to the completion of the term commitment period, the customer shall not be liable for an early termination charge of 25% of the monthly recurring charge per line for the remainder of the term. (T)

*The 'revenue value' of a term commitment means the minimum amount that the customer would be required to pay the Company pursuant to the commitment over the entire term of the commitment (or over the remainder of the term, if the commitment period has already begun).

3. Waiver

a. The Company reserves the right to waive any or all of the rates associated with Unlimited Local and Toll Usage for Business in order to promote the sale of the Plans.

b. Terms and conditions in effect for the waiver will be listed in this Section.

c. Each waiver period offered by the Company will not extend beyond 90 days.

d. If at the expiration of the waiver period, the customer elects to retain the Plan then applicable rates and charges will be applied from the date the service was permanently established.

e. Appropriate notification of the waivers will be made to all eligible customers.

4. Rates and Charges

For Rates and Charges, see Section 18.2 of this Part B of the Product Guide.

* Effective August 21, 2016, the Unlimited Local and Toll Usage for Business one-year term agreement is no longer available to new customers. Existing customers may maintain their service and the one-year term commitment plan will automatically renew. Moves or changes to subscribers' existing services are permitted. (T)

EXCHANGE SERVICES

(C)

PP. UNLIMITED DIAL TONE LINE (DTL) AND UNLIMITED CUSTOPAK BASIC PACKAGES

(The Unlimited Dial Tone Line (DTL) and Unlimited CustopAK Basic Packages are not provided to new subscribers. Moves and/or changes are permitted.)

1. General

Unlimited Dial Tone Line (DTL) Basic Package and Unlimited CustopAK Basic Package are optional flat-rated usage packages for business customers that provide, subject to the terms, conditions, and terms and conditions set forth below, a network access line, usage and certain calling features for one flat monthly rate, when the customer also subscribes to a high speed internet service provided by Verizon Online, unlimited nationwide calling, and at least one Expansion Line. An Expansion Line is an additional line with or without unlimited local and toll usage with certain calling features, as described below.

a. The Unlimited DTL Basic Package includes the following:

- individual message rate business service,
- unlimited local or Home Region usage,
- unlimited direct distance-dialed intraLATA Region-to-Region or toll usage,
- choice of any or all of the following calling features: Call Waiting, Three-Way Calling, Call Forwarding, Caller ID and standard business Voice Messaging Mailbox.

(1) DTL Expansion Lines

At least one (1) Expansion Line is required with each Unlimited DTL Basic Package. The following two (2) options are available:

(a) DTL Expansion Lines With Unlimited Calling

DTL Expansion Lines With Unlimited Calling provide individual message rate business service together with unlimited local or Home Region usage, unlimited direct distance-dialed intraLATA Region-to-Region or toll usage and a choice of any or all of the following calling features:

Call Waiting, Three-Way Calling, Call Forwarding, Caller ID and standard business Voice Messaging Mailbox

(b) DTL Expansion Lines Without Unlimited Calling

DTL Expansion Lines Without Unlimited Calling provide individual message rate business service and a choice of any or all of the following calling features:

Call Waiting, Three-Way Calling, Call Forwarding, Caller ID and standard business Voice Messaging Mailbox

EXCHANGE SERVICES

(C)

PP. UNLIMITED DIAL TONE LINE (DTL) AND UNLIMITED CUSTOPAK BASIC PACKAGES (Cont'd)
(The Unlimited Dial Tone Line (DTL) and Unlimited Custopak Basic Packages will not be provided to new subscribers. Moves and/or changes are permitted.)

1. General (Cont'd)

b. The Unlimited Custopak Basic Package includes the following:

- One (1) Custopak Line (Centrex Plus with Assume Dial 9)
- unlimited local or Home Region usage,
- unlimited direct distance-dialed intraLATA Region-to-Region or toll usage,
- choice of one or both of the following calling features: Caller ID and standard business Voice Messaging Mailbox

(1) Custopak Expansion Lines

At least one (1) Custopak Expansion Line is required with each Unlimited Custopak Basic Package. The following two (2) options are available:

(a) Custopak Expansion Lines With Unlimited Calling

Custopak Expansion Lines With Unlimited Calling provide a Custopak line together with unlimited local or Home Region usage, unlimited direct distance-dialed intraLATA Region-to-Region or toll usage and a choice of one or both of the following calling features:

Caller ID and standard business Voice Messaging Mailbox

(2) Custopak Expansion Lines Without Unlimited Calling

Custopak Expansion Lines Without Unlimited Calling provide a Custopak line and choice of one or both of the following calling features:

Caller ID and standard business Voice Messaging Mailbox

EXCHANGE SERVICES

(C)

PP. UNLIMITED DIAL TONE LINE (DTL) AND UNLIMITED CUSTOPAK BASIC PACKAGES (Cont'd)
(The Unlimited Dial Tone Line (DTL) and Unlimited CustopAK Basic Packages will not be provided to new subscribers. Moves and/or changes are permitted.)

2. Terms and Conditions

- (a) Unlimited DTL Basic and Unlimited CustopAK Basic Packages are available only where facilities and conditions permit.
- (b) Unlimited DTL Basic and Unlimited CustopAK Basic Packages are available only to business customers that presubscribe to Verizon New York Inc. as their carrier for all intraLATA toll and Region-to-Region calls.
- (c) All terms and conditions applicable to CustopAK, as specified in Part B, Section 3 of this Product Guide, apply to customers that select the Unlimited CustopAK Basic Package.
- (d) Unlimited DTL Basic and Unlimited CustopAK Basic Packages are available only under a one-year or a three-year term agreement. Expansion Lines for either package are available on a month-to-month basis only.
- (e) At the end of the term period or any subsequent renewal, the agreement will automatically be renewed for a successive one-year or three-year term (based on the length of the 1st Revised term) at the same terms and conditions, unless either party provides advance notice that it does not wish to renew the term. Each subsequent renewal will allow for a 60-day grace period for the subscriber to unsubscribe from the plan without penalty.
- (f) Unlimited DTL Basic and Unlimited CustopAK Basic Packages are available only to customers that subscribe to (a) a business unlimited nationwide long distance calling plan through Verizon Long Distance LLC and a DSL-based broadband service offered by Verizon Online or FiOS. (For this reason, the packages can be provided only to customers that are loop-qualified for DSL-based broadband services or have FiOS capabilities.) Each Expansion Line must also subscribe to a business long distance calling plan through Verizon Long Distance LLC.
- (g) A monthly credit, as specified in Section 18.3 of this Part B of the Product Guide, will be applied to the Unlimited DTL Basic or Unlimited CustopAK Basic Package monthly rate once the DSL-based broadband service or FiOS is provisioned.
- (h) Unlimited DTL Basic and Unlimited CustopAK Basic Packages are available to any business customer at any location for which the customer subscribes to 25 or fewer lines (voice grade or voice grade equivalent) at the time service is initiated.

* Unlimited DTL Basic and Unlimited CustopAK Basic Packages are limited to existing Foreign Central Office customers of record, at existing locations.

EXCHANGE SERVICES

PP. UNLIMITED DIAL TONE LINE (DTL) AND UNLIMITED CUSTOPAK BASIC PACKAGES (Cont'd)
(The Unlimited Dial Tone Line (DTL) and Unlimited Custopak Basic Packages will not be provided to new subscribers. Moves and/or changes are permitted.)

2. Terms and Conditions (Cont'd)

- (i) At each customer location, customers must purchase at least one (1) Expansion Line with each Unlimited DTL Basic Package or Unlimited Custopak Basic Package. Customers are allowed up to 24 Expansion Lines, per eligible customer location. A maximum of nine (9) such lines, per customer location, can have unlimited local/Home Region and toll/Region-to-Region usage, either under this Section PP or under any other unlimited usage plan or package offered by Verizon New York Inc.
- (j) Unlimited DTL Basic and Unlimited Custopak Basic Packages are not available with the following business packages/plans: Virtual WATS, ICBs, Business Special Toll Plan and Corporate Rewards.
- (k) Unlimited DTL Basic and Unlimited Custopak Basic Packages are not available with Public Access Smart-pay Lines, PBX trunks, ground start** lines or trunks, ISDN Primary Service, (C) ISDN Basic Service, Remote Call Forwarding Service, Foreign Exchange Service, Foreign Central Office*, Foreign Zone and Flexpath Digital PBX Service.
- (l) Unlimited DTL Basic and Unlimited Custopak Basic Packages are not available in combination with other optional calling plans or virtual private network services.
- (m) The unlimited usage provided as part of the Unlimited DTL Basic and Unlimited Custopak Basic Packages, and for certain of the associated Expansion Lines, does not apply to the following calling types or services: Directory Assistance, Directory Assistance Call Completion, Operator-Handled Station-to-Station Calls, Busy Line Verification, Emergency Interrupt , Calling Card calls, Intercept Call Completion, calls to a chat-line, calls to any information service including 700/900/976 Service Calls, IDS Type Calls, Three-Way Calling (per activation), and Repeat Calls/Return Calls (per activation).
- (n) One-Year and 3-Year Term Agreement rates are not fixed at the time the customer signs up for the package. The applicable rates are those set forth in this Product Guide, as those rates may change from time to time.

* Unlimited DTL Basic and Unlimited Custopak Basic Packages are limited to existing Foreign Central Office customers of record, at existing locations.

** Ground start may not be provided over fiber facilities and is only available where suitable facilities exist. (N)
(N)

EXCHANGE SERVICES

(C)

PP. UNLIMITED DIAL TONE LINE (DTL) AND UNLIMITED CUSTOPAK BASIC PACKAGES (Cont'd)
(The Unlimited Dial Tone Line (DTL) and Unlimited Custopak Basic Packages will not be provided to new subscribers. Moves and/or changes are permitted.)

2. Terms and Conditions (Cont'd)

- (o) The unlimited usage provided as part of the Unlimited DTL Basic and Unlimited Custopak Basic Packages 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. This service may also not be used for autodialing, predictive dialers, 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.
- (p) If the customer selects the Voice Messaging component of the package, it can also select (if the Voice Messaging mailbox doesn't already include it) either or both of the following two features: Call Forwarding – Busy and Call Forwarding – Don't Answer. (Currently, Centrex Plus customers can order Call Forwarding – Busy and Call Forwarding – Don't Answer at no additional charge.)
- (q) If the customer selects the Caller ID component of the package, and already has Call Waiting, it can choose to add Call Waiting ID with Name. Callers subscribing to Caller ID or Call Waiting ID with Name will be automatically provided with the Anonymous Call Rejection feature as described in Section 2.O of this Part B of the Product Guide.
- (r) Call detail listings will not be available for usage provided as part of the Unlimited DTL Basic or Unlimited Custopak Basic Packages, or for the Unlimited Expansion Lines associated with either.
- (s) Service Connection Charges will be waived in the event a class of service change is required in order to obtain an Unlimited DTL Basic or Unlimited Custopak Basic Package.
- (t) All terms and conditions applicable to calling features as specified in this Part B, Section 2 of the Product Guide apply to customers that select such features in conjunction with the Unlimited DTL Basic and Unlimited Custopak Basic Packages or the associated Expansion Lines.
- (u) Applicable Service Charges as specified in Section 18.12 of this Part B of the Product Guide will be waived for customers subscribing to a three-year agreement.
- (v) If for any reason the Company withdraws the Unlimited DTL Basic and Unlimited Custopak Basic Packages, all customer subscriptions will be cancelled as of the date of such withdrawal, without termination liability to the customer.

EXCHANGE SERVICES

(C)

PP. UNLIMITED DIAL TONE LINE (DTL) AND UNLIMITED CUSTOPAK BASIC PACKAGES (Cont'd)
(The Unlimited Dial Tone Line (DTL) and Unlimited Custopak Basic Packages will not be provided to new subscribers. Moves and/or changes are permitted.)

2. Terms and Conditions (Cont'd)

(w) Termination Liability (Cont'd)

(1) Unlimited DTL Basic and Unlimited Custopak Basic Packages are offered on a one-year or a three-year term agreement.

(2) Early termination by the customer of an Unlimited DTL Basic Package or Unlimited Custopak Basic Package term agreement, such as by termination of the local exchange service associated with the package, will result in a one-time flat Termination Charge of:

1-year term agreement \$75 (per package)

3-year term agreement

for default within the 1st year of the term	\$225 (per package)
for default within the 2nd year of the term	\$150 (per package)
for default within the 3rd year of the term	\$75 (per package)

(3) Termination charges will not be applied, however, if the service is terminated within the first 60 days, starting on the order completion date.

(4) If the customer cancels its high speed internet service, its unlimited nationwide calling service, or all of the Expansion Line(s) of the bundle, the remaining components of the package will be re-priced at the rate applicable to that component other than under this Section E.

(5) The customer can add, delete or change the Expansion Lines without termination charges as long as at least one Expansion Line remains on the account. If all of the Expansion Lines are removed, the remaining components will revert to the rates applicable to those components other than under this Section PP.

(6) 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.
- (b) Customer moves existing service to a location where the service is not available.
- (c) Customer changes from a one-year to a three-year term.

3. Rates and Charges

For Rates and Charges, see Section 18.2 of this Part B of the Product Guide.