

EXCHANGE SERVICES

4.1 EXCHANGE AREAS AND LOCAL ACCESS AND TRANSPORT AREAS

Exchange areas and Local Access and Transport Areas (LATAs) are defined in 3.1 and are further described in 4.1.1 and 4.1.2 following.

4.1.1 LOCAL SERVICE AREAS

A. LIST OF EXCHANGE AREAS AND LOCAL SERVICE AREAS

Calls to the exchange areas shown under "Exchange Areas Included in Local Service Area" are unmeasured under flat rate service and, under message rate service one local message unit applies to such calls for the initial period. (See Tariff BPU NJ No. 7 Exchange and Network Services Section 6.1.1 for Intramunicipal Calling Service.).

Exchange Area	Exchange Areas Included In Local Service Area			
.ALLENTOWN	.Allentown	.Hightstown	.Mercerville	.New Egypt
#ASBURY PARK	#Asbury Park #Belmar	#Deal #Eatontown	#Long Branch	#Spring Lake
.ATLANTIC CITY	.Atlantic City .Brigantine	.Ocean City	.Pleasantville	.Somers Point
#ATLANTIC HIGHLANDS	#Atlantic Highlands #Keansburg	#Keyport #Long Branch	#Middletown	#Red Bank
.AVALON	.Avalon .Cape May Ct. Hse.	.Dennisville .Ocean City	.Sea Isle City	.Wildwood
.BARNEGAT	.Barnegat	.Beach Haven	@Toms River	.Tuckerton
BAYONNE	Bayonne @Elizabeth	Jersey City	Newark	Union City
.BEACH HAVEN	.Barnegat .Beach Haven	.Brigantine	.Pleasantville	.Tuckerton
øBEAVER BROOK	øBeaver Brook øBlackwood øCamden	øCollingswood øGloucester øHaddonfield	øHaddon Heights øLaurel Springs øMerchantville	øWenonah øWoodbury
+BELLEVILLE	+Belleville +Bloomfield Kearny	+Newark +Nutley +Orange	+Passaic +Paterson	Rutherford +Verona

Indicates 201 Area
 . Indicates 609 Area
 ø Indicates 856 Area
 @ Indicates 908 Area
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 # Indicates 732 Area
 Ø Indicates Independent Company

EXCHANGE SERVICES

4.1 EXCHANGE AREAS AND LOCAL ACCESS AND TRANSPORT AREAS (Cont'd)

4.1.1 LOCAL SERVICE AREAS (Cont'd)

A. LIST OF EXCHANGE AREAS AND LOCAL SERVICE AREAS (Cont'd)

Exchange Area	Exchange Areas Included In Local Service Area			
#BELMAR	#Asbury Park #Belmar	#Deal #Farmingdale	#Long Branch #Manasquan	#Spring Lake
¢BERLIN	¢Berlin ¢Haddonfield	.Hammonton ¢Laurel Springs	¢Marlton .Medford	.Vincentown
@BERNARDSVILLE ¹	@Bernardsville ¹ +Mendham	@Millington +Morristown	+Mount Freedom	@Peapack
¢BLACKWOOD	¢Beaver Brook ¢Blackwood ¢Glassboro	¢Gloucester ¢Haddon Heights ¢Laurel Springs	¢Pitman ¢Wenonah	¢Williamstown ¢Woodbury
+BLOOMFIELD	+Belleville +Bloomfield +Caldwell Kearny	+Little Falls +Livingston +Newark +Nutley	+Orange +Passaic +Paterson	Rutherford +South Orange +Verona
+BOONTON	+Boonton +Butler	+Caldwell +Morristown	+Rockaway	+Whippany
.BORDENTOWN	.Bordentown .Burlington	.Ewing .Florence	.Fort Dix .Mercerville	.New Egypt .Trenton
#BOUND BROOK	#Bound Brook #Dunellen	#East Millstone @Millington	#New Brunswick @Plainfield	@Somerville
¢BRIDGETON	¢Bridgeton ¢Cedarville	¢Elmer ¢Millville	¢Port Norris	¢Vineland
.BRIGANTINE	.Atlantic City .Beach Haven	.Brigantine .Ocean City	.Pleasantville .Somers Point	.Tuckerton
.BURLINGTON	.Bordentown .Burlington	.Florence	.Mount Holly	¢Riverside
+BUTLER	+Boonton +Butler	+Newfoundland	Oakland	+Pompton Lakes
+CALDWELL	+Bloomfield +Boonton +Caldwell	+Little Falls +Livingston +Mountain View	+Orange +Rockaway	+Verona +Whippany

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NOTE 1: All NXX's are 908 except 425 which is 973.

Effective: July 14, 2014

EXCHANGE SERVICES

4.1 EXCHANGE AREAS AND LOCAL ACCESS AND TRANSPORT AREAS (Cont'd)

4.1.1 LOCAL SERVICE AREAS (Cont'd)

A. LIST OF EXCHANGE AREAS AND LOCAL SERVICE AREAS (Cont'd)

Exchange Area	Exchange Areas Included In Local Service Area			
øCAMDEN	øBeaver Brook øCamden øCollingswood	øGloucester øHaddonfield	øHaddon Heights øMerchantville	øMoorestown øRiverton
.CAPE MAY COURT HOUSE	.Avalon .Cape May Ct. House	.Dennisville .Ocean City	.Sea Isle City	.Wildwood
#CARTERET	#Carteret @Cranford @Elizabeth	@Linden #Metuchen #Perth Amboy	#Rahway @Roselle	#South Amboy #Woodbridge
øCEDARVILLE	øBridgeton øCedarville	øMillville	øPort Norris	øVineland
+CHATHAM	+Chatham +Livingston	+Madison +Millburn	+South Orange @Summit	+Whippany
CLIFFSIDE	Cliffside Dumont Englewood	Hackensack Hasbrouck Hts.	Leonida Rutherford	Teaneck Union City
CLOSTER	Closter Dumont	Englewood Leonida	Oradell Park Ridge	Teaneck Westwood
øCOLLINGSWOOD	øBeaver Brook øCamden øCollingswood	øGloucester øHaddonfield	øHaddon Heights øLaurel Springs	øMarlton øMerchantville
CRAGMERE	Cragmere +Erskine Lakes	Ramsey Ridgewood	Suffern, N.Y.	Wyckoff
.CRANBURY	.Cranbury #Englishtown #Franklin Park	.Hightstown #Jamesburg	#Monmouth Junction	.Plainsboro .Princeton
@CRANFORD	#Carteret @Cranford @Elizabeth	@Fanwood @Linden +Millburn	#Rahway @Roselle +South Orange	@Summit @Unionville @Westfield
#DEAL	#Asbury Park #Belmar	#Deal #Eatontown	#Long Branch #Red Bank	#Spring Lake

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4.1 EXCHANGE AREAS AND LOCAL ACCESS AND TRANSPORT AREAS (Cont'd)

4.1.1 LOCAL SERVICE AREAS (Cont'd)

A. LIST OF EXCHANGE AREAS AND LOCAL SERVICE AREAS (Cont'd)

<u>Exchange Area</u>	<u>Exchange Areas Included In Local Service Area</u>			
.DENNISVILLE	.Avalon .Cape May Ct. House	.Dennisville .Ocean City øPort Norris	.Sea Isle City .Tuckahoe	.Wildwood
+DOVER	+Dover +Hopatcong	+Morristown +Mount Freedom	+Netcong +Rockaway	+Succasunna
DUMONT	Cliffside Closter Dumont	Englewood Fair Lawn Hackensack	Leonía Oradell Park Ridge	Teaneck Westwood
#DUNELLEN	#Bound Brook #Dunellen	#East Millstone @Fanwood	@Millington #New Brunswick	@Plainfield @Somerville
#EAST MILLSTONE	@Belle Mead #Bound Brook #Dunellen	#East Millstone #Franklin Park	#Monmouth Junction @Neshanic	#New Brunswick @Somerville
#EATONTOWN	#Asbury Park #Deal	#Eatontown #Farmingdale	#Freehold #Long Branch	#Middletown #Red Bank
.EGG HARBOR	.Egg Harbor	.Hammonton	.Mays Landing	.Pleasantville
@ELIZABETH	Bayonne #Carteret @Cranford	@Elizabeth @Linden +Newark	+Orange #Rahway @Roselle	+South Orange @Unionville @Westfield
øELMER	øBridgeton	øElmer	øFranklinville	øVineland
ENGLEWOOD	Cliffside Closter Dumont	Englewood Fair Lawn Hackensack	Hasbrouck Hts. Leonía	Oradell Teaneck
#ENGLISHTOWN	.Cranbury #Englishtown	#Freehold .Hightstown	#Jamesburg #Matawan	#South River
+ERSKINE LAKES	Cragmere +Erskine Lakes	Oakland +Pompton Lakes	Ramsey	+West Milford
.EWING	.Bordentown .Ewing .Lawrenceville	.Mercerville Morrisville,Pa.	.Pennington .Princeton	.Trenton Yardley, Pa.

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4.1 EXCHANGE AREAS AND LOCAL ACCESS AND TRANSPORT AREAS (Cont'd)

4.1.1 LOCAL SERVICE AREAS (Cont'd)

A. LIST OF EXCHANGE AREAS AND LOCAL SERVICE AREAS (Cont'd)

Exchange Area	Exchange Areas Included In Local Service Area			
FAIR LAWN	Dumont Englewood Fair Lawn	Hackensack Hasbrouck Hts. +Hawthorne	Oradell +Passaic +Paterson	Ridgewood Teaneck
@FANWOOD	@Cranford #Dunellen @Fanwood	+Millburn @Plainfield	#Rahway @Roselle	@Summit @Westfield
#FARMINGDALE	#Belmar #Eatontown	#Farmingdale #Freehold	#Lakewood	#Spring Lake
.FLORENCE	.Bordentown .Burlington	.Florence .Fort Dix	.Mount Holly	¢Riverside
.FORT DIX	.Bordentown .Florence	.Fort Dix .Mount Holly	.New Egypt .Pemberton	.Vincentown
#FRANKLIN PARK	.Cranbury #East Millstone #Franklin Park	#Monmouth Junction	#New Brunswick .Plainsboro	.Princeton #South River
¢FRANKLINVILLE	¢Elmer ¢Franklinville	¢Glassboro ¢Pitman	¢Vineland	¢Williamstown
#FREEHOLD	#Eatontown #Englishtown	#Farmingdale #Freehold	#Holmdel #Lakewood	#Matawan
¢GLASSBORO	¢Blackwood ¢Franklinville	¢Glassboro ¢Mullica Hill	¢Pitman ¢Wenonah	¢Williamstown ¢Woodstown
¢GLOUCESTER	¢Beaver Brook ¢Blackwood ¢Camden	¢Collingswood ¢Gloucester ¢Haddonfield	¢Haddon Heights ¢Laurel Springs ¢Merchantville	¢Paulsboro ¢Wenonah ¢Woodbury
HACKENSACK	Cliffside Dumont Englewood Fair Lawn	Hackensack Hasbrouck Hts. Leonia Oradell	+Passaic Ridgewood Rutherford	Teaneck Union City Westwood
@HACKETTSTOWN	@Great MeadowsØ @Hackettstown	@Long ValleyØ	+Netcong	@Washington
¢HADDONFIELD	¢Beaver Brook ¢Berlin ¢Camden	¢Collingswood ¢Gloucester ¢Haddonfield	¢Haddon Heights ¢Laurel Springs ¢Marlton	¢Merchantville ¢Moorestown

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4.1 EXCHANGE AREAS AND LOCAL ACCESS AND TRANSPORT AREAS (Cont'd)

4.1.1 LOCAL SERVICE AREAS (Cont'd)

A. LIST OF EXCHANGE AREAS AND LOCAL SERVICE AREAS (Cont'd)

Exchange Area	Exchange Areas Included In Local Service Area			
øHADDON HEIGHTS	øBeaver Brook	øCollingswood	øHaddon Heights	øMerchantville
	øBlackwood øCamden	øGloucester øHaddonfield	øLaurel Springs	øWoodbury
.HAMMONTON	øBerlin .Egg Harbor	.Hammonton .Mays Landing	.Milmay	øWilliamstown
HASBROUCK HTS.	Cliffside	Hackensack	+Nutley	Rutherford
	Englewood Fair Lawn	Hasbrouck Hts. Leonia	+Passaic	Teaneck
+HAWTHORNE	Fair Lawn +Hawthorne +Little Falls	+Mountain View Oradell +Passaic	+Paterson Ramsey	Ridgewood Wyckoff
.HIGHTSTOWN	.Allentown .Cranbury	#Englishtown .Hightstown	.Mercerville	.Plainsboro
#HOLMDEL	#Freehold #Holmdel	#Keyport #Matawan	#Middletown	#Red Bank
+HOPATCONG	+Dover +Hopatcong	+Mount Freedom +Netcong	+Newfoundland +Rockaway	+Succasunna
.HOPEWELL	@Belle MeadØ .Hopewell	.Lambertville .Lawrenceville	@Neshanic .Pennington	.Princeton
#JAMESBURG	.Cranbury #Englishtown	#Jamesburg #Monmouth Junction	.Plainsboro	#South River
JERSEY CITY	Bayonne Jersey City	Kearny	+Newark	Union City

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4.1.1 LOCAL SERVICE AREAS (Cont'd)

A. LIST OF EXCHANGE AREAS AND LOCAL SERVICE AREAS (Cont'd)

Exchange Area	Exchange Areas Included In Local Service Area			
#KEANSBURG	#Atlantic Highlands	#Keansburg #Keyport	#Matawan #Middletown	#Red Bank
KEARNY	+Belleville +Bloomfield Jersey City	Kearny +Newark	+Nutley +Orange	Rutherford Union City
#KEYPORT	#Atlantic Highlands #Holmdel	#Keansburg #Keyport	#Matawan #Middletown	#Perth Amboy #South Amboy
#LAKEHURST	#Lakehurst	#Lakewood	#Toms River	
#LAKEWOOD	#Farmingdale #Freehold	#Lakehurst #Lakewood	#Point Pleasant	#Toms River
.LAMBERTVILLE	.Hopewell	.Lambertville	New Hope, Pa.	.Pennington
øLAUREL SPRINGS	øBeaver Brook øBerlin	øBlackwood øCollingswood	øGloucester øHaddonfield	øHaddon Hts. øLaurel Springs
.LAWRENCEVILLE	.Ewing .Hopewell	.Lawrenceville .Mercerville	.Pennington .Plainsboro	.Princeton .Trenton
LEONIA	Cliffside Closter	Dumont Englewood	Hackensack Hasbrouck Hts.	Leonia Teaneck
@LINDEN	#Carteret @Cranford @Elizabeth	@Linden #Rahway	@Roselle @Unionville	@Westfield #Woodbridge
+LITTLE FALLS	+Bloomfield +Caldwell +Hawthorne	+Little Falls +Mountain View +Nutley	+Orange +Passaic	+Paterson +Verona
+LIVINGSTON	+Bloomfield +Caldwell +Chatham	+Livingston +Madison +Millburn	+Newark +Orange +So. Orange	@Summit +Verona +Whippany
#LONG BRANCH	#Asbury Park #Atlantic Highlands	#Belmar #Deal	#Eatontown #Long Branch	#Red Bank #Spring Lake

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4.1.1 LOCAL SERVICE AREAS (Cont'd)

A. LIST OF EXCHANGE AREAS AND LOCAL SERVICE AREAS (Cont'd)

Exchange Area	Exchange Areas Included In Local Service Area			
+MADISON	+Chatham +Livingston	+Madison +Millburn	+Morristown +So. Orange	@Summit +Whippany
#MANASQUAN	#Belmar	#Manasquan	#Pt. Pleasant	#Spring Lake
¢MARLTON	¢Berlin ¢Collingswood	¢Haddonfield ¢Marlton	.Medford ¢Moorestown	.Vincentown
#MATAWAN	#Englishtown #Freehold #Holmdel	#Keansburg #Keyport #Matawan	#Middletown #Perth Amboy	#South Amboy #South River
.MAYS LANDING	.Egg Harbor .Hammonton	.Mays Landing .Milmay	.Pleasantville	.Tuckahoe
.MEDFORD	¢Berlin ¢Marlton	.Medford ¢Moorestown	.Mount Holly .Pemberton	.Vincentown
+MENDHAM	@Bernardsville ¹ @ChesterØ	+Mendham +Morristown	+Mount Freedom @Peapack	+Succasunna
.MERCERVILLE	.Allentown .Bordentown	.Ewing .Hightstown	.Lawrenceville .Mercerville	.Plainsboro .Trenton
¢MERCHANTVILLE	¢Beaver Brook ¢Camden ¢Collingswood	¢Gloucester ¢Haddonfield ¢Haddon Heights	¢Merchantville ¢Moorestown	¢Riverside ¢Riverton
#METUCHEN	#Carteret #Metuchen	#New Brunswick #Perth Amboy	@Plainfield #Rahway	#South Amboy #Woodbridge
#MIDDLETOWN	#Atlantic Highlands #Eatontown	#Holmdel #Keansburg	#Keyport #Matawan	#Middletown #Red Bank
@MILFORD	@BloomsburyØ Ferndale, Pa.	@FrenchtownØ @Milford	@Phillipsburg Riegelsville, Pa.	Springtown, Pa. Upper Blk.Eddy, Pa.
+MILLBURN	+Chatham @Cranford @Fanwood +Livingston	+Madison +Millburn +Newark	+Orange @Roselle +So. Orange	@Summit @Unionville @Westfield

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4.1.1 LOCAL SERVICE AREAS (Cont'd)

A. LIST OF EXCHANGE AREAS AND LOCAL SERVICE AREAS (Cont'd)

Exchange Area	Exchange Areas Included In Local Service Area			
@MILLINGTON	@Bernardsville ¹ #Bound Brook	#Dunellen @Millington	@Plainfield @Somerville	@Summit
¢MILLVILLE	¢Bridgeton ¢Cedarville	¢Millville .Milmay	¢Port Norris .Tuckahoe	¢Vineland
.MILMAY	.Hammonton .Mays Landing	¢Millville .Milmay	.Tuckahoe	¢Vineland
#MONMOUTH JUNCTION	.Cranbury #East Millstone #Franklin Park	#Jamesburg #Monmouth Junction	.Plainsboro	.Princeton
¢MOORESTOWN	¢Camden ¢Haddonfield ¢Marlton	.Medford ¢Merchantville	¢Moorestown .Mount Holly	¢Riverside ¢Riverton
+MORRISTOWN	@Bernardsville ¹ +Boonton +Dover	+Madison +Mendham	+Morristown +Mount Freedom	+Rockaway +Whippany
+MOUNTAIN VIEW	+Caldwell +Hawthorne +Little Falls	+Mountain View Oakland +Passaic	+Paterson +Pompton Lakes	+Verona Wyckoff
+MOUNT FREEDOM	@Bernardsville ¹ +Dover +Hopatcong	+Mendham +Morristown	+Mount Freedom +Netcong	+Rockaway +Succasunna
.MOUNT HOLLY	.Burlington .Florence	.Fort Dix .Medford	¢Moorestown .Mount Holly	.Pemberton .Vincentown
¢MULLICA HILL	¢Glassboro ¢Mullica Hill ¢Paulsboro	¢Penns Grove ¢Pitman ¢Salem	¢Swedesboro ¢Wenonah	¢Woodbury ¢Woodstown
@NESHANIC	@Belle MeadØ +East Millstone	.Hopewell	@Neshanic	@Somerville
+NETCONG	+Dover @Hackettstown	+Hopatcong +Mount Freedom	+Netcong	+Succasunna

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4.1 EXCHANGE AREAS AND LOCAL ACCESS AND TRANSPORT AREAS (Cont'd)

4.1.1 LOCAL SERVICE AREAS (Cont'd)

A. LIST OF EXCHANGE AREAS AND LOCAL SERVICE AREAS (Cont'd)

Exchange Area	Exchange Areas Included In Local Service Area			
+NEWARK	Bayonne +Belleville +Bloomfield @Elizabeth	Jersey City Kearny +Livingston +Millburn	+Newark +Nutley +Orange +So. Orange	@Unionville +Verona
#NEW BRUNSWICK	#Bound Brook #Dunellen	#East Millstone #Franklin Park	#Metuchen #New Brunswick	@Somerville #South River
.NEW EGYPT	.Allentown .Bordentown	.Fort Dix	.New Egypt	.Pemberton
+NEWFOUNDLAND	+Butler	+Hopatcong	+Newfoundland	+West Milford
+NUTLEY	+Belleville +Bloomfield Hasbrouck Hts.	Kearny +Little Falls +Newark	+Nutley +Orange +Passaic	+Paterson Rutherford +Verona
OAKLAND	+Butler +Erskine Lakes	+Mountain View Oakland	+Pompton Lakes Ramsey	Wyckoff
.OCEAN CITY	.Atlantic City .Avalon Brigantine	.Cape May Ct. House .Dennisville	.Ocean City .Pleasantville .Sea Isle City	.Somers Point .Tuckahoe .Wildwood
ORADELL	Closter Dumont Englewood	Fair Lawn Hackensack +Hawthorne	Oradell Park Ridge Ridgewood	Teaneck Westwood

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4.1 EXCHANGE AREAS AND LOCAL ACCESS AND TRANSPORT AREAS (Cont'd)

4.1.1 LOCAL SERVICE AREAS (Cont'd)

A. LIST OF EXCHANGE AREAS AND LOCAL SERVICE AREAS (Cont'd)

Exchange Area	Exchange Areas Included In Local Service Area			
+ORANGE	+Belleville +Bloomfield +Caldwell @Elizabeth	Kearny +Little Falls +Livingston +Millburn	+Newark +Nutley +Orange	+South Orange @Unionville +Verona
PARK RIDGE	Closter Dumont	Oradell Park Ridge	Ramsey Ridgewood	Westwood
+PASSAIC	+Belleville +Bloomfield Fair Lawn	Hackensack Hasbrouck Hts. +Hawthorne	+Little Falls +Mountain View +Nutley	+Passaic +Paterson Rutherford
+PATERSON	+Belleville +Bloomfield Fair Lawn	+Hawthorne +Little Falls +Mountain View	+Nutley +Passaic	+Paterson Ridgewood
¢PAULSBORO	¢Gloucester ¢Mullica Hill	¢Paulsboro ¢Penns Grove	¢Swedesboro ¢Wenonah	¢Woodbury ¢Woodstown
@PEAPACK	@Bernardsville ¹ @ChesterØ	+Mendham @OldwickØ	@Peapack @Somerville	+Succasunna
.PEMBERTON	.Fort Dix .Medford	.Mount Holly .New Egypt	.Pemberton	.Vincentown
.PENNINGTON	.Ewing .Hopewell	.Lambertville .Lawrenceville	.Pennington	.Princeton
¢PENNS GROVE	¢Mullica Hill ¢Paulsboro	¢Penns Grove ¢Salem	¢Swedesboro ¢Woodbury	¢Woodstown
#PERTH AMBOY	#Carteret #Keyport	#Matawan #Metuchen	#Perth Amboy #Rahway	#South Amboy #Woodbridge
@PHILLIPSBURG	@BloomsburyØ Easton, Pa.	@Milford @Phillipsburg	Riegelsville, Pa.	@Washington
¢PITMAN	¢Blackwood ¢Franklinville ¢Glassboro	¢Mullica Hill ¢Pitman ¢Swedesboro	¢Wenonah ¢Williamstown	¢Woodbury ¢Woodstown
@PLAINFIELD	#Bound Brook #Dunellen	@Fanwood #Metuchen	@Millington @Plainfield	#Rahway @Westfield

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A. LIST OF EXCHANGE AREAS AND LOCAL SERVICE AREAS (Cont'd)

Exchange Area	Exchange Areas Included In Local Service Area			
.PLAINSBORO	.Cranbury #Franklin Park .Hightstown	#Jamesburg .Lawrenceville .Mercerville	#Monmouth Junction	.Plainsboro .Princeton
.PLEASANTVILLE	.Atlantic City .Beach Haven .Brigantine	.Egg Harbor .Mays Landing	.Ocean City .Pleasantville	.Somers Point .Tuckerton
#POINT PLEASANT	#Lakewood #Manasquan	#Point Pleasant #Seaside Park	#Spring Lake	#Toms River
+POMPTON LAKES	+Butler +Erskine Lakes	+Mountain View Oakland	+Pompton Lakes	+West Milford
øPORT NORRIS	øBridgeton øCedarville	.Dennisville øMillville	øPort Norris	øVineland
.PRINCETON	@Belle Mead .Cranbury .Ewing	#Franklin Park .Hopewell .Lawrenceville	#Monmouth Junction .Pennington	.Plainsboro .Princeton
#RAHWAY	#Carteret @Cranford @Elizabeth	@Fanwood @Linden #Metuchen	#Perth Amboy @Plainfield #Rahway	@Roselle @Westfield #Woodbridge
RAMSEY	Cragmere +Erskine Lakes +Hawthorne	Oakland Park Ridge	Ramsey Ridgewood	Westwood Wyckoff
#RED BANK	#Atlantic Highlands #Deal	#Eatontown #Holmdel	#Keansburg #Long Branch	#Middletown #Red Bank
RIDGEWOOD	Cragmere Fair Lawn Hackensack	+Hawthorne Oradell Park Ridge	+Paterson Ramsey Ridgewood	Westwood Wyckoff
øRIVERSIDE	.Burlington .Florence	øMerchantville øMoorestown	øRiverside	øRiverton
øRIVERTON	øCamden øMerchantville	øMoorestown	øRiverside	øRiverton

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4.1.1 LOCAL SERVICE AREAS (Cont'd)

A. LIST OF EXCHANGE AREAS AND LOCAL SERVICE AREAS (Cont'd)

Exchange Area	Exchange Areas Included In Local Service Area			
+ROCKAWAY	+Boonton +Caldwell +Dover	+Hopatcong +Morristown	+Mount Freedom +Rockaway	+Succasunna +Whippany
@ROSELLE	#Carteret @Cranford @Elizabeth	@Fanwood @Linden +Millburn	#Rahway @Roselle +South Orange	@Summit @Unionville @Westfield
RUTHERFORD	+Belleville +Bloomfield Cliffside	Hackensack Hasbrouck Hts. Kearny	+Nutley +Passaic	Rutherford Union City
¢SALEM	¢Mullica Hill ¢Penns Grove	¢Salem	¢Swedesboro	¢Woodstown
.SEA ISLE CITY	.Avalon .Cape May Ct. House	.Dennisville .Ocean City	.Sea Isle City	.Wildwood
#SEASIDE PARK	#Point Pleasant	#Seaside Park	#Toms River	
.SOMERS POINT	.Atlantic City .Brigantine	.Ocean City .Pleasantville	.Somers Point	.Tuckahoe
@SOMERVILLE	#Bound Brook #Dunellen	#East Millstone @Millington	@Neshanic #New Brunswick	@Peapack @Somerville
#SOUTH AMBOY	#Carteret #Keyport	#Matawan #Metuchen	#Perth Amboy #South Amboy	#South River #Woodbridge
+SOUTH ORANGE	+Bloomfield +Chatham @Cranford @Elizabeth	+Livingston +Madison +Millburn +Newark	+Orange @Roselle +South Orange	@Summit @Unionville @Westfield
#SOUTH RIVER	#Englishtown #Franklin Park	#Jamesburg #Matawan	#New Brunswick #South Amboy	#South River
#SPRING LAKE	#Asbury Park #Belmar	#Deal #Farmingdale	#Long Branch #Manasquan	#Point Pleasant #Spring Lake
@STROUDSBURG	@BlairstownØ Bushkill, Pa.	@ColumbiaØ	@Stroudsburg	Stroudsburg, Pa.

Indicates 201 Area
 . Indicates 609 Area
 ¢ Indicates 856 Area
 @ Indicates 908 Area
 + Indicates 973 Area
 # Indicates 732 Area
 Ø Indicates Independent Company

Effective: July 14, 2014

EXCHANGE SERVICES

4.1 EXCHANGE AREAS AND LOCAL ACCESS AND TRANSPORT AREAS (Cont'd)

4.1.1 LOCAL SERVICE AREAS (Cont'd)

A. LIST OF EXCHANGE AREAS AND LOCAL SERVICE AREAS (Cont'd)

Exchange Area	Exchange Areas Included In Local Service Area			
+SUCCASUNNA	@ChesterØ +Dover +Hopatcong	+Mendham +Mount Freedom	+Netcong @Peapack	+Rockaway +Succasunna
@SUMMIT	+Chatham @Cranford @Fanwood	+Livingston +Madison +Millburn	@Millington @Roselle +South Orange	@Summit @Unionville @Westfield
¢SWEDESBORO	¢Mullica Hill ¢Paulsboro ¢Penns Grove	¢Pitman ¢Salem	¢Swedesboro ¢Wenonah	¢Woodbury ¢Woodstown
TEANECK	Cliffside Closter Dumont	Englewood Fair Lawn Hackensack	Hasbrouck Hts. Leonida	Oradell Teaneck
#TOMS RIVER	.Barnegat #Lakehurst	#Lakewood #Point Pleasant	#Seaside Park	#Toms River
.TRENTON	.Bordentown .Ewing	.Lawrenceville .Mercerville	Morrisville,Pa. .Trenton	Yardley,Pa.
.TUCKAHOE	.Dennisville .Mays Landing	¢Millville .Milmay	.Ocean City .Somers Point	.Tuckahoe
.TUCKERTON	.Barnegat .Brigantine	.Beach Haven	.Pleasantville	.Tuckerton
UNION CITY	Bayonne Cliffside	Hackensack Jersey City	Kearny Rutherford	Union City
@UNIONVILLE	@Cranford @Elizabeth @Linden	+Millburn +Newark +Orange	@Roselle +South Orange @Summit	@Unionville @Westfield
+VERONA	+Belleville +Bloomfield +Caldwell	+Little Falls +Livingston +Mountain View	+Newark +Nutley +Orange	+Verona +Whippany
.VINCENTOWN	¢Berlin .Fort Dix	¢Marlton .Medford	.Mount Holly .Pemberton	.Vincentown
¢VINELAND	¢Bridgeton ¢Cedarville	¢Elmer ¢Franklinville	¢Millville .Milmay	¢Port Norris ¢Vineland
@WASHINGTON	@Hackettstown @HamptonØ	@OxfordØ	@Phillipsburg	@Washington

Indicates 201 Area
. Indicates 609 Area
¢ Indicates 856 Area
@ Indicates 908 Area
+ Indicates 973 Area
Indicates 732 Area
Ø Indicates Independent Company

EXCHANGE SERVICES

4.1 EXCHANGE AREAS AND LOCAL ACCESS AND TRANSPORT AREAS (Cont'd)

4.1.1 LOCAL SERVICE AREAS (Cont'd)

A. LIST OF EXCHANGE AREAS AND LOCAL SERVICE AREAS (Cont'd)

Exchange Area	Exchange Areas Included In Local Service Area			
¢WENONAH	¢Beaver Brook ¢Blackwood ¢Glassboro	¢Gloucester ¢Mullica Hill ¢Paulsboro	¢Pitman ¢Swedesboro ¢Wenonah	¢Woodbury ¢Woodstown
@WESTFIELD	@Cranford @Elizabeth @Fanwood	@Linden +Millburn @Plainfield	#Rahway @Roselle +South Orange	@Summit @Unionville @Westfield
+WEST MILFORD	+Erskine Lakes +Newfoundland	+Pompton Lakes	+Upper Green- wood LakeØ	+West Milford
WESTWOOD	Closter Dumont	Hackensack Oradell	Park Ridge Ramsey	Ridgewood Westwood
+WHIPPANY	+Boonton +Caldwell +Chatham	+Livingston +Madison	+Morristown +Rockaway	+Verona +Whippany
.WILDWOOD	.Avalon .Cape May Ct. Hse.	.Dennisville .Ocean City	.Sea Isle City	.Wildwood
¢WILLIAMSTOWN	¢Blackwood ¢Franklinville	¢Glassboro .Hammonton	¢Pitman	¢Williamstown
#WOODBIDGE	#Carteret @Linden	#Metuchen #Perth Amboy	#Rahway #South Amboy	#Woodbridge
¢WOODBURY	¢Beaver Brook ¢Blackwood ¢Gloucester	¢Haddon Heights ¢Mullica Hill ¢Paulsboro	¢Penns Grove ¢Pitman ¢Swedesboro	¢Wenonah ¢Woodbury
¢WOODSTOWN	¢Glassboro ¢Mullica Hill ¢Paulsboro	¢Penns Grove ¢Pitman	¢Salem ¢Swedesboro	¢Wenonah ¢Woodstown
WYCKOFF	Cragmere +Hawthorne	+Mountain View Oakland	Ramsey Ridgewood	Wyckoff

Indicates 201 Area
 . Indicates 609 Area
 ¢ Indicates 856 Area
 @ Indicates 908 Area
 + Indicates 973 Area
 # Indicates 732 Area
 Ø Indicates Independent Company

Effective: July 14, 2014

EXCHANGE SERVICES

4.1 EXCHANGE AREAS AND LOCAL ACCESS AND TRANSPORT AREAS (Cont'd)

4.1.2 EXCHANGE AREAS AND ASSOCIATED LOCAL ACCESS AND TRANSPORT AREAS

A. DESCRIPTION

There are three (3) Local Access and Transport Areas (LATAs) in New Jersey, i.e., Atlantic Coastal, Delaware Valley and North Jersey, which encompass contiguous local exchange areas as listed in C. following. The Atlantic Coastal LATA encompasses eighteen (18) exchange areas in the southeastern portion of New Jersey; the Delaware Valley LATA encompasses fifty-three (53) exchange areas in the southwestern and west-central portions of New Jersey; and the North Jersey LATA encompasses one hundred and nine (109) exchange areas in the northern and east-central portions of New Jersey.

B. The territorial boundaries of the exchange areas are shown on exchange area maps as covered in 4.1.5 following. The points, i.e., cities, towns and localities included in each exchange area, as well as the central office designations utilized in serving the exchange area, may be determined by reference to 9.1. This material shows the rate center of the exchange area in which each such point is located, the name of the rate center and the exchange area being the same. Where a point is included in more than one exchange area, the associated rate centers are shown.

C. LIST OF EXCHANGE AREAS AND ASSOCIATED LATAS

Exchange Area	LATA	Exchange Area	LATA
Allentown	Delaware Valley	Burlington	Delaware Valley
Asbury Park	North Jersey	Butler	North Jersey
Atlantic City	Atlantic Coastal	Caldwell	"
Atlantic Highlands	North Jersey	Camden	Delaware Valley
Avalon	Atlantic Coastal	Cape May Ct. Hse.	Atlantic Coastal
Barnegat	"	Carteret	North Jersey
Bayonne	North Jersey	Cedarville	Delaware Valley
Beach Haven	Atlantic Coastal	Chatham	North Jersey
Beaver Brook	Delaware Valley	Cliffside	"
Belleville	North Jersey	Closter	"
Belmar	"	Collingswood	Delaware Valley
Berlin	Delaware Valley	Cragmere	North Jersey
Bernardsville	North Jersey	Cranbury	Delaware Valley
Blackwood	Delaware Valley	Cranford	North Jersey
Bloomfield	North Jersey	Deal	"
Boonton	"	Dennisville	Atlantic Coastal
Bordentown	Delaware Valley	Dover	North Jersey
Bound Brook	North Jersey	Dumont	"
Bridgeton	Delaware Valley	Dunellen	"
Brigantine	Atlantic Coastal		

EXCHANGE SERVICES

4.1 EXCHANGE AREAS AND LOCAL ACCESS AND TRANSPORT AREAS (Cont'd)
4.1.2 EXCHANGE AREAS AND ASSOCIATED LOCAL ACCESS AND TRANSPORT AREAS (Cont'd)
C. LIST OF EXCHANGE AREAS AND ASSOCIATED LATAS (Cont'd)

Exchange Area	LATA	Exchange Area	LATA
East Millstone	North Jersey	Laurel Springs	Delaware Valley
Eatontown	"	Lawrenceville	"
Egg Harbor	Atlantic Coastal	Leonia	North Jersey
Elizabeth	North Jersey	Linden	"
Elmer	Delaware Valley	Little Falls	"
Englewood	North Jersey	Livingston	"
Englishtown	"	Long Branch	"
Erskine Lakes	"	Madison	"
Ewing	Delaware Valley	Manasquan	"
Fair Lawn	North Jersey	Marlton	Delaware Valley
Fanwood	"	Matawan	North Jersey
Farmingdale	"	Mays Landing	Atlantic Coastal
Florence	Delaware Valley	Medford	Delaware Valley
Fort Dix	"	Mendham	North Jersey
Franklin Park	North Jersey	Mercerville	Delaware Valley
Franklinville	Delaware Valley	Merchantville	"
Freehold	North Jersey	Metuchen	North Jersey
Glassboro	Delaware Valley	Middletown	"
Gloucester	"	Milford	"
Hackensack	North Jersey	Millburn	"
Hackettstown	"	Millington	"
Haddonfield	Delaware Valley	Millville	Delaware Valley
Haddon Heights	"	Milmay	Atlantic Coastal
Hammonton	Atlantic Coastal	Monmouth Junction	North Jersey
Hasbrouck Hts.	North Jersey	Moorestown	Delaware Valley
Hawthorne	"	Morristown	North Jersey
Hightstown	Delaware Valley	Mountain View	"
Holmdel	North Jersey	Mount Freedom	"
Hopatcong	"	Mount Holly	Delaware Valley
Hopewell	Delaware Valley	Mullica Hill	"
Jamesburg	North Jersey	Neshanic	North Jersey
Jersey City	"	Netcong	"
Keansburg	"	Newark	"
Kearny	"	New Brunswick	"
Keyport	"	New Egypt	Delaware Valley
Lakehurst	"	Newfoundland	North Jersey
Lakewood	"	Nutley	"
Lambertville	Delaware Valley		

EXCHANGE SERVICES

4.1 EXCHANGE AREAS AND LOCAL ACCESS AND TRANSPORT AREAS (Cont'd)
4.1.2 EXCHANGE AREAS AND ASSOCIATED LOCAL ACCESS AND TRANSPORT AREAS (Cont'd)
C. LIST OF EXCHANGE AREAS AND ASSOCIATED LATAS (Cont'd)

Exchange Area	LATA	Exchange Area	LATA
Oakland	North Jersey	South Orange	North Jersey
Ocean City	Atlantic Coastal	South River	"
Oradell	North Jersey	Spring Lake	"
Orange	"	Stroudsburg	Northeast, Pa.
Park Ridge	"	Succasunna	North Jersey
Passaic	"	Summit	"
Paterson	"	Swedesboro	Delaware Valley
Paulsboro	Delaware Valley	Teaneck	North Jersey
Peapack	North Jersey	Toms River	"
Pemberton	Delaware Valley	Trenton	Delaware Valley
Pennington	"	Tuckahoe	Atlantic Coastal
Penns Grove	"	Tuckerton	"
Perth Amboy	North Jersey	Union City	North Jersey
Phillipsburg	"	Unionville	"
Pitman	Delaware Valley	Verona	"
Plainfield	North Jersey	Vincentown	Delaware Valley
Plainsboro	Delaware Valley	Vineland	"
Pleasantville	Atlantic Coastal	Washington	North Jersey
Point Pleasant	North Jersey	Wenonah	Delaware Valley
Pompton Lakes	"	Westfield	North Jersey
Port Norris	Delaware Valley	West Milford	"
Princeton	"	Westwood	"
Rahway	North Jersey	Whippany	"
Ramsey	"	Wildwood	Atlantic Coastal
Red Bank	"	Williamstown	Delaware Valley
Ridgewood	"	Woodbridge	North Jersey
Riverside	Delaware Valley	Woodbury	Delaware Valley
Riverton	"	Woodstown	"
Rockaway	North Jersey	Wyckoff	North Jersey
Roselle	"		
Rutherford	"		
Salem	Delaware Valley		
Sea Isle City	Atlantic Coastal		
Seaside Park	North Jersey		
Somers Point	Atlantic Coastal		
Somerville	North Jersey		
South Amboy	"		

EXCHANGE SERVICES

4.1 EXCHANGE AREAS AND LOCAL ACCESS AND TRANSPORT AREAS (Cont'd)

4.1.3 FOREIGN EXCHANGE (FX) SERVICE^{1, **}

(N)

A. DESCRIPTION

Foreign Exchange (FX) service provides for the connection of a customer's location to a central office serving an exchange area, within the customer's LATA, other than the exchange area in which the customer is located. A Type 2006 channel is required.

B. TERMS OF SERVICE

1. General

The Company provides FX service only where adequate facilities are available. This service is provided only on an individual line or private branch exchange trunk basis.

2. To an Adjacent Exchange Area

Where two exchanges are adjacent to each other, and both are located within the same local service area, flat rate FX service is not furnished unless the same class of flat rate service is offered in both exchanges.

3. To a Non-Adjacent Exchange Area

In order to subscribe to FX service between a particular local exchange area and a foreign exchange area, the customer must also subscribe to local exchange access service within that local exchange area.

4. Right to Terminate Service

In addition to the conditions specified in 2. of this Product Guide, FX service may be terminated by the Company, following ten days' notice, whenever:

- The facilities used to provide the service are needed to provide other telecommunications services, or
- The quality of transmission becomes less than satisfactory.

¹ For residential customers, Foreign Exchange Service is limited to customers of record as of June 16, 2012, at their then-existing locations.

Foreign Exchange Service for residential customers is grandfathered as outlined above and is only available in certain serving wire centers to existing customers as outlined in Part H. (Please refer to Part H, Section 1 for the listing of serving wire centers, term availability and effective date).

* Foreign Exchange Service for Business is no longer available and is only available in certain serving wire centers to existing customers as outlined in Part D. (Please refer to Part D, Section 1 for the listing of serving wire centers, term availability and effective date).

** 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 (N)
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 D, of this Product Guide.]

EXCHANGE SERVICES

4.1 EXCHANGE AREAS AND LOCAL ACCESS AND TRANSPORT AREAS (Cont'd)

4.1.3 FOREIGN EXCHANGE (FX) SERVICE^{1,2} (Cont'd)

(N)

C. RATE TREATMENT

1. FX service is furnished subject to:

- The rates and terms of service applicable to local exchange access service in the exchange from which the service is furnished, except as otherwise specified in this Product Guide.
- Applicable channel service mileage charges as specified in Part C, 3.2.
- Applicable nonrecurring charges as specified in 3., Part C, 3.1.5. and 3.2.
- Any toll rates associated with the foreign exchange service.
- The established rates and charges for any supplemental service or facilities provided in conjunction with this service.

2. The following monthly service charge is applicable:#

- a. If the foreign exchange area and the customer's local exchange area are adjacent to each other, and located within the same local service area as described in 4.1.1 preceding:

<u>Item</u>	<u>Monthly Rate</u>	<u>USOC</u>
- per exchange access line or P.B.X. trunk.....	\$4.72	FVWCX

- b. If the foreign exchange area and the customer's local exchange area are adjacent to each other, but not located within the same local service area:

<u>Item</u>	<u>Monthly Rate</u>	<u>USOC</u>
- per exchange access line or P.B.X. trunk.....	\$1.90	FVWNX

#See exception for High Capacity Facility Package in Part C, 3.2.

¹ For residential customers, Foreign Exchange Service is limited to customers of record as of June 16, 2012, at their then-existing locations.

² 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 D, of this Product Guide.

EXCHANGE SERVICES

4.1 EXCHANGE AREAS AND LOCAL ACCESS AND TRANSPORT AREAS (Cont'd)

4.1.4 FOREIGN CENTRAL OFFICE DISTRICT (FCOD) SERVICE*

A. DESCRIPTION

Foreign Central Office District (FCOD) service is offered in those exchanges having more than one central office district. The service provides the customer with basic exchange access service from a central office serving a district (other than the district in which the customer is located) in that same exchange area. A Type 2005 channel is required.

B. TERMS OF SERVICE

1. General

The Company provides FCOD service only where adequate facilities are available. This service is provided only on an individual line or private branch exchange trunk basis.

2. Right to Terminate Service

In addition to the conditions specified in 2. of this Product Guide, FCOD service may be terminated by the Company, following ten days' notice, whenever:

- The facilities used to provide the service are needed to provide other telecommunications services, or
- The quality of transmission becomes less than satisfactory.

C. RATE TREATMENT

FCOD service is furnished subject to:

- The rates and terms of service applicable to local exchange access service in the exchange from which the service is furnished, except as otherwise specified in this Product Guide.
- Applicable channel service mileage charges as specified in Part C, 3.2.
- Any toll rates associated with the FCOD service.
- The established rates and charges for any supplemental service or facilities provided in conjunction with this service.

4.1.5 MAPS

Maps are contained in separate binders. These binders contain a map for each exchange area. The maps, which are a part of this section of this Product Guide, show the territorial boundaries of each exchange area.

* Effective February 13, 2026, this service is no longer available to new customers. Moves, changes or modifications to this service will no longer be supported. Service modifications for customers with existing contracts are subject to the terms of their contracts. For wire centers specific service withdrawal information, please refer to Part D, of this Product Guide.] (C)]

EXCHANGE SERVICES

4.2 LOCAL EXCHANGE SERVICES

4.2.1 EXCHANGE ACCESS LINE SERVICES AND P.B.X. TRUNKS

A. DESCRIPTION

1. Exchange Access Line Services

a. Basic Exchange Service

Basic exchange service is telecommunications service furnished to individual line business and residence customers within a specified geographical area for the purpose of local calling on either a flat rate or measured basis, and to gain access to and from the telecommunications network for message telecommunication service. Basic exchange service as defined herein does not include P.B.X. Trunks, Centrex Network Exchange Access Facilities, and ESSX-1 Network Access Registers.

Basic exchange service is comprised of two elements:

Exchange Access Line

Exchange access lines are facilities that consist of all of the Company's central office equipment and outside plant that are required to connect the customer's serving central office with the customer's premises and includes a Company-provided protector, touch-tone capability and may also include a Company-provided Network Interface. These facilities are Company-provided and maintained, and provide access to and from the telecommunications network for message telecommunication service and for local calling appropriate to the use and rate schedule selected by the customer.

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Where there are fewer station sets having access to a particular group of exchange access lines than the number of such lines, each of the additional exchange access lines is charged for at the appropriate exchange access line rate shown in C. following.

Station Set

This consists of a customer-provided instrument which can be connected to a Company-provided or customer-provided jack at locations inside the customer's premises on the station side of the Network Interface (as defined in Part 0, Section 3.1 preceding) by means of a plug, adapter or direct wiring.

Exchange access lines are subject to the SERVICE CHARGES specified in Section 2.

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EXCHANGE SERVICES

4.2 LOCAL EXCHANGE SERVICES (Cont'd)

4.2.1 EXCHANGE ACCESS LINE SERVICES AND P.B.X. TRUNKS (Cont'd)

A. DESCRIPTION (Cont'd)

1. Exchange Access Line Services (Cont'd)

b. Low Use Message Rate Residence Service

This is a type of basic exchange service intended for use where exchange service requirements are minimal. It is offered at a reduced monthly rate on an individual exchange access line message rate basis only and includes 20 local messages (as defined in .2.2 following) and touch-tone capability. Additional message units are charged for at a rate of \$.10 each.

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c. Auxiliary Exchange Access Line Service

Auxiliary exchange access line service is an individual exchange access line, with touch-tone capability which terminates at a station location in a station set/terminal or in key telephone facilities, and is furnished to supplement:

Business message rate individual exchange access lines and private branch exchange service.

Residence flat rate individual exchange access lines and private branch exchange service.

In all cases, an auxiliary exchange access line takes the same class and type of service, as the individual exchange access line or private branch exchange service to which it is supplemental.

2. Private Branch Exchange (P.B.X.) Trunks

a. General

A P.B.X. trunk is a transmission path which serves as an exchange access line connecting P.B.X. switching equipment or similar equipment with a central office. A P.B.X trunk includes touch-tone capability.

b. Classification of Initial Trunks

Under message rate service, those trunks which include a local message unit allowance are classified as initial trunks and those which do not include such an allowance are classified as additional trunks. Where the customer so desires, more than one initial trunk may be furnished to the same P.B.X. service and, in all cases where a customer has foreign exchange service, one of the foreign exchange trunks must be an initial trunk.

c. Billing for Measured Local Message Units from Additional Trunks

All local message units made over an additional trunk are billed against the initial trunk with which it is associated.

EXCHANGE SERVICES

4.2 LOCAL EXCHANGE SERVICES (Cont'd)

4.2.1 EXCHANGE ACCESS LINE SERVICES AND P.B.X. TRUNKS (Cont'd)

A. DESCRIPTION (Cont'd)

3. Business 24-Month Term Commitment Plan

a. General

An optional 24-month term commitment plan is available to business customers at a monthly rate as specified in 4.2.1.C.1. following.

b. Termination Liability

- (1) Plan 1 - In the event the customer terminates the service, totally or partially, prior to completion of the current term commitment period, the customer shall be liable for an early termination charge. The amount of the early termination charge will be 25% of the monthly recurring dial tone line term rate charges (MRC) for the remainder of the term. The formula for calculating the early termination charge is as follows: (C)

$$25\% \times \text{Dial Tone Line Term MRC} \times \text{\# of Dial Tone Lines} \times \text{Remainder of Term} = \text{Termination Charge}$$

- (2) Plan 2: In the event the customer terminates the service, totally or partially, prior to completion of the current term commitment period, the customer shall be liable for an early termination charge. The amount of the early termination charge will be 35% of the monthly recurring dial tone line term rate charges (MRC) for the remainder of the term. The formula for calculating the early termination charge is as follows: (C)

$$35\% \times \text{Dial Tone Line Term MRC} \times \text{\# of Dial Tone Lines} \times \text{Remainder of Term} = \text{Termination Charge}$$

- (3) The customer will not pay termination liability charges under the following circumstances: (C)

- If the customer terminates the service during the 24-month term commitment, in order to subscribe to another Verizon service of a higher price, such as CustoPAK, CustoFLEX 2100 or trunk, as long as the term agreement is retained.
- If the customer terminates service during the 24-month term commitment in order to subscribe to another Verizon service and commits to a term plan of a duration that is equal to or greater than the time remaining under the 24-month commitment.
- If the customer terminates service at the end of the 24-month term commitment.

EXCHANGE SERVICES

4.2 LOCAL EXCHANGE SERVICES (Cont'd)

4.2.1 EXCHANGE ACCESS LINE SERVICES AND P.B.X. TRUNKS (Cont'd)

A. DESCRIPTION (Cont'd)

3. Business 24-Month Term Commitment Plan (Cont'd)

b. Termination Liability (Cont'd)

(3) (Cont'd)

- If the customer relocates to different premises, provided the numbers of business lines at the new location are equal to or greater than the number of lines at the former location, and the 24-month term commitment plan is retained.
- In the event the customer terminates service within the first 30 days, the customer will be liable for the applicable monthly rate and non-recurring charges; however, the Termination Liability will be waived. If the customer terminates service after 30 days but prior to completion of the term commitment period, the customer shall be liable for an early termination charge.

- c. Plan 1 - At the expiration of the 24-month term commitment plan, a new term commitment plan may be established. The customer must contact the Company one month prior to the end of the 24-month term commitment plan in order to renew the plan. If the new term commitment plan is not established, business line service will continue to be provided at the applicable month-to-month rate set forth in this Product Guide at 4.2.1.C.1. following, unless the customer terminates the service.

Plan 2:¹ Upon the expiration of the 2-year term commitment plan, customers will have the following end of term options:

- (a) The plan will automatically renew for another two-year term. The monthly rate will be adjusted to the prevailing plan rate in effect at the time of renewal. 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 opt out of the plan without incurring a termination liability. The plan will not automatically renew if the customer or the Company contacts the other to cancel within sixty (60) days before the renewal date. When subscribing to Plan 2, all 2-year term services shall expire and renew based on the date from when the first term line agreement is established.

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(C)

The customer may call to arrange for termination of the service or convert to a month-to-month service.

¹ Lines subscribed in Plan 2 , under a 2-year term 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 on a 2-year term when these other voice services and/or features are purchased on a month-to-month basis.

EXCHANGE SERVICES

4.2 LOCAL EXCHANGE SERVICES (Cont'd)

4.2.1 EXCHANGE ACCESS LINE SERVICES AND P.B.X. TRUNKS (Cont'd)

A. DESCRIPTION (Cont'd)

3. Business 24-Month Term Commitment Plan (Cont'd)

- d. With the written permission of the Company, the obligation to pay business line charges for the remainder of the 24-month term commitment plan may be assigned to another customer, provided there is no change in location. The new customer assumes all charges. A transfer charge of \$100.00 is payable by the new customer.
- e. The company is not required to offer the plan for additional periods of time.
- f. The 24-month term commitment plan does not apply to CPPTS or Public Communication Service – Coin and/or Coinless lines.
- g. Temporary suspended lines are not eligible for the 24-month term commitment plan.
- h. Additional business lines may be added to the existing 24-month term commitment plan on a coterminous basis with the current plan in effect.
- i. The 24-month term commitment plan takes the same class and type of service as the individual exchange access line or private branch service to which it applies. Rates are noted in 4.2.1.C.1. following.
- j. Business customers who subscribe to the Business 24-Month Term Commitment Plan will receive a waiver of the applicable Element 2B nonrecurring charges associated with the term plan. The nonrecurring waiver amount will be charged back to the customer if the customer leaves Verizon New Jersey Inc. or disconnects any line(s) under the term plan within 12 months after signing up for the term plan.

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EXCHANGE SERVICES

4.2 LOCAL EXCHANGE SERVICES (Cont'd)

4.2.1 EXCHANGE ACCESS LINE SERVICES AND P.B.X. TRUNKS (Cont'd)

B. TERMS OF SERVICE

1. General

- a. Individual message rate service for business and residence includes an allowance of message units as specified in 5.2.1.C.1 following and touch-tone capability. Message units are defined in 5.2.2 following. The following restrictions apply to Individual Message Rate Residence Service:

- The discount provisions of Section 8.6.2.I do not apply.

- b. Individual Low Use Message Rate Residence Service includes an allowance of message units as specified in 5.2.1.C.1. following and touch-tone capability. It is provided at a reduced monthly rate to those customers whose requirements for local exchange service are minimal, subject to the following terms and conditions.

- The discount provisions of Section 8.6.2.I do not apply.

- c. For maps showing the territorial boundaries of each exchange area, refer to 4.1.5 preceding.
- d. A list by exchange area which indicates the exchanges included in the local service area (local calling area) of each exchange is shown in 4.1.1 preceding.
- e. The maximum number of customer-provided signaling equipments, referred to as ringing bridges, which may be connected directly to a line (such as bells, buzzers, line signal control equipment, or neon lamps) is 4 for an individual exchange access line. These maximums may be reduced, however, where signals are to be located on different premises, by the one-way feature on a secretarial line, or where special equipment is required such as that needed to provide proper transmission. Where conditions permit, signals in excess of those indicated may be installed provided suitable ringing power supply and control relays in the quantity required are also furnished by the customer.

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EXCHANGE SERVICES

4.2 LOCAL EXCHANGE SERVICES (Cont'd)

4.2.1 EXCHANGE ACCESS LINE SERVICES AND P.B.X. TRUNKS (Cont'd)

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B. TERMS OF SERVICE (Cont'd)

2. Auxiliary Exchange Access Line Service

- a. Auxiliary exchange access line service must be located on the same property as the main service.
- b. Auxiliary exchange access lines are listed only at the rates specified in 4.6.1 for additional listings.
- c. In all cases, an auxiliary exchange access line, including all local message units sent over it, is billed to the same account as the service which it supplements. (M)
- d. If the customer so desires and facilities permit, business auxiliary exchange access lines may be arranged in a series with the main service, thus providing for incoming calls to be completed on the first vacant line (hunting) in a series so wired.

Where the customer desires flat rate residence exchange access lines to be so arranged, the auxiliary exchange access line rate treatment is not applicable.

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EXCHANGE SERVICES

4.2 LOCAL EXCHANGE SERVICES (Cont'd)

4.2.1 EXCHANGE ACCESS LINE SERVICES AND P.B.X. TRUNKS (Cont'd)

C. MONTHLY RATE TREATMENT

1. Rate Schedule

The use of "NO" in the rate schedule shown following indicates that the service is not offered.

Item	Monthly Rates			USOC
	Business		Residence	
	Single Line	Multi-Line		
Individual Exchange Access Lines, per line				
- Flat Rate ¹	NO	NO	\$32.37	1FR
			\$32.37	AFH
- Message Rate ¹				
- Business (includes 50 local message units)	\$75.00 (I)	\$75.00 (I)	-	1MB
- Residence (includes 75 local message units)	-	-	27.05	1MR,AHR
- Additional Local Message Units, each ²	.14	.14	.065	
- Low Use Message Rate (includes 20 local message units)	NO	NO	24.85	1MV, ALZ
- Additional Local Message Units, each	NO	NO	.10	
- 24-Month Term Commitment Plan ⁴	65.00 (I)	65.00 (I)	NO	
Individual Auxiliary Exchange Access Lines, per line				ALN
- Flat Rate	NO	NO	20.95	
- Message Rate (no local message units)	NO	75.00 (I)	NO	
- Local Message Units, each	NO	.14	NO	
- 24-Month Term Commitment Plan ⁴	NO	65.00 (I)	NO	
P.B.X. Trunks, per trunk ³				
- Message Rate				
- Initial Trunk (includes 50 local message units)	NO	34.35	NO	
- Additional Local Message Units, each		.14		
- 24-Month Term Commitment Plan		23.29		
- Initial Trunk (no local message units)	NO	32.35	NO	
- Local Message Units, each		.14		
- 24-Month Term Commitment Plan ⁴		21.54		

NOTE 1: Effective June 15, 2018, two-party flat and two-party message rate services are withdrawn.

NOTE 2: See Section 11 for existing customers with alternate local message unit rate treatment in the Orange, South Orange, Union City, Jersey City and Newark exchange areas.

NOTE 3: Residence PBX Trunks for Flat Rate are offered on a grandfathered basis as described in Section 13. Residence PBX Trunks for Message Rate Service have been withdrawn from this Product Guide.

NOTE 4: Lines subscribed in Plan 2 under a 2-year term 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 on a 2-year term when these other voice services and/or features are purchased on a month-to-month basis.

EXCHANGE SERVICES

4.2 LOCAL EXCHANGE SERVICES (Cont'd)

4.2.1 EXCHANGE ACCESS LINE SERVICES AND P.B.X. TRUNKS (Cont'd)

D. NONRECURRING CHARGE TREATMENT

The nonrecurring charges applicable to exchange access line services and P.B.X. trunks are as specified in 2. Business customers who subscribe to the 24-Month Term Commitment Plan will receive a waiver of the applicable nonrecurring charges as specified in 4.2.1.A.3. preceding.

EXCHANGE SERVICES

4.2 LOCAL EXCHANGE SERVICES (Cont'd)

4.2.2 LOCAL MESSAGES

A. DEFINITION

A local message is a communication from a telephone to another telephone bearing the designation of a central office within the local service area established from time to time by the Company as the local service area for the exchange serving the calling telephone.

B. DIRECTLY DIALED FROM NON-COIN TELEPHONES

1. Initial Period

One local message unit applies for the initial period. The initial period for a local message is five minutes or fraction thereof.

2. Overtime Periods

One local message unit applies to each overtime period. Each overtime period is five minutes or fraction thereof.

3. Local Message Unit Charge

The charges for a residence or business local message unit are shown in 4.2.1.C.1. preceding, except where otherwise specified.

(C)
(C)

NOTE 1: When callers receive a Do Not Disturb announcement, as described in A5.4.18, the call is considered completed and the caller will incur any applicable local message charges.

EXCHANGE SERVICES

4.2 LOCAL EXCHANGE SERVICES (Cont'd)

4.2.2 LOCAL MESSAGES (Cont'd)

C SPECIAL ASSISTANCE CHARGE SERVICE

Local messages, calls within the same exchange area, or to different exchange areas which are included without additional charge under flat rate service or to which one local message unit applies under measured service, may be made on a Class I, Class II, Class III and Conference Service basis as defined in 5.2.1. The charge is as shown below:#

AIRLINE MILES		DAY		EVENING		NIGHT	
From	To	Initial Minute	Ea. Add'l Minute	Initial Minute	Ea. Add'l Minute	Initial Minute	Ea. Add'l Minute
1	10	\$0.0900	\$0.0300	\$0.0720	\$0.0240	\$0.0540	\$0.0180
		Class I		Schedule plus \$.40 per message			
		Class II		Schedule plus \$1.26 per message			
		Class III		Schedule plus \$2.27 per message			

Customer-Requested Interrupt Service, per request \$1.51

4.2.3 LIFELINE SERVICE

1

A. DESCRIPTION

Lifeline Service is available to low income residence customers who qualify for this service in accordance with the following terms and conditions.¹

B. TERMS AND CONDITIONS

1. Lifeline Service is available to residential customers who meet the following eligibility criteria:

- a. In order to be eligible for Lifeline Service, an applicant may not currently receive Lifeline telecommunications services from any other provider including wireless providers. (C)
- b. No other member of the household may currently be receiving lifeline services from any provider.

Coin arrangement charges apply as specified in Part A, Section 5.

¹ Verizon NJ's Lifeline services are provided pursuant to FCC requirements and Board Orders. Board approval is required prior to any rate change to the Lifeline program. J

EXCHANGE SERVICES

4.2 LOCAL EXCHANGE SERVICES (Cont'd)

4.2.3 LIFELINE SERVICE (Cont'd)

B. TERMS AND CONDITIONS (Cont'd)

1. Lifeline Service is available to residential customers who meet the following eligibility criteria: (Cont'd)

- c. An applicant, one or more of the applicant's dependents, or the applicant's household must receive benefits from one or more of the following New Jersey state or federal assistance programs:

- (1) Medicaid
- (2) Supplemental Security Income (SSI)
- (3) SNAP (Supplemental Nutrition Assistance Program, formerly known as Food Stamps Program)
- (4) Section 8 Federal Public Housing Assistance
- (5) Veterans Pension Benefit
- (6) Veterans Survivors Pension Benefit

Applicants who apply for Lifeline Service must provide certification that they are receiving benefits from one or more of the above programs prior to enrollment. Certification will be accomplished using Lifeline Application forms available at the Department of Human Services, County Welfare offices, Municipal Welfare offices or they may be downloaded from Verizon's website or from <http://www.njshares.org/otherprograms/communications-lifeline.asp>

- d. An applicant who does not participate in one of the above programs and whose household income is at or below 135% of the federal poverty level guidelines. Prior to enrollment, applicants must provide written certification of annual household income and the number of household members, as well as supporting documentation of proof of income.
- e. Lifeline Service does not apply to applicants who are full time students living in university or college controlled housing.

EXCHANGE SERVICES

4.2 LOCAL EXCHANGE SERVICES (Cont'd)

4.2.3 LIFELINE SERVICE (Cont'd)

B. TERMS AND CONDITIONS (Cont'd)

2. Lifeline Service will be provided to a customer as long as the customer continues to meet the participation and certification guidelines above. The Company will perform annual certification for all Lifeline participants to ensure continued eligibility.

Lifeline Service Customers will be notified annually that he/she must certify eligibility within 30 days. If a customer either fails to certify eligibility within the allotted time frame; notifies the Company that he/she is no longer a participant in one of the programs; or no longer meets eligibility criteria, the customer's Lifeline Service will be changed to the applicable local service at existing rates.

For participants 65 years of age or older and whose household income is at or below 135% of the federal poverty level guidelines, the Company will send each such participant a verification request annually. If the Company does not receive proof of income documentation within 30 days of the verification request, or if the customer notifies the Company that he/she is no longer eligible under the income illegibility guidelines, the customer's Lifeline Service will be changed to the applicable local service at existing rates.

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3. An applicant for Lifeline Service who has an outstanding final bill for telephone service which is less than four (4) years old must pay the bill in full before becoming eligible for the service.
4. Lifeline Service is available to qualified residence customers and is provided in accordance with the rates and regulations for Low Use Message Rate, Message Rate and Flat Rate Residence Service as described in 4.2.1. Lifeline Service is limited to one line per qualified customer. A Lifeline Service customer may not subscribe to any other type of Residence Local Exchange Service, including service packages in which Local Exchange Service is a component, at the same or other premises. Lifeline Service will not be provided using Foreign Exchange Service or Foreign Central Office Service.

EXCHANGE SERVICES

4.2 LOCAL EXCHANGE SERVICES (Cont'd)

4.2.3 LIFELINE SERVICE (Cont'd)

B. TERMS AND CONDITIONS (Cont'd)

5. As of February 9, 2016, Lifeline Service is no longer available for resale.
6. A Lifeline Service line will be blocked from access to Connect Request, 700, 900, 976, and all other Announcement Services.
7. As part of Lifeline Service, toll blocking will be made available, if requested by the customer, at no additional charge.
8. The discount provisions of Section 8.6.2.I and temporary suspension of service in 2.2.9 do not apply.
9. All past due balances and service restrictions will continue to apply to existing customers who qualify for Lifeline Service. Service restrictions will remain until the past due amount(s) has been paid in full.
10. Any Lifeline Service customer who has a past due balance of \$20.00 or more in toll message charges will be automatically restricted from access to toll services until the outstanding balance is paid. The Restoral of Service Charge applies to Lifeline customers whose message toll service has been restricted for non-payment.

C. RATES

Lifeline Service Customers will be billed the applicable monthly rate for Low Use Message Rate Service, Message Rate Service or Flat Rate Service and will receive a Lifeline credit. Lifeline customers will also receive a credit equal to the current applicable Federal Subscriber Line Charge†. Lifeline customers will pay the following monthly rates:

Low Use Message Rate Service	No Charge
Message Rate Service	\$0.40
Flat Rate Service	\$1.95

† The monthly Low Use Message Rate, Message Rate and Flat Rate Residence Services and Federal Subscriber Line Charge monthly charges will be reduced only to the extent that the full application of the credits will result in charges that are not less than \$0.00.

EXCHANGE SERVICES

4.3 P.B.X. TRUNK SERVICES

4.3.1 DIRECT INWARD DIALING (DID)

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 D, of this Product Guide.] (C)]

A. DESCRIPTION

This service permits incoming dialed calls from the exchange network to reach a specific station line via DID equipped trunk without the assistance of an attendant through the use of a seven digit telephone number.

B. TERMS OF SERVICE

This service is provided only from the central office which normally serves the customer's location and only if that central office is considered as equipable in that both the necessary facilities and telephone numbers can be made available, except as specified in A5.3.4 following. It is furnished for use only with compatible customer-provided equipment.

The monthly and nonrecurring charges specified are in addition to the rates shown elsewhere in this Product Guide for the services with which this offering is associated.

The temporary suspension of service provisions in Part 0, Section 2.1.2 and the discount provisions of Part A, Section 8.6.2.1 are not applicable.

The terms of service governing the provision of telephone numbers furnished in connection with direct inward dialing are:

- Telephone numbers are only furnished in blocks of 20 numbers.
- Whenever possible, the Company will attempt to provide telephone numbers arranged consecutively in a group, but will not guarantee nor accept responsibility for provision of such an arrangement within or between a block of 20 telephone numbers.
- The Company accepts no responsibility for reserving telephone numbers to be used at some future time. Should the provision of additional service necessitate telephone number changes, standard Product Guide charges specified in 4.6.1 following apply.

DID is offered for resale and sharing, subject to the terms of service outlined in Part 0, Section 2.1.4.

EXCHANGE SERVICES

4.3 P.B.X. TRUNK SERVICES (Cont'd)

4.3.1 DIRECT INWARD DIALING (DID) (Cont'd)

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 D, of this Product Guide.] (C)]

B. TERMS OF SERVICE (Cont'd)

One primary listing is furnished without charge. Additional listings may be furnished subject to the rates and terms of service specified in 4.6.1.

Where direct inward dialing is furnished on more than one group of trunks, each such group is considered as a separate service and charged accordingly.

This service must be provided on all trunks in a trunk group. A trunk group is any quantity of central office lines which terminate in a RDP and have a common predetermined use or function.

Where trunks are provided by **IntelliLinQ** PRI, as specified in 4.3.3, the customer must choose one of these options: the Individual Trunk Charges on a per Channel basis, the Month-to-Month DID Trunk Package, the PRI DID Trunk Package for a 2-³, 3-³, or 5-Year contract, or the 2- or 3-Year Volume or Corporate Rewards Contract Package. The customer must choose one of these options if DID numbers are present on the PRI.

Where all numbers in a number group have not been connected for service, the customer is responsible for providing interception of calls to vacant or non-working assigned station lines or telephone numbers by means of attendant intercept or recorded announcement service. Where recorded announcement service is used, the calling party is not charged for the intercepted call.

C. RATE SCHEDULE

Item	Nonrecurring Charge	Monthly Rate	USOC
Central Office Equipment ¹			
- For initial 20 DID station numbers.....	\$ 20.00	\$ 20.00	ND8
- For each additional group 20 DID station numbers ²	RR	20.00	NDJ
- Trunk additive charge			
per trunk equipped with DID.....	N0	38.97	NDT
- PRI/DID Trunk Package, per PRI equipped			
Month-to-Month ⁴	N0	250.00	
2-Year ³ Contract.....	N0	135.00	
3-Year ³ Contract.....	N0	123.00	
5-Year Contract.....	N0	114.00	
2-Year Volume or Corporate Rewards Contract.	NO	107.00	
3-Year Volume or Corporate Rewards Contract.	NO	95.00	

NOTE 1: Exchange trunks equipped with DID service are charged for at exchange trunk rates.

NOTE 2: If installed subsequent to the initial 20 number group, an ELEMENT 1B applies per order.

NOTE 3: Effective May 30, 2006, 2- and 3-Year Contracts are no longer available to new customers. Existing standard 2- and 3-Year term customers may migrate to the Volume 2- or 3-Year rate provided the total value of the new term is greater than or equal to the remaining value of their current agreement.

NOTE 4: If installed subsequent to initial installation, PRI Reconfiguration charges apply.

Effective: February 13, 2026

Revision 2

EXCHANGE SERVICES

4.3 P.B.X. TRUNK SERVICES (Cont'd)

4.3.2 AUTOMATIC IDENTIFIED OUTWARD DIALING (AIOD)

A. DESCRIPTION

This service provides automatic identification of station line numbers when originating outgoing dialed message telecommunication calls and the subsequent billing of those messages through central office facilities at the serving central office. Each station associated with this service requires a seven digit telephone number.

B. TERMS OF SERVICE

This service is provided only from the central office which normally serves the customer's location and only if that central office is considered as equippable in that both the necessary facilities and telephone numbers can be made available. It is furnished only with compatible customer-provided P.B.X. systems, or other services specifically identified elsewhere in this Product Guide.

The monthly and nonrecurring charges specified are in addition to the rates shown elsewhere in this Product Guide for the services with which this offering is associated.

The temporary suspension of service provisions in Part 0, Section 2.1.2 and the discount provisions of Part A, Section 8.6.2.1 are not applicable.

The terms of service governing the provision of telephone numbers furnished in connection with AIOD are:

- Telephone numbers are furnished in blocks of 20 numbers.
- Whenever possible, the Company will attempt to provide telephone numbers arranged consecutively in a group, but will not guarantee nor accept responsibility for provision of such an arrangement within or between a block of 20 telephone numbers.
- The Company accepts no responsibility for reserving telephone numbers to be used at some future time. Should the provision of additional service necessitate telephone number changes, standard Product Guide charges specified in 4.6.1 following apply.

One primary listing is furnished without charge. Additional listings may be furnished subject to the rates and terms of service specified in 4.7.1.

Where automatic identified outward dialing is furnished on more than one group of trunks, each such group is considered as a separate service and charged accordingly.

EXCHANGE SERVICES

4.3 P.B.X. TRUNK SERVICES (Cont'd)

4.3.2 AUTOMATIC IDENTIFIED OUTWARD DIALING (AIOD) (Cont'd)

B. TERMS OF SERVICE (Cont'd)

This service must be provided on all trunks in a trunk group. A trunk group is any quantity of central office lines which terminate in a customer-provided P.B.X. that has a common predetermined use or function.

Where a channel is furnished from the serving central office to the customer's premises, mileage charges specified in Part C, 3.2 apply.

Outgoing dialed calls which originate from stations equipped with the automatic identified outward dialing feature but cannot be identified are charged to the main listed number.

C. RATE SCHEDULE

<u>Automatic Identified Outward Dialing (AIOD) Service</u>	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
Central Office Equipment ¹			
- For first 10 trunk terminations in a group	\$227.16	\$761.51	NDK
- For 11th trunk termination in a group through the 50th trunk termination, per trunk	N0	63.46	NDL
- For 51st trunk termination and each subsequent trunk termination in a group, per trunk	N0	6.35	NDM

NOTE 1: Exchange trunks equipped with AIOD service are charged for at exchange trunk rates.

EXCHANGE SERVICES

4.3 P.B.X. TRUNK SERVICES (Cont'd)

4.3.3 PRIVATE BRANCH EXCHANGE SERVICE

A. GENERAL

1. Description

a. The Service

Private branch exchange (P.B.X.) service provides a means whereby a number of station sets may be interconnected through switching equipment to enable them to intercommunicate and may, by means of central office lines/trunks, give them access to the exchange and toll system for inward or outward service, or both. The switching equipment and station sets associated with this service are provided by the customer.

b. Trunks

P.B.X. trunks are described in 4.2.1 preceding and are offered at the rate treatment specified therein.

c. Tie Lines

A tie line is a channel between private branch exchange service locations. It provides for intercommunication between P.B.X. extension station lines and station terminals connected to and located in the immediate vicinity of the P.B.X. switching equipment at the respective locations, and for connection to an exchange access line. Tie lines are offered at the rate treatment specified in Part C, 3.3.2.

d. Responsibility of the Customer

All operation at the customer's premises is performed by the customer, at the customer's expense, and must conform with the rules and regulations which the Company may adopt as necessary in order to maintain a proper standard of service.

B. COMMERCIAL AND RESIDENTIAL P.B.X. SERVICE

1. Terms of Service for Basic Services

a. Use of Service

This service, including interconnecting arrangements with customer-provided facilities, is not provided for the purpose of furnishing general exchange or message telecommunication service to other than the customer and those entitled to use the customer's service (as specified in Tariff No. 7, Section 2.2.1,B.) and joint users (as specified in Part 0, 2.1.5.)

EXCHANGE SERVICES

4.3 P.B.X. TRUNK SERVICES (Cont'd)

4.3.3 PRIVATE BRANCH EXCHANGE SERVICE (Cont'd)

B. COMMERCIAL AND RESIDENTIAL P.B.X. SERVICE (Cont'd)

1. Terms of Service for Basic Services (Cont'd)

b. Limitations

- Tie line service is not offered in connection with residence service.
- Listing of off-premises extension service is offered as specified in 4.6.1.

C. CENTRALIZED P.B.X. SERVICES

1. Incoming Service Only

a. Availability

This service may be furnished only at locations such as airports, freight terminals, shopping centers, etc., where there are several occupants with a requirement for the transfer of incoming exchange or toll calls, due to the calling party having no way of knowing with which occupant he/she should deal. The service may also be furnished in dormitories owned or leased by educational institutions where a number of students reside. It is not available, however, to the occupants of office buildings, medical centers, etc., since the same communication requirements are not present.

b. Terms of Service and Rates

Except as otherwise provided hereunder, the terms of service and rates applicable to Commercial P.B.X. Service apply.

- All lines and sets associated with the system must normally be located on the same property as the switching equipment.
- Where the occupants have a requirement for originating intercommunicating calls, either to other occupants or to the customer, the centralized incoming P.B.X. service is provided only by means of customer-provided dial type switching equipment.

EXCHANGE SERVICES

4.3 P.B.X. TRUNK SERVICES (Cont'd)

4.3.3 PRIVATE BRANCH EXCHANGE SERVICE (Cont'd)

C. CENTRALIZED P.B.X. SERVICES (Cont'd)

1. Incoming Service Only (Cont'd)

b. Terms of sService and Rates (Cont'd)

- Exchange and toll connections, for other than the customer, are limited to inward service.
- All occupants, other than the customer or those in dormitories, who are connected to the centralized system must subscribe to their own exchange service. In the case of dormitories, the station set may be located in corridors and the outgoing service requirements of the students may be adequately met through the availability of public communication service.
- The customer may apportion the charges for service and facilities to the respective occupants but the total of such charges shall not exceed those made by the Company for that part of the service and facilities utilized by the occupants.
- Listings of the service are limited to the customer and are furnished in accordance with the provisions contained in 4.6.1.

2. Incoming and Outgoing Service

a. Availability

This service is provided, where the equipment conditions make it practicable, to meet the requirements of multiple type housing units established for the purpose of generally serving retired, semiretired, chronically ill, handicapped or elderly people, providing these housing units are operated under a single management and are furnishing to the occupants, on a centralized basis, meals and hospital-type medical and nursing care, together with such other services as maid, linen or recreation, or a combination thereof, in housing units which have the following telephone requirements:

Joint use of telephone service by management and occupants of the residential quarters.

Frequent intercommunicating to and from the residential quarters in connection with services provided by the management.

Occupants readily reaching a P.B.X. attendant in case of emergencies or for personalized assistance in originating calls.

The transfer of incoming calls for the occupants to common use locations.

Such service may also be provided to nursing homes, subject to the same conditions, which are operated on a comparable basis.

EXCHANGE SERVICES

- 4.3 P.B.X. TRUNK SERVICES (Cont'd)
- 4.3.3 PRIVATE BRANCH EXCHANGE SERVICE (Cont'd)
- C. CENTRALIZED P.B.X. SERVICES (Cont'd)
- 2. Incoming and Outgoing Service (Cont'd)

- b. Terms of Service and Rates

Except as otherwise provided hereunder, the terms of service and rates applicable to Commercial P.B.X. Service apply.

- The customer for the entire service shall be the management.
- All billing for the service shall be to the customer who shall be responsible for prorating and billing the charges to the occupants, including charges for any messages.
- The customer shall not charge an occupant more than the Company's rates and charges for either the service and facilities provided solely for such occupant, or for the occupant's messages. The customer may, however, apportion the charges for that part of the service and facilities utilized on a common basis by the occupants but the total of such charges shall not exceed those made by the Company for such portion.
- The customer shall take adequate facilities to insure satisfactory service both to him/her and to the occupants in accordance with Company standards.
- Exchange and toll service shall be available to the occupants on a full-time basis, i.e., twenty-four hours a day and seven days a week.
- Occupants shall have the right to be furnished in their quarters the kind and number of telephone instruments and supplemental services they desire, as well as the alternative of subscribing directly for their own residence service.
- Occupants may be listed at the Product Guide rate for additional residence listings.
- The location of extension services shall be limited to the same property.
- The following types of services are not furnished:
 - Foreign exchange trunks
 - Tie lines to other private branch exchange services
 - Wide Area Telecommunication Service
- The discount provisions, specified in Tariff No. 7, Section 2.3.4, are not applicable to this service or any portion thereof.

EXCHANGE SERVICES

4.3 P.B.X. TRUNK SERVICES (Cont'd)

4.3.3 PRIVATE BRANCH EXCHANGE SERVICE (Cont'd)

D. HOTEL P.B.X. SERVICE

1. Availability

Hotels which subscribe to private branch exchange service for administrative purposes may, if they so desire, make such service available to their guests for exchange and toll service by means of P.B.X. extension station sets in guest rooms provided that:

There is sufficient need on the part of a substantial number of transient guests for telephone service in their hotel rooms to warrant the provision of such service.

A considerable portion of the hotel rooms are regularly occupied by guests for relatively short periods so that subscribing to their own telephone service directly from the Company is impracticable.

Such service is also available, under the same conditions, to motels and clubs operating on the same basis as hotels. Clubs may also have Commercial Private Branch Exchange Service.

2. Terms of Service and Rates

Except as otherwise provided hereunder, the terms of service and rates applicable to Commercial P.B.X. Service apply.

a. Responsibility of Customer

The customer is responsible to the Company for all charges at the regular Product Guide rates for telephone messages, telegrams, cablegrams and radio-grams sent-paid from or received-collect at extension station sets of the hotel P.B.X., whether sent or received by the customer for its own account or by or for others.

b. Hours of Service

Exchange and toll service shall be available to the occupants on a full-time basis, i.e., twenty-four hours a day and seven days a week.

EXCHANGE SERVICES

4.3 P.B.X. TRUNK SERVICES (Cont'd)

4.3.3 PRIVATE BRANCH EXCHANGE SERVICE (Cont'd)

D. HOTEL P.B.X. SERVICE (Cont'd)

2. Terms of Service and Rates (Cont'd)

c. Trunks and Messages

(1) Hotel Private Branch Exchange Trunks

Hotel P.B.X. trunks and message units are provided at the rates specified in 4.2.1 for message-rate business P.B.X. trunks.

The charge for each local message unit is the same as specified in 4.2.2 preceding.

Toll messages are charged for at the established toll rates.

(2) Flat Rate P.B.X. Trunks

In exchange areas where flat rate Commercial P.B.X. trunks are offered, they will be furnished at established rates. They are for management use only and shall not be used by guests in sending or receiving messages nor shall they be listed in the form in which the hotel P.B.X. trunks are listed.

(3) Foreign Exchange Trunks

These will be furnished for management use only and are not for the use of guests in sending or receiving messages. The rates and terms of service for foreign exchange trunks in connection with Commercial P.B.X. service apply.

- d. Tie lines and channels may be furnished subject to the condition that tie lines and channels between hotel P.B.X. switchboards in hotels not operated under the same management as one unit shall not be used for communication between the guests of one hotel and the guests of the other hotel.

EXCHANGE SERVICES

4.3 P.B.X. TRUNK SERVICES (Cont'd)

4.3.3 PRIVATE BRANCH EXCHANGE SERVICE (Cont'd)

D. HOTEL P.B.X. SERVICE (Cont'd)

2. Terms of Service and Rates (Cont'd)

e. Unavailability of Joint User Service

Joint user service is not available in connection with Hotel P.B.X. service.

f. Single Digit Dialing

(1) Description

This provides for single digit dialing of hotel trunks by hotel private exchange extension users.

(2) Rate Schedule

<u>Item</u>	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
Hotel Trunks ¹ - each.....	\$10.65	\$22.77	LDT

g. Automatic Hotel/Motel Time and Charge Reporting Service (Autoquote)

(1) Description

This service provides for the automation of operator functions in handling guest sent-paid toll messages from hotels and motels. Time and charges are computed automatically after completion of each message and billing details are transmitted via channel facilities^{2,3} to each hotel subscribing to the service.

Provision of this service is limited to locations where, in the judgment of the Company, suitable facilities are available and only in connection with Hotel P.B.X. service from which there is an average of at least 400 guest sent-paid messages per month over a six month period.

NOTE 1: This feature is available only with compatible P.B.X. systems.

NOTE 2: Requires a local channel (Type 1005 or equivalent) between the Hotel/Motel and the serving central office. See B3.2.1 of the "B" Product Guide for applicable rates and charges.

NOTE 3: Customer-provided teletypewriter/teleprinter equipment is required and must be compatible with the Company's Autoquote service.

EXCHANGE SERVICES

4.3 P.B.X. TRUNK SERVICES (Cont'd)

4.3.3 PRIVATE BRANCH EXCHANGE SERVICE (Cont'd)

E. HOSPITAL P.B.X. SERVICE

1. Availability

Hospitals which subscribe to private branch exchange service for administrative purposes may, if they so desire, make such service available to their patients for exchange and toll service by means of P.B.X. extension station lines and sets in the patients' rooms.

2. Terms of Service

The terms of service and rates applicable to Commercial P.B.X. Service apply except as otherwise provided herein. The discount provisions of Part A, Section 8.6.2.I do not apply.

Foreign exchange service is furnished only for the hospital's administrative use and may not be used by patients in sending or receiving messages.

All billing for the service shall be to the customer who shall be responsible for prorating and billing the charges to patients, including charges for any messages.

EXCHANGE SERVICES

4.3 P.B.X. TRUNK SERVICES (Cont'd)

4.3.3 PRIVATE BRANCH EXCHANGE SERVICE (Cont'd)

F. **IntelliLinQ** PRI SERVICE

1. Description

a. General

IntelliLinQ® PRI Service is an alternative for individual local exchange access loop services provisioned on the 1.544 megabit per second (mbps) bandwidth between the customer's premises and the Verizon serving Central Office, using the Integrated Services Digital Network (ISDN) architecture to provide the customer with the capabilities of simultaneous access, transmission and switching of voice, data and imaging services via channelized transport. It can also be used as loop transport for circuit switched data applications. In addition, **IntelliLinQ** PRI Service provides the customer with the service capabilities and features described in e. following.

IntelliLinQ PRI Service consists of an optional primary rate access facility or other high speed access, a PRI connection, and optional features. The primary rate access facility is a customer premises to central office arrangement providing ISDN capabilities. The PRI connection consists of 23 "B" channels and one "D" channel or 24 "B" channels which are defined as follows:

B Channel

The B channel is a 64 kilobit per second (kbps) channel used for information transfer between users. The B channel may be used in conjunction with circuit-switched service.

D Channel

The D channel is a 64 kilobit per second (kbps) channel that carries signaling and control for the B channels.

The PRI Connection is available in three Interface Arrangements. The 23B+D consists of 23 "B" bearer channels plus one signaling/control "D" channel. The 24B contains 24 "B" channels, without a signaling/control "D" channel. The 23B+Back-up D consists of 23 bearer channels and one "D" channel arranged in a hot standby mode.

The 23B+D can be arranged to control several 24 B connections in a fixed configuration. The 23B+Back-up D is a hot standby arrangement that is capable of handling signaling in the event of failure on any 23B+D connection.

A typical trunk group configuration would consist of one or more 23B+D connections, one 23B+Back-up D connection, and numerous 24 B connections. Additional redundancy is achieved by ordering more than one 23B+Back-up D connection.

EXCHANGE SERVICES

- 4.3 P.B.X. TRUNK SERVICES (Cont'd)
- 4.3.3 PRIVATE BRANCH EXCHANGE SERVICE (Cont'd)
 - F. **IntelliLinQ** PRI SERVICE (Cont'd)
 - 1. Description (Cont'd)
 - a. General (Cont'd)

A PRI Trunk Group is a group of channels which are designated as one of the following:

- Toll Free Service
- Call-by-Call Service Trunk Group
- Incoming Exchange Trunk Group
- Outgoing Exchange Trunk Group
- Out WATS Service
- Two-Way Exchange Trunk Group

Only one Call-by-Call trunk group may be provisioned on an **IntelliLinQ** PRI arrangement. Where available, up to two trunk groups of each of the other trunk group types above may be provisioned on a PRI Arrangement. The total number of trunk groups per PRI arrangement is limited to four. The capability to assign other than Call-by-Call trunk groups varies by central office switch type.

A Simulated Facility Group is a software defined register used to limit the number of simultaneous calls with specific attributes.

b. Service Capabilities

IntelliLinQ PRI Service provides the capability to:

- Transport customer information in the form of circuit-switched voice or data up to 64 kbps over any B channel.
- Have one D channel control numerous PRI Interface Arrangements, depending on facility capabilities. In such cases, a single D channel in one PRI Interface Arrangement handles all the signaling and control requirements of multiple PRI Interface Arrangements in a specific grouping allowing supplemental PRI Interface Arrangements to consist of 24 B channels.
- A 23B + Back-up D Interface Arrangement is required when two or more 24B PRI Interface Arrangements are ordered.
- Allow B channels to be allocated for specific services, such as Direct Inward Dialing (DID)¹, Direct Outward Dialing (DOD), Wide Area Telecommunications Service (WATS) and Toll Free Service, or optionally configure channels to access other Product Guide services on a per-call basis.
- Allow the user to have access to the directory number of the calling party.

Note ¹: See Section 4.3.1 PRI/DID Trunk Package.

EXCHANGE SERVICES

4.3 P.B.X. TRUNK SERVICES (Cont'd)

4.3.3 PRIVATE BRANCH EXCHANGE SERVICE (Cont'd)

F. **IntelliLinQ** PRI SERVICE (Cont'd)

1. Description (Cont'd)

- c. Customers subscribing to **IntelliLinQ** PRI Service must comply with ISDN Primary Rate Interface specifications as designated by the Company. The ISDN Primary Rate Interface is comprised of a limited set of standard user-network interfaces. The PRI customer premises equipment (CPE) located at the customer's premises must be compatible with the network interface.
- d. The Primary Rate Access Facility provides an ISDN compatible high capacity access path between the customer's premises and the Verizon serving Central Office, at a transmission speed of 1.544 megabits per second (mbps) for communications between the customer's premises and the central office. Each Primary Rate Access Facility supports one **IntelliLinQ** PRI Connection.

Customers may utilize alternate high capacity digital facilities (that meet the specifications as determined by the Company) in lieu of the ISDN Primary Rate Access Facility. The applicable rules, terms of service and rates from the appropriate Company Tariff/Product Guide will apply for the alternate high capacity digital facilities.

e. Features

The following features are available with **IntelliLinQ** PRI:

Call-by-Call Service Selection - Provides an option to the Dedicated B Channel Configuration allowing B channels to be configured to access multiple tariffed/Product Guide services on a per-call basis. The customer premises equipment signals the local central office as to what type of tariffed/Product Guide service to access for each call.

Calling Line Identification - Allows the user to have access to the directory number of the calling party.

Calling Line Identification With Name – Allows the user to have access to the directory number and name of the calling party.

Modified Redirecting Number – This feature allows the number of the original called party number plus the last redirected calling party number to be passed to the end user when a call is forwarded or redirected. The Calling Line ID or Calling Line ID with Name will not show up as being transferred on the terminating CPE. The user must have Calling Line ID or Calling Line ID with Name plus Redirecting Number to enable this feature.

EXCHANGE SERVICES

4.3 P.B.X. TRUNK SERVICES (Cont'd)

4.3.3 PRIVATE BRANCH EXCHANGE SERVICE (Cont'd)

F. **IntelliLinQ** PRI SERVICE (Cont'd)

1. Description (Cont'd)

Features (Cont'd)

Redirecting Number – Allows the original calling party number plus the last calling party number to be passed to the end user when a call is forwarded to a PRI. The PRI will deliver the calling party number and the redirecting number. The user must have Calling Line ID or Calling Line ID with Name to enable this feature.

Two B Channel Transfer – This feature allows the CPE to accept a call from one user and, after accepting the call, the user can transfer the call to a user outside the CPE. Then both the incoming and outgoing B Channels are released for another call.

Non-hunt Directory Number – This feature allows a non-hunt directory number on an individual PRI or multi-line PRIs in a hunt group using D channel backup. This number allows testing on an individual PRI or multi-line hunt group with D channel back up.

Optional Service Features Packages I and II – Package I includes Calling Line Identification and Call by Call Service Selection.

Package II includes Calling Line Identification with Name, Redirecting Number and Call by Call Service Selection.

PRI Station Detail Billing - Provides individual station call details for all stations utilizing a customer's ISDN Primary Service at an account level on a monthly basis. These details are provided with the normal customer bill or on the Verizon Communications Inc. website via the Internet. PRI Station Detail billing is only available with message/measured usage service. Individual PRI Station Call Detail is for informational purposes only. Exact billing information is located in the Measured Call Summary portion of the bill.

ISDN PRI Service Portability - Allows a customer to request that all or a portion of their ISDN Primary Service and Telephone Numbers be provisioned from an alternate switch in the same rate area as defined by the Telephone Company.

f. **IntelliLinQ** PRI Term and Volume II Package*

(C)

The following features are available with **IntelliLinQ** PRI Term and Volume II Package:

- Standard Features – include Calling Line Identification and PRI DID Trunk Termination Charge.
- Optional Features - All **IntelliLinQ** Primary Service Features identified in this Product Guide are available to **IntelliLinQ** PRI Term and Volume II subscribers at the rates, terms and conditions listed in this Product Guide.

* Effective September 3, 2025, IntelliLinQ® PRI Service Term & Volume II Package Plan 1 and 3-year term plans will no longer be available to new customers. Existing customers may continue their IntelliLinQ® PRI Service until the end of the contract term. At the end of all IntelliLinQ® PRI Service contracts, unless another qualifying term plan is selected, the service rates will revert to the Month-to-Month rates.

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EXCHANGE SERVICES

- 4.3 P.B.X. TRUNK SERVICES (Cont'd)
- 4.3.3 PRIVATE BRANCH EXCHANGE SERVICE (Cont'd)
- F. **IntelliLinQ** PRI SERVICE (Cont'd)

- 1. Description (Cont'd)
IntelliLinQ PRI Term and Volume II Package* (Cont'd) (C)

When **IntelliLinQ** PRI Term and Volume II Package facilities are purchased, customers may subscribe to Caller Line ID at no additional charge. Caller Line ID With Name will be available at discounted rates for **IntelliLinQ** PRI Term and Volume II Package subscribers, as listed in the Rates section following.

When **IntelliLinQ** PRI Term and Volume II Package customers purchase DID trunks, there is no additional charge for DID trunk terminations or DID Trunk Package (if applicable). A separate charge for DID TN's or DID TN blocks applies consistent with rates identified elsewhere in this Product Guide.

IntelliLinQ PRI Term and Volume II Package subscribers may subscribe to standard or Term and Volume features when a Term and Volume II rate is not available.

IntelliLinQ PRI One-Year Term and Volume II subscribers may subscribe to the standard optional feature month-to-month rate when a Term and Volume II rate is not available.

- 2. Terms of Service

IntelliLinQ PRI is only available from a generically capable central office. Feature availability and service capabilities are dependent on the network facilities and central office technology providing the service. Not all features are available in all central offices.

ISDN-compatible terminal equipment is a requirement for operation. It is the customer's responsibility to obtain and power such equipment.

IntelliLinQ PRI Service does not preclude customers from originating or receiving circuit-switched voice calls from inside or outside their serving central office or their calling area. Where compatible network facilities are available, customers will be able to originate and receive circuit-switched data calls inside or outside of their service central office.

These provisions do not apply to the transmission of packet data on the B channel. Packet data on the B channel may be provided only on an individual case basis.

* Effective September 3, 2025, IntelliLinQ® PRI Service Term & Volume II Package Plan 1 and 3-year term plans will no longer be available to new customers. Existing customers may continue their IntelliLinQ® PRI Service until the end of the contract term. At the end of all IntelliLinQ® PRI Service contracts, unless another qualifying term plan is selected, the service rates will revert to the Month-to-Month rates. (N)
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EXCHANGE SERVICES

4.3 P.B.X. TRUNK SERVICES (Cont'd) 4.3.3 PRIVATE BRANCH EXCHANGE SERVICE (Cont'd) F. **IntelliLinQ** PRI SERVICE (Cont'd)

2. Terms of Service (Cont'd)

Existing local usage charges apply to circuit-switched voice calls. Flat rate service is not available.

Circuit-switched data calls will be billed on a local usage-sensitive basis as specified in this Product Guide. Toll charges will apply when circuit-switched data calls are made outside of the local calling area.

All PRI facilities must have at least one 23B+D connection for signaling and control functions.

A 23B+Back-up D channel arrangement is required whenever the combination of PRI Connections ordered or in service would otherwise cause more than 47 B channels to be controlled by a single "D" channel associated with a 23B+D connection.

When more than one Company service is accessed over the same PRI Arrangement, Call-by-Call Service Selection may be required.

When, at the customer's request, this service is furnished from other than the normal serving central office, charges for foreign exchange and/or foreign central office service will apply as specified in this Company's Product Guides. When the ISDN Primary Service is provisioned from another Central Office switch, Foreign Central Office/Foreign Exchange charges are equal to the Inter-Office mileage rates, per mile, for a 1.544 Mbps IOF High Capacity Facility as listed in the B.P.U, -N.J High Capacity Facility Tariff. When the customer requests ISDN Primary Service with a Local Calling Area other than the normal Local Calling Area and the service is provided from the customer's normal serving switch, Foreign Exchange rates as listed in the N.J Product Guide, will apply, per PRI. Foreign exchange and/or foreign central office charges do not apply when a customer is served from an alternate serving central office because the normal central office is not equipped, as specified following.

This service is available only from offices which have the necessary facilities to provide ISDN on the standard ISDN network platform. In the event that a customer is served by a non-conforming office, an office that is out of capacity or a central office that is part of a remote switching cluster, the Company will attempt to provide ISDN service from an alternate serving central office in the same rate area at no additional charge to the customer where adequate facilities exist. The local calling area and telephone numbers will be those associated with the customer's normal serving central office switch. Such provisioning may be elected where, at the discretion of the Company, service can be provided at reasonable cost to the Company.

EXCHANGE SERVICES

- 4.3 P.B.X. TRUNK SERVICES (Cont'd)
- 4.3.3 PRIVATE BRANCH EXCHANGE SERVICE (Cont'd)
 - F. **IntelliLinQ** PRI SERVICE (Cont'd)
 - 2. Terms of Service (Cont'd)

If ISDN service is not available from a central office in the same rate area, the Telephone Company will attempt to provide service from an alternate serving central office, outside of the customer's normal rate area, at no additional charge to the customer, provided that the Company's existing rates for ISDN service cover any additional cost for service from the alternate serving central office.

The customer must accept the serving location assigned by the Company, and may request to move service to the local serving central office at such time as ISDN service is available in that office.

If ISDN service is provided from an alternate serving central office, the customer will accept a number change to one associated with the alternate serving central office. The customer will also be subject to calling areas associated with the alternate serving central office, as specified in the Company's Tariff/Product Guides.

When ISDN service is available from the customer's local serving central office, the customer may revert to and accept a number change to one associated with the local serving central office, and be subject to calling areas associated with the original serving central office as specified in the Company's Tariffs/Product Guide. If the customer does not wish to take service from the local central office after ISDN service becomes available, but continues to utilize service from the alternate serving central office, charges for foreign exchange and/or foreign central office service may apply, as established in the Company's Product Guides.

No charge will apply to the transfer of this service back to the normal serving central office as set forth above.

Each PRI trunk group is equipped with one telephone number. Additional numbers may be ordered in blocks of 20 as specified in Section 4.3.1 of this Product Guide, or ordered on an individual basis as specified in 3. following.

Telephone numbers ordered in blocks of 20 from the DID tariff and Individual Additional Telephone Numbers ordered from this Product Guide may be delivered on the same Simulated Facility Group or dedicated (non Call-by-Call) trunk group.

The quantity of Individual Additional Numbers may not exceed the size of the trunk group of Simulated Facility Group to which they are assigned.

EXCHANGE SERVICES

4.3 P.B.X. TRUNK SERVICES (Cont'd)

4.3.3 PRIVATE BRANCH EXCHANGE SERVICE (Cont'd)

F. **IntelliLinQ** PRI SERVICE* (Cont'd)

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2. Terms of Service (Cont'd)

Termination Liability

Subscribers under a two-year volume² or a three-year¹ standard contract, who disconnect **IntelliLinQ** PRI services or features, in whole or in part, before expiration of the contract period, shall pay to the Company an early termination liability charge for each disconnected service or feature equal to the following: the difference between the applicable two-year volume or three-year standard contract recurring rate and the applicable month-to-month recurring rate multiplied by the number of months of the contract period that have elapsed as of the date of disconnection. If the customer disconnects before one year, the nonrecurring rate will be recovered in full.

Subscribers under a three-year volume² or a five-year contract, who disconnect **IntelliLinQ** PRI services or features, in whole or in part, before expiration of the contract period but after completion of the second year of a volume contract or the third year of a standard contract period, shall pay to the Company an early termination liability charge for each disconnected service or feature equal to the following: the difference between the applicable three-year volume or five-year contract period recurring rate and the applicable two-year volume or three-year standard contract period recurring rate multiplied by the number of months of the three-year volume or five-year standard contract period that have elapsed as of the date of disconnection. If the customer disconnects before one year, the nonrecurring rate will be recovered in full.

Effective January 30, 2009, the Termination Liability will change for all new Standard Term, Term and Volume², Term and Volume II and PRI Plus agreements. When a subscriber terminates one of these plans prior to the expiration of the term, the subscriber will be subject to the termination liability equal to 25% of the monthly rate times the remaining months in the agreement.

Termination Liability does not apply to optional features. The termination liability charge will not apply when a customer converts from PRI Port and PRI Access Facility to a PRI Port only when the PRI is connecting to an alternate high capacity facility.

NOTE 1: **Effective May 30, 2006**, 3-Year Contracts are no longer available to new customers. Existing standard 3-Year term customers may migrate to the Volume 3-Year rate provided the total value of the new term is greater than or equal to the remaining value of their current agreement.

NOTE 2: **Effective January 20, 2011**, 2 and 3-Year Volume Contracts are no longer available to new customers. Existing Volume 2 and 3-Year term customers may migrate to the a PRI Term and Volume II Package rate, a PRI Plus rate or Corporate Rewards, provided the total value of the new term is greater than or equal to the remaining value of their current agreement.

* **Effective September 3, 2025**, IntelliLinQ® PRI Service Term & Volume II Package Plan 1 and 3-year term plans and all PRI Plus term plan agreements will no longer be available to new customers. Existing customers may continue their IntelliLinQ® PRI Service until the end of the contract term. At the end of all IntelliLinQ® PRI Service contracts, unless another qualifying term plan is selected, the service rates will revert to the Month-to-Month rates.

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EXCHANGE SERVICES

4.3 P.B.X. TRUNK SERVICES (Cont'd)

4.3.3 PRIVATE BRANCH EXCHANGE SERVICE (Cont'd)

F. **IntelliLinQ** PRI SERVICE (Cont'd)

2. Terms of Service (Cont'd)

Termination Liability (Cont'd)

Customers with existing PRI contracts may convert to a new contract plan without incurring termination liability charges provided the value of the new contract is equal to or greater than the remaining value of the existing contract plan.

Additions to Service

During the contract period, the customer may add PRI services at the same monthly rate as specified in the initial contract. The contract period for these additional PRI features will be coterminous with the initial contract if needed after June 20, 2003. New PRIs can be added with any month to month or contract term and will not necessarily be conterminous with existing PRIs.

Changes in Future Contract Rates

If the monthly rates on a contract are lowered, the subscriber may be allowed to cancel their existing contract without penalty, providing they sign-up for a new contract of equal or greater monetary value. The subscriber will be subject to all terms, conditions and prices of the new contract.

Renewal Options

Prior to the expiration of the existing contract period, a customer may extend the contract for another contract period without incurring termination liability charges. The new contract will indicate the designated rates then in effect. The new contract period must be for a period of time which is equal to or greater than the length of the original contract. The number of PRI arrangements must be equal to or greater than the number of arrangements contained in the original contract. The contract period effective date will be the date the customer signs the new contract.

Relocation

When a customer elects to relocate his PRI service to a different premises not served by the same central office, prior to the expiration of a contract period, the service is considered to be disconnected, and the termination liability applies. However, if the customer relocates to a location served by a suitable equipped central office within the same state and establishes a PRI contractual payment plan of equal or greater monetary value, the customer may relocate without incurring and termination liability. Installation charges for establishing the new service would apply.

End of Term

At the end of a subscribers contract period the rates will revert to the prevailing Month-to-Month rates unless another qualifying contract plan is selected.

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EXCHANGE SERVICES

- 4.3 P.B.X. TRUNK SERVICES (Cont'd)
- 4.3.3 PRIVATE BRANCH EXCHANGE SERVICE (Cont'd)
 - F. **IntelliLinQ** PRI SERVICE (Cont'd)
 - 2. Terms of Service (Cont'd)

PRI Station Detail Billing

PRI Station Detail Billing is only available with message/measured usage service. Individual PRI Station Call Detail is for informational purposes only. Exact billing information is located in the Measured Call Summary portion of the bill.

The Customer's ISDN Primary Service must be equipped with Calling Party Default Directory Number and the Calling Party Screening option. Customers will not have the option to change the Calling Party Number and CPN may not be deleted. Customers will have the option to define a partial listing in the screening list. Specific call details will not be provided for stations not included in the screening list. The screening list may not include 800 numbers, fictitious numbers, private network numbers or Centrex Dialing Plan numbers defined in the screening tables. Station Call Details will only be provided for valid telephone numbers within the switch providing the customer's ISDN Primary Service.

ISDN PRI Service Portability

ISDN PRI Service Portability is only available where there is an alternate switch in the same Rate Area, as defined by the Telephone Company, equipped with ISDN PRI equipment. When an alternate Telephone Company switch is not located in the same Rate Area as the normal serving switch, the customer may subscribe to ISDN Primary service from the alternate switch in another rate center and pay foreign exchange rates as defined elsewhere in this Product Guide.

1. Product Guide rates will apply for ISDN Primary Service Ports and Local Distribution Channels, if applicable.
2. DS1 High Capacity Facility IOF mileage charges for the alternate switch apply as defined by the applicable High Capacity Facility tariff.
3. Usage charges for originating calls will apply as determined by the applicable usage Product Guide.

3. Rate Treatment

The DID rates and terms of service as specified in 4.3.1 apply for each DID trunk provisioned over **IntelliLinQ** PRI Service.

Customers accessing the Company's WATS or Toll Free Service via **IntelliLinQ** PRI Service are also subject to the rates and charges shown in Section 13.7.

EXCHANGE SERVICES

4.3 P.B.X. TRUNK SERVICES (Cont'd)

4.3.3 PRIVATE BRANCH EXCHANGE SERVICE (Cont'd)

F. **IntelliLinQ** PRI SERVICE* (Cont'd)

(C)

3 Rate Treatment (Cont'd)

Circuit-Switched Data service is offered also on an optional monthly allowance basis. For minutes of use over the monthly allowance specified for Circuit-Switched Data Usage Allowances following, charges apply as shown following.

PBX trunk functionality is included in the **IntelliLinQ** PRI Service rates and charges.

When DID numbers are ordered from this Product Guide a DID trunk connection charge applies for the each B channel dedicated for DID service, or DID Simulated Facility Group member over which the DID numbers are transmitted. A PRI/DID Trunk Package charge, per PRI, is also available. Individual Additional Telephone Numbers may be ordered from this Product Guide without incurring DID trunk connection charges.

When a customer converts existing DS1 facilities, as specified in Section B9, to Primary Rate Access Facilities, installation charges for the Primary Rate Access Facility do not apply.

When a customer upgrades existing DS1 facilities from the standard 1.544 Mbps DS1 facility to a facility with a speed greater than 1.544 Mbps, termination liability does not apply for the local DS1 facilities upgraded.

An **IntelliLinQ** PRI Service customer may select a month-to-month option or a 3-1 or 5-year contract, a 2- or 3-year Volume Contract 2 or a 1-, 2-, or 3-year Volume II contract. The nonrecurring charge is waived for **IntelliLinQ** PRI's and **IntelliLinQ** PRI optional features on a 2- or 3-year volume contract 2, a 2- or 3-year Corporate Rewards contract or a 1-, 2- or 3-year Term and Volume II contract. Three-year contract features or the Access Facility rates can be used with a 2-year contract. All PRI services and features on the same premises must be subscribed to the same payment option.

IntelliLinQ PRI Service may be offered on an individual case basis at rates, charges, terms and conditions, as specified on a contract basis. The contract, except as otherwise expressly specified, will be subject to all applicable terms and conditions set forth in this Product Guide and other applicable Company Tariffs/Product Guides.

A customer's PRIs within Verizon New Jersey can count towards the Volume Contract commitment. The customer must provide account information on the PRIs included with the initial installation and with each change to allow rates to be adjusted as the quantities change.

NOTE 1: Effective May 30, 2006, 3-Year Contracts are no longer available to new customers. Existing standard 3-Year term customers may migrate to the Volume 3-Year rate provided the total value of the new term is greater than or equal to the remaining value of their current agreement.

NOTE 2: Effective January 20, 2011, 2- and 3-Year Volume Contracts are no longer available to new customers. Existing Volume 2 and 3-Year term customers may migrate to the a PRI Term and Volume II Package rate, a PRI Plus rate or Corporate Rewards, provided the total value of the new term is greater than or equal to the remaining value of their current agreement.

* Effective September 3, 2025, IntelliLinQ® PRI Service Term & Volume II Package Plan 1 and 3-year term plans and all PRI Plus term plan agreements will no longer be available to new customers. Existing customers may continue their IntelliLinQ® PRI Service until the end of the contract term. At the end of all IntelliLinQ® PRI Service contracts, unless another qualifying term plan is selected, the service rates will revert to the Month-to-Month rates.

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EXCHANGE SERVICES

4.3 P.B.X. TRUNK SERVICES (Cont'd) 4.3.3 PRIVATE BRANCH EXCHANGE SERVICE (Cont'd) **F. IntellilinQ PRI SERVICE (Cont'd)**

Rate Treatment (Cont'd)

When the PRI Intercom Capability option is provisioned to integrate the Centrex features and Voice Over Internet Protocol (VOiP) applications, an additional PRI Intercom - VOiP nonrecurring rate applies as described in Section 7.1.2 of this Product Guide. The nonrecurring rate does not apply to applications that use only Intercom functionality between a PRI and a Centrex service.

	Nonrecurring <u>Charge</u>	Monthly <u>Rate</u>	
Primary Rate Access Facility, each			
Month-to-Month	\$700.00	\$200.00	(I)
2- or 3-Year Contract	NO	145.00#	
5-Year Contract	NO	135.00	
IntellilinQ PRI Arrangement, each¹			
23B+D			
Month-to-Month	700.00	375.00	(I)
3-Year ² Contract	NO	285.00	
5-Year Contract	NO	270.00	
24B			
Month-to-Month	700.00	375.00	(I)
3-Year ² Contract	NO	285.00	
5-Year Contract	NO	270.00	
23B + Back-up D			
Month-to-Month	700.00	445.00	(I)
3-Year ² Contract	NO	335.00	
5-Year Contract	NO	315.00	

NOTE 1: Only message rate service is provided; no local message units are allowed.

NOTE 2: **Effective May 30, 2006**, 3-Year Contracts are no longer available to new customers. Existing standard 3-Year term customers may migrate to the Volume 3-Year rate provided the total value of the new term is greater than or equal to the remaining value of their current agreement.

This rate is also available to customers enrolled in the 2- or 3-year Corporate Rewards discount plan as described in this Product Guide.

EXCHANGE SERVICES

4.3 P.B.X. TRUNK SERVICES (Cont'd)

4.3.3 PRIVATE BRANCH EXCHANGE SERVICE (Cont'd)

F. IntelliLinQ PRI SERVICE* (Cont'd)

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3. Rate Treatment (Cont'd)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
Volume Contracts, 23B+D, 24B, 23B+Back-up D ¹		
Package 1 with 1 – 10 PRIs		
2-Year Contract	NO	\$285.00
3-Year Contract	NO	275.00
Package 2 with 11 – 20 PRIs		
2-Year Contract	NO	280.00
3-Year Contract	NO	270.00
Package 3 with 21+ PRIs		
2-Year Contract	NO	275.00
3-Year Contract	NO	265.00
PRI Term and Volume II Package 23B+D, 24B, 23B+Back-up D, each		
1-Year Contract	NO	450.00
2-Year Contract	NO	530.00
3-Year Contract	NO	410.00
PRI Primary Rate Access Facility – Term and Volume II Package, each		
1-Year Contract	NO	150.00
2-Year Contract	NO	180.00
3-Year Contract	NO	145.00
Optional Features – PRI Term & Volume II Package, each		
- Calling Line Identification with Name -		
1-Year Contract	NO	40.00
2-Year Contract	NO	50.00
3-Year Contract	NO	40.00

NOTE 1: **Effective January 20, 2011**, 2 and 3-Year Volume Contracts are no longer available to new customers. Existing Volume 2 and 3-Year term customers may migrate to the a PRI Term and Volume II Package rate, a PRI Plus rate or Corporate Rewards, provided the total value of the new term is greater than or equal to the remaining value of their current agreement.

* Effective September 3, 2025, IntelliLinQ® PRI Service Term & Volume II Package Plan 1 and 3-year term plans and all PRI Plus term plan agreements will no longer be available to new customers. Existing customers may continue their IntelliLinQ® PRI Service until the end of the contract term. At the end of all IntelliLinQ® PRI Service contracts, unless another qualifying term plan is selected, the service rates will revert to the Month-to-Month rates.

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EXCHANGE SERVICES

4.3 P.B.X. TRUNK SERVICES (Cont'd)

4.3.3 PRIVATE BRANCH EXCHANGE SERVICE (Cont'd)

F. **IntelliLinQ** PRI SERVICE (Cont'd)

3. Rate Treatment (Cont'd)

	Nonrecurring Charge	Monthly Rate
Circuit-Switched Data Usage Allowances, per account -		
Monthly rate and usage allowances		
Package Option 1-Monthly Allowance - None	NO	None
Package Option 2-Monthly Allowance – 250 hours	NO	\$250.00
Each minute or fraction thereof which exceeds the Usage Allowance Options stated above will be billed:		
Option 1 at \$.02 per minute		
Option 2 at \$.008 per minute		
Modified Redirecting Number, per IntelliLinQ PRI Arrangement		
Month-to-Month	\$75.00	40.00
3-Year Contract	NO	35.00
5-Year Contract	NO	25.00
Redirecting Number, per IntelliLinQ PRI Arrangement		
Month-to-Month	75.00	50.00
3-Year Contract	NO	45.00
5-Year Contract	NO	25.00
Calling Line Identification, per IntelliLinQ PRI Arrangement		
Month-to-Month	100.00	100.00
3-Year ¹ Contract	NO	95.00
5-Year Contract	NO	90.00
Volume Contract 2- or 3-Year [#]	NO	40.00

This rate is available to customers enrolled in the Corporate Rewards 2- and 3-year contract discount plan as described in this Product Guide.

NOTE 1: **Effective May 30, 2006**, 3-Year Contracts are no longer available to new customers. Existing standard 3-Year term customers may migrate to the Volume 3-Year rate provided the total value of the new term is greater than or equal to the remaining value of their current agreement.

NOTE 2: **Effective January 20, 2011**, 2 and 3-Year Volume Contracts are no longer available to new customers. Existing Volume 2 and 3-Year term customers may migrate to the a PRI Term and Volume II Package rate, a PRI Plus rate or Corporate Rewards, provided the total value of the new term is greater than or equal to the remaining value of their current agreement.

EXCHANGE SERVICES

4.3 P.B.X. TRUNK SERVICES (Cont'd)
4.3.3 PRIVATE BRANCH EXCHANGE SERVICE (Cont'd)
F. **IntellilinQ** PRI SERVICE (Cont'd)
3. Rate Treatment (Cont'd)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	
Call-by-Call Service Selection, per IntellilinQ PRI Arrangement			
Month-to-Month	\$100.00	\$ 75.00	
3- Year Contract	NO	73.00	
5-Year Contract	NO	71.00	
Calling Line Identification with Name, per IntellilinQ PRI Arrangement			
Month-to-Month	\$100.00	200.00	(I)
3-Year ¹ Contract	NO	140.00	
5-Year Contract	NO	130.00	
Volume Contract ² 2- or 3-Year#	NO	60.00	
Two B Channel Transfer, per IntellilinQ PRI Arrangement			
Month-to-Month	100.00	75.00	
3-Year Contract	NO	65.00	
5-Year Contract	NO	60.00	
Non Hunt Directory Number			
Month-to-Month	25.00	14.00	
3-Year Contract	NO	12.00	
5-Year Contract	NO	10.00	
Optional Service Features Packages			
Feature Package I (Calling Line Identification and Call-by-Call Service Selection), per IntellilinQ PRI Arrangement			
Month-to-Month	100.00	150.00	
3-Year Contract	NO	145.00	
5-Year Contract	NO	135.00	

This rate is available to customers enrolled in the Corporate Rewards 2- and 3-year contract discount plan as described in this Product Guide.

NOTE 1: **Effective May 30, 2006**, 3-Year Contracts are no longer available to new customers. Existing standard 3-Year term customers may migrate to the Volume 3-Year rate provided the total value of the new term is greater than or equal to the remaining value of their current agreement.

NOTE 2: **Effective January 20, 2011**, 2 and 3-Year Volume Contracts are no longer available to new customers. Existing Volume 2 and 3-Year term customers may migrate to the a PRI Term and Volume II Package rate, a PRI Plus rate or Corporate Rewards, provided the total value of the new term is greater than or equal to the remaining value of their current agreement.

EXCHANGE SERVICES

- 4.3 P.B.X. TRUNK SERVICES (Cont'd)
4.3.3 PRIVATE BRANCH EXCHANGE SERVICE (Cont'd)
F. **IntelliLinQ** PRI SERVICE (Cont'd)
3. Rate Treatment (Cont'd)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
Feature Package II (Calling Line Identification with Name, Redirecting Number, Call-by-Call Service Selection), per IntelliLinQ PRI Arrangement		
Month-to-Month	\$100.00	\$235.00
3-Year Contract	NO	225.00
5-Year Contract	NO	215.00
PRI Reconfiguration Charges – Change Charge		
Add/change to existing trunk group, or addition of new trunk group, per occasion	50.00	-
Change in D-channel configuration (23B, 24B, 23B+BU-D) per PRI Arrangement	300.00	-
Individual Additional Telephone Numbers, each	25.00	3.00
PRI Station Detail Billing, per account	NO	100.00
ISDN Primary Service Portability, per PRI ported	NO	25.00

EXCHANGE SERVICES

4.3 P.B.X. TRUNK SERVICES (Cont'd) 4.3.3 PRIVATE BRANCH EXCHANGE SERVICE (Cont'd)

G. **IntelliLinQ** PRI PLUS*

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1. DESCRIPTION

IntelliLinQ PRI PLUS is an optional payment plan for **IntelliLinQ** PRI Service. This payment plan provides **IntelliLinQ** PRI Service with a virtual flat rate usage Term and Volume option for **IntelliLinQ** PRI customers requesting a fixed and predictable monthly rate for their complete **IntelliLinQ** PRI Service and associated local usage.

The usage option includes 10,000 or 20,000 local minutes of usage, per PRI, per month. This option provides for specific usage, per **IntelliLinQ** PRI, per month, plus an additional "per minute of use rate" for each minute exceeding the 10,000 local minutes of usage allotment. The customer will choose the 10,000 or 20,000 local minutes of use package to meet their needs.

IntelliLinQ PRI PLUS rates include:

Local Usage Allowance (10,000 OR 20,000 minutes)
Calling Line Identification
PRI DID Trunk Termination Charges

Optional Features - All **IntelliLinQ** PRI Service features identified in this Product Guide are available to **IntelliLinQ** PRI Plus subscribers at the rates, terms and conditions listed in this Product Guide.

When **IntelliLinQ** PRI Plus facilities are purchased, customers may subscribe to Calling Line Identification at no additional charge. Caller Line ID with Name will be available at a discounted rate, defined separately for **IntelliLinQ** PRI Plus subscribers.

When customers purchase DID trunks, there is no additional charge for DID trunk terminations or DID Trunk Package (if applicable). (A separate charge for DID TN's or DID TN blocks applies consistent with rates identified elsewhere in this Product Guide.)

2. REGULATIONS

- a. **IntelliLinQ** PRI Plus is available under a 2- or 3-year Term and Volume agreement.
- b. **IntelliLinQ** PRI Plus will bill actual conversation time and aggregate at the Main Billing Telephone Number level.
- c. PRI Station Detail Billing is not included with **IntelliLinQ** PRI Plus. It is available, upon request, at an additional charge as specified in Section 4.3.3.F.3 of this Product Guide.
- d. If the customer's actual usage exceeds the 10,000 or 20,000 local minutes of usage allotment, as selected by the customer, the customer will be charged a pre-determined per minute rate, for each minute exceeding the allotment.

* Effective September 3, 2025, all **IntelliLinQ**® PRI Plus Service term plan agreements will no longer be available to new customers. Existing customers may continue their **IntelliLinQ**® PRI Plus Service until the end of the contract term. At the end of all **IntelliLinQ**® PRI Plus Service contracts, unless another qualifying term plan is selected, the service rates will revert to the Month-to-Month rates. (N)

EXCHANGE SERVICES

4.3 P.B.X. TRUNK SERVICES (Cont'd)

4.3.3 PRIVATE BRANCH EXCHANGE SERVICE (Cont'd)

G. **IntelliLinQ** PRI PLUS* (Cont'd)

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2. REGULATIONS (Cont'd)

- e. If the customer uses less than the allotment of local minutes of usage per PRI, no refunds will be applied.
- f. **IntelliLinQ** PRI Plus rating will apply to PRI pipes specified in the PRI Plus agreement only.
- g. The minimum service period for **IntelliLinQ** PRI Plus is 12 months. Customers that terminate their **IntelliLinQ** PRI Plus service agreement prior to the end of the minimum service period are subject to 100% of the monthly rate times the number of months remaining to equal twelve months. Termination liability after the minimum service period of twelve months is 25% of the monthly rate times the remaining months remaining in the contract.
- h. Customers may terminate an **IntelliLinQ** PRI Plus agreement and sign a new Verizon service agreement provided the term and value of the new service agreement is greater than the remaining term and value of the existing service agreement.
- i. PRI Plus 10K and PRI Plus 20K pricing options are not available with Corporate Rewards, other local usage optional calling plans or customer specific pricing.
- j. During the life of the agreement, customers may not migrate from an **IntelliLinQ** PRI Plus 10,000 minutes of use option to the 20,000 minutes of use option unless the value of the new agreement is greater than or equal to the remaining value of the existing agreement. The quantity of **IntelliLinQ** PRI circuits included in the new agreement must be greater than or equal to the total number of circuits included in the original agreement. The term of the new agreement must be greater than or equal to the term of the original agreement.
- k. During the life of the agreement, customers may not migrate from an **IntelliLinQ** PRI Plus 20,000 minutes of use option to the 10,000 minutes of use option unless the value of the new agreement is greater than or equal to the remaining value of the existing agreement. The quantity of **IntelliLinQ** PRI circuits included in the new agreement must be greater than or equal to the total number of circuits included in the original agreement. The term of the new agreement must be greater than or equal to the term of the original agreement.
- l. When customers migrate from one **IntelliLinQ** PRI Plus option to another, all outstanding shortfall charges applicable to the existing agreement will apply.

* Effective September 3, 2025, all IntelliLinQ® PRI Plus Service term plan agreements will no longer be available to new customers. Existing customers may continue their IntelliLinQ® PRI Plus Service until the end of the contract term. At the end of all IntelliLinQ® PRI Plus Service contracts, unless another qualifying term plan is selected, the service rates will revert to the Month-to-Month rates.

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EXCHANGE SERVICES

4.3 P.B.X. TRUNK SERVICES (Cont'd)

4.3.3 PRIVATE BRANCH EXCHANGE SERVICE (Cont'd)

G. **IntelliLinQ** PRI PLUS* (Cont'd)

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3. RATES AND CHARGES

	<u>2 Years</u>	<u>3 Years</u>
PRI Plus 10 Port only PRI Interface arrangement package 1 (1-100 PRIs) with 10,000 local minutes of use Per PRI, per month	\$505.00	\$480.00
PRI Plus 10 Access Facility	\$145.00	\$145.00
PRI Plus 20 Port only PRI Interface arrangement package 1 (1-100 PRIs)with 20,000 local minutes of use Per PRI, per month	\$595.00	\$575.00
PRI Plus 20 Access Facility	\$155.00	\$150.00
Optional Features		
PRI Plus Calling Line ID with Name	\$40.00	\$40.00
Additional Usage Each additional minute of use, per PRI, per month	\$0.025	

* Effective September 3, 2025, all IntelliLinQ® PRI Plus Service term plan agreements will no longer be available to new customers. Existing customers may continue their IntelliLinQ® PRI Plus Service until the end of the contract term. At the end of all IntelliLinQ® PRI Plus Service contracts, unless another qualifying term plan is selected, the service rates will revert to the Month-to-Month rates.

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EXCHANGE SERVICES

4.3 P.B.X. TRUNK SERVICES (Cont'd)

4.3.4 REMOTE ACCESS WITH DIRECT INWARD DIALING (RA-DID)

This service is only available to existing customers in certain wire centers as outlined in Part D, Section 1. (N)
(N)

A. DESCRIPTION

This service permits incoming dialed calls from a central office other than the local serving central office to reach a specific station line, via a DID equipped trunk without the assistance of an attendant, through the use of a seven digit telephone number. Customers subscribing to this service are served from a capable DID equipped central office.

B. REGULATIONS

Customers may request RA-DID service from one or more central offices. DID station numbers will originate in the remote central office.

The rates and terms of service specified elsewhere in the Product Guide apply for all services and arrangements associated with RA-DID, including applicable SERVICE CHARGES as specified in 2.

The DID rates and terms of service specified in 4.3.1 apply to RA-DID.

Remote Access with Direct Inward Dialing (RA-DID) is a separate service from Direct Inward Dialing (DID). Customers may subscribe to both services; however, nonrecurring charges and monthly rates associated with Direct Inward Dialing will apply for each. Conversions from either DID to RA-DID or RA-DID to DID will incur new nonrecurring charges.

C. RATE SCHEDULE

<u>Item</u>	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
Central Office Equipment			
Remote Access Equipment			
- per initial DID equipped trunk†	\$625.00	\$70.00	TYD
- per additional DID equipped trunk†	625.00	70.00	TYD
Mileage Charge			
Per Trunk			
- for the initial mile	NO	20.00	1LXA4
- for each additional mile	NO	3.35	1LXA4

† Nonrecurring charges will apply for service at each central office serving the customer.

EXCHANGE SERVICES

4.4 PREMIUM EXCHANGE SERVICES

4.4.1 **CLASS**SM CALLING SERVICE

A. DESCRIPTION

1. General

CLASSSM Calling Service is a service offering of the Company. **CLASS** is comprised of a group of features individually described below, which allow customers to effectively manage call flow. This management is accomplished by the central office deployment of a technology which routes the calling party's telephone number from the central office originating the call to the terminating central office serving the called party. That telephone number is held in network memory affording the called party options including identifying the calling number, answering the call and calling back to the call originator. **CLASS** Calling Service will be provided on a standard basis in Central Office Switching Units having the generic capability to offer **CLASS**.

2. Feature Description

Call Trace automatically performs a trace of the last incoming call when activated by a customer.

Caller ID With Name - enables the display of the incoming calling telephone number and the main listed name associated with the calling telephone number (typically by the second ring) on a Customer Premises Equipment (CPE) display device which is associated with the customer's local exchange service, 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 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.

Anonymous Call Rejection (ACR) is a feature available with Caller ID With Name that allows the called party to reject calls from parties that have used blocking to prevent the display of their telephone numbers or main listed name to Caller ID With Name subscribers. ACR is controlled by the customer via an activation and deactivation code. When ACR is activated, all calls that are blocked are routed to a standard announcement.

4.4 PREMIUM EXCHANGE SERVICES (Cont'd)

4.4.1 **CLASS**SM CALLING SERVICE (Cont'd)

A. DESCRIPTION (Cont'd)

2. Feature Description (Cont'd)

Effective: August 9, 2023
Revision 1

EXCHANGE SERVICES

4.4 PREMIUM EXCHANGE SERVICES (Cont'd)
4.4.1 **CLASS**SM CALLING SERVICE (Cont'd)
A. DESCRIPTION (Cont'd)

3. Number and Name Delivery

The Company will forward all telephone numbers and main listed names, subject to technical limitations, including telephone numbers and main listed names associated with Non-published Listing Service as described elsewhere in this Product Guide.

4. Per-Call Blocking

The calling party can prevent the number and name from appearing on the called party's Caller ID With Name display unit by dialing a special code prior to placing each call. When the calling party activates this blocking feature, the called party will notice that a privacy indicator, instead of the telephone number or the name, will appear on the Caller ID With Name display unit unless ACR is activated.

Per-Call Blocking prevents voice identification of the calling party's telephone number to a subscriber using *69.

5. Per-Line Blocking

This arrangement on a calling party's line prevents his/her number or name from appearing on the called party's Caller ID With Name display unit without dialing a special code prior to placing each call. When the calling party who has this feature makes a call, the called party will receive a privacy indicator on his/her Caller ID With Name display unit, instead of the telephone number or the name. The privacy indicator will appear unless the called party has activated ACR.

Special arrangements with the shelters of the New Jersey Coalition for Battered Women and the Coalition Against Sexual Assault require Verizon New Jersey Inc. to provide this feature to these coalition shelters.

Per-Line Blocking prevents voice identification of the calling party's telephone number to a customer using *69.

CLASS is available to customers served by a generically equipped central office where adequate facilities are present.

CLASS Services are applicable to calls placed to/from compatible central offices or within a compatible central office offering the service. These services are offered based on information stored within the switch or provided to the switch through call setup signaling and are subject to limitations associated with the availability and content of that information.

CLASS will be available to customers having technically compatible features and premises equipment. The Company is not responsible for the compatibility of products and services of outside vendors. The Company reserves the right to restrict or otherwise limit **CLASS** features where, in the Company's determination: (a) the feature(s) may create a potential incompatibility, or (b) provision of the feature(s) would require the establishment of new or additional Company procedures.

EXCHANGE SERVICES

4.4 PREMIUM EXCHANGE SERVICES (Cont'd)

4.4.1 **CLASS**SM CALLING SERVICE (Cont'd)

B. REGULATIONS

Repeat Dialing and *69 will be offered on both a subscription and usage basis. Call Trace will be only offered on a usage basis while the remaining **CLASS** features will continue on a subscription basis only. The customer utilizing **CLASS** features on a subscription basis must specify each line to be equipped with the specific **CLASS** features desired.

CLASS can be provided on a stand-alone basis or may be enhanced by use with Custom Calling Service features, as listed in Section 4.4.2.

Usage-based **CLASS** features are billed on a per-successful-activation basis. For Repeat Dialing, an activation is billed regardless of whether the call is completed by the called party's answer.

For *69, 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. Additional charges associated with calls returned using *69 will apply.

A **CLASS** customer may employ all available **CLASS** features under the following conditions:

1. When both the **CLASS** customer and the other party involved in the call are served from the same central office, even if the other party does not subscribe to **CLASS**.
2. When both the **CLASS** customer and the other party involved in the call are served from different central offices which are linked by facilities that can handle the delivery of the calling number, even if the other party does not subscribe to **CLASS**.

EXCHANGE SERVICES

4.4 PREMIUM EXCHANGE SERVICES (Cont'd) 4.4.1 **CLASS**SM CALLING SERVICE (Cont'd) B. REGULATIONS (Cont'd)

When the customer subscribes to Caller ID and Caller ID With Name the calling number will be forwarded (typically by the second ring) from the terminating central office to the customer-provided display unit, subject to technical and other limitations including the availability of the number for forwarding. 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.

Anonymous Call Rejection is automatically available to all Caller ID With Name subscribers at no additional charge.

Blocked calls routed to the Anonymous Call Rejection announcement will not be rated as completed calls.

There is no charge for Per-Call Blocking or Per-Line Blocking. Per-Line Blocking is available to Non-published customers.

The discount provisions of Part A, Section 8.6.2.I do not apply.

CLASS will be eligible for the Contact Continuation Program and the Customer Satisfaction Guarantee Policy which are described in Section 8.6.2. Call Trace will be billed at the Product Guide rates shown in C. Rate Schedule, following, 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. The Company will not be liable for damages if, for any reason, the attempt is not successful.

When Repeat Dialing or *69 are activated and the called party's line is busy, the network will attempt to complete the call within 30 minutes of the feature activation. At minimum, 40 attempts will be made at equally-timed intervals, unless the call is completed within the 30 minute time frame. If the call is not completed after 30-minutes, the feature will be deactivated.

Where an end user subscribes to the service provided by a reseller or sharing entity and requests **CLASS** Calling Service, rates will apply as shown in 4.4.1.C following appropriately for Residence and Business End Users.

For customers converting from Usage billing to Subscription billing, ELEMENTS 1B and 2B will not apply.

EXCHANGE SERVICES

4.4 PREMIUM EXCHANGE SERVICES (Cont'd) 4.4.1 **CLASS**SM CALLING SERVICE (Cont'd)

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C. RATE SCHEDULE

1. Monthly Subscription

a. Residence Rates

<u>Feature</u>	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
Caller ID With Name#	NONE	\$12.15	NDF
Repeat Dialing ¹	NONE	11.10	NSQ
*69 ¹	NONE	12.99	NSS

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b. Business Rates

The monthly rates shown below are per feature, per line equipped. The initial feature rate applies to the first **CLASS** feature provisioned on a line. The additional feature rate applies to each subsequent **CLASS** feature provisioned on the same line.

<u>Feature</u>	<u>Nonrecurring Charge⁺</u>	<u>Monthly Rate</u>	<u>USOC</u>
Caller ID With Name	-	<u>Initial</u> \$12.75	<u>Add'l</u> -
Repeat Dialing	-	6.00	\$2.00
*69	-	6.50	2.00

- + An ELEMENT 1B per order, per separate billed account and an ELEMENT 2B per line equipped will apply, except that no charge applies when ordered to be done in conjunction with other work for which ELEMENTS 1B and 2B are charged at the same time.

ELEMENTS 1B and 2B will not apply for customers converting from Usage billing to Subscription billing. Features that qualify are listed in Section 4.4.1, Rate Schedule - Usage.

- # Caller ID With Name is included in the Premium Collection Package, as defined in 4.4.9

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- ¹ For residential customers, these features are limited to customers of record as of June 16, 2012, at their then-existing locations.

NOTE: Call Intercept has been withdrawn from the Product Guide effective August 9, 2023.

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EXCHANGE SERVICES

4.4 PREMIUM EXCHANGE SERVICES (Cont'd)

4.4.1 **CLASS**SM CALLING SERVICE (Cont'd)

C. RATE SCHEDULE (Cont'd)

2. Usage

a. Rates

<u>Feature</u>	<u>Per Activation</u>	
	<u>Residence</u>	<u>Business</u>
*69	\$.75	\$2.00 (l)
Repeat Dialing	.75	2.00 (l)
Call Trace	1.00 ¹	2.00 (l)

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3. Deny Usage²

A customer may request, at no additional charge, to deny usage capability on his/her line for Repeat Dialing or *69.

<u>Feature</u>	<u>USOC</u>
*69 Deny	HBS
Repeat Dialing Deny	HBQ

NOTE 1: Per trace attempt successfully completed. Limit of one activation per attempt.

NOTE 2: Should the customer subsequently request to reactivate Usage services capability an ELEMENT 1B per order, per separate billed account and an ELEMENT 2B per line equipped will apply, except that no charge applies when ordered to be done in conjunction with other work for which ELEMENTS 1B and 2B are charged at the same time.

EXCHANGE SERVICES

4.4 PREMIUM EXCHANGE SERVICES (Cont'd)

4.4.2 CUSTOM CALLING SERVICES

A. DESCRIPTION

Custom Calling Services include the following features:

1. Speed Dialing¹

This provides for the calling of a seven or ten-digit telephone number by dialing only a few digits. Two arrangements are available, namely, an eight number capacity and a thirty number capacity.

2. Three-Way Calling

This permits an existing call to be held and a third telephone number to be dialed and added to the connection. These calls are not classified as conference service but are subject to the treatment for two-point message telecommunication service as covered elsewhere in this Product Guide.

3. Call Forwarding

With this feature, all incoming calls are forwarded to another telephone number. This arrangement may be activated by dialing a code and the telephone number of the service to which calls are to be forwarded and is deactivated by dialing another code. The Call Forwarding customer is responsible for the payment of any applicable message unit charge or direct distance dialed message telecommunication charge for each call between his/her Call Forwarding telephone and the telephone to which the call is being forwarded. The charge applies to all calls that are answered at the telephone to which the calls are being forwarded, including person-to-person and collect calls even though they may not be accepted at the answering telephone.

4. Call Waiting

An arrangement providing for audible tone signaling over an existing connection to indicate an incoming call. The tone signal is heard only at stations on the line arranged for Call Waiting Service. The calling party hears a regular ringing signal. Holding the established call while the second is answered and alternating between calls is possible by use of the switchhook.

NOTE: Talking Call Waiting has been withdrawn from the Product Guide effective November 1, 2011.

¹ For residential customers, this feature is limited to customers of record as of June 16, 2012, at their then-existing locations.

EXCHANGE SERVICES

4.4 PREMIUM EXCHANGE SERVICES (Cont'd)

4.4.2 CUSTOM CALLING SERVICES (Cont'd)

A. DESCRIPTION (Cont'd)

5. Tone Block

This feature provides Call Waiting subscribers with the ability to deactivate Call Waiting and prior to initiating a call. Customers that also subscribe to Three-Way Calling may use Tone Block to deactivate Call Waiting and during a call in progress. Tone Block is activated by dialing a three digit activation code and is automatically deactivated upon completion of each call. Once activated, all subsequent incoming calls, during that call, receive a busy signal.

B. REGULATIONS

The services are furnished only where adequate and suitable facilities are available and in connection with individual exchange access line service. These services are not subject to the discount provisions of Part A, Section 8.6.2.I.

Tone Block is automatically available to Call Waiting subscribers at no additional charge.

EXCHANGE SERVICES

4.4 PREMIUM EXCHANGE SERVICES (Cont'd)

4.4.2 CUSTOM CALLING SERVICES (Cont'd)

B. REGULATIONS (Cont'd)

Custom Calling Services will be eligible for the Contact Continuation Program, and the Customer Satisfaction Guarantee Policy which are described in Section 8.6.2.

Three-Way Calling will be offered on both a subscription and a usage basis for residence and business customers.

Usage basis Three-Way Calling is not available with Centrex, Expanded Variety Package, or coin arrangements.

C. RATE SCHEDULE

1. Business Service

<u>Business Service</u>	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>	
Call Waiting, per line ¹	RR	\$17.50	ESX	(I)
Other than Call Waiting				
One or two features on a line:				
Speed Dialing 30				
- 30 Number Capacity, each ¹	RR	5.00	ESF	
All other features, per feature				
- Three-Way Calling, each ¹	RR	13.25	ESC	(I)
- Speed Calling 8 Number Capacity, each ¹	RR	3.00	ESL	
- Call Forwarding, each ¹	RR	14.75	ESM	(I)
Three features on a line: ²				
Speed Dialing 30				
- 30 Number Capacity, each ¹	RR	3.43	NA	
All other features, per feature				
- each ¹	RR	2.30	NA	

NOTE 1: The appropriate business ELEMENTs 1B and 2B apply for installation or changes in connection with any features ordered by the customer to be provided at the same time, per service location, except that no charge applies when ordered to be done in conjunction with other chargeable work.

NOTE 2: USOCs vary with feature(s) included.

EXCHANGE SERVICES

4.4 PREMIUM EXCHANGE SERVICES (Cont'd) 4.4.2 CUSTOM CALLING SERVICE (Cont'd) C. RATE SCHEDULE (Cont'd)

2. Residence Service

<u>Residence Service</u>	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>	
Call Waiting, per line++#	RR	\$12.99	ESX	(I)
Three-Way Calling, per line++	RR	12.99	ESC	(I)
Call Forwarding, per line++	RR	12.99	ESM	(I)
Speed Dialing ¹				
- 8 Number Capacity, per line++	RR	10.10	ESL	(I)
- 30 Number Capacity, per line++	RR	10.94	ESF	(I)

3. Usage

<u>Feature</u>	<u>Per Activation</u>	
	<u>Residence</u>	<u>Business</u>
Three-Way Calling	\$0.75	\$2.00 (I)

4. Deny UsageØ

A customer may request, at no additional charge, to deny usage capability on their line for Three-Way Calling.

++ The appropriate residence ELEMENTs 1B and 2B apply for installation or changes in connection with any features ordered by the customer to be provided at the same time, per service location, except that no charge applies when ordered to be done in conjunction with other chargeable work.

Call Waiting is included in the Premium Collection Package as defined in 4.4.9.

ELEMENTs 1B and 2B will not apply for customers converting from usage billing to subscription billing.

Ø Should the customer subsequently request to reactivate Usage services capability an ELEMENT 1B per order, per separate billed account and an ELEMENT 2B per line equipped will apply, except that no charge applies when ordered to be done in conjunction with other work for which ELEMENTS 1B and 2B are charged at the same time.

NOTE: Talking Call Waiting has been withdrawn from the Product Guide effective November 1, 2011.

¹ For residential customers, this feature is limited to customers of record as of June 16, 2012, at their then-existing locations.

EXCHANGE SERVICES

4.4 PREMIUM EXCHANGE SERVICES (Cont'd) 4.4.3 REMOTE CALL FORWARDING (RCF)

Effective May 18, 2013, Remote Call Forwarding service for residence is grandfathered and no longer available to new customers. Moves, additions or changes to subscribers' existing service are not permitted. Remote Call Forwarding service for residence is still available for resale until October 19, 2013, on which date the foregoing terms shall be effective for resale.

A. DESCRIPTION

An automatic reverse charge exchange service which provides for a customer to arrange that customers in the same or a different exchange may call him/her without paying the toll charge between a specified exchange and the customer's location or asking the operator to assist with or complete the call.

B. REGULATIONS

One or more Remote Call Forwarding features in a central office in an area(s) which the customer wishes to serve are arranged for permanent forwarding to a distant terminating number designated by the customer. Each feature allows for forwarding of one call at a given time. An additional feature is required for each additional call to be forwarded simultaneously.

This service may not be used to forward calls to Coin Arrangements or another RCF feature number.

The grade of transmission of calls which are forwarded may vary depending on the distance and the routing necessary to complete the overall connection. Therefore, the normal grade of transmission is not guaranteed on any forwarded call, and the service is not deemed suitable for the transmission of data.

The services are furnished only where adequate and suitable facilities are available and are not subject to the discount provisions of Part A, Section 8.6.2.1.

The customer must take sufficient lines and associated facilities to handle the estimated or actual number of calls without interfering with exchange or toll service. In the event that there is interference with exchange or toll service, the Company reserves the right to disconnect the service immediately in accordance with the terms of service contained in Part 0, Section 2.

EXCHANGE SERVICES

4.4 PREMIUM EXCHANGE SERVICES (Cont'd)

4.4.3 REMOTE CALL FORWARDING (RCF) (Cont'd)

Effective May 18, 2013, Remote Call Forwarding service for residence is grandfathered and no longer available to new customers. Moves, additions or changes to subscribers' existing service are not permitted. Remote Call Forwarding service for residence is still available for resale until October 19, 2013, on which date the foregoing terms shall be effective for resale.

C. RATE SCHEDULE

1. Rates and Charges

1. Rates and Charges		Monthly Rate		
<u>Remote Call Forwarding</u>	<u>Nonrecurring Charge</u>	<u>Res</u>	<u>Bus</u>	<u>USOC</u>
Per feature arranged ¹				
Initial				
- each.....	RR	\$15.59	\$46.00 (I)	RCFVS
- each.....	RR	15.59	46.00 (I)	RCFVE
- each.....	RR	15.59	46.00 (I)	RCFWS
- each.....	RR	15.59	46.00 (I)	RCFWE
- each.....	RR	15.59	43.00 (I)	RCFVN
Additional- each ³	RR	15.59	46.00 (I)	RCA
Change RCF telephone number ²	RR	NO	NO	NA
Change telephone number to which calls are forwarded ¹	RR	NO	NO	NA

2. Charges for Calls

a. Between the Calling Party and the Number Arranged for Remote Call Forwarding

The calling party is responsible for payment of regularly applicable charges (local, message unit, or toll) for sent-paid messages. For collect calls, the party subscribing to Remote Call Forwarding is responsible for the payment of charges if a party at the number to which calls are forwarded accepts the call.

b. Between the Remote Call Forwarding Exchange and the Number to Which the Call is Forwarded

The Remote Call Forwarding customer is responsible for the payment of customer dialed station-to-station toll or message unit charges for each call. These charges apply for all calls which are forwarded, including those in connection with person-to-person and collect calls even though they may not be accepted at the answering location.

NOTE 1: A business ELEMENT 1B charge applies, where applicable.

NOTE 2: The charge for a telephone number change at the request of the customer applies as specified in 4.6.1 for business service.

EXCHANGE SERVICES

4.4 PREMIUM EXCHANGE SERVICES (Cont'd)

4.4.4 CALL FORWARDING BUSY LINE/DON'T ANSWER

A. DESCRIPTION

1. General

Call Forwarding Busy Line/ Don't Answer (CFBL/DA) is a service offering of the Company. This service consists of two features, Call Forwarding Busy Line (CFBL) and Call Forwarding Don't Answer (CFDA), which may be purchased separately or combined together. The offering is available to all Residence and Business subscribers having Exchange Access Line Service. When the service is ordered, the subscriber will specify the telephone number to which calls will be forwarded and, in the case of CFDA, how long calls will ring at the called number before they are forwarded. A subsequent change in either specification will be enacted by the Company upon proper notification from the subscriber. The subscriber may also change his/her ring interval at no charge by dialing into a Remote Access Directory Number (RADN) and following the voice prompts. Where both features are taken, the forwarded-to number may be different for each feature.

2. Call Forwarding Busy Line*

This feature allows all calls that are made to a line showing a busy condition to be automatically forwarded to another line as specified by the subscriber at the time that the feature is installed. The transfer is accomplished without an indication of the incoming call to the subscriber because the central office switching unit does not make a connection to the busy line. Once the feature is activated, it is always in effect. Because the forwarded-to number is fixed in the memory of the switching unit, service order activity will be needed in the event of any subsequent changes to the call forwarding specification. Any local message or toll charges generated by the use of this feature will be charged to the subscriber of CFBL.

(G)

3. Call Forwarding Don't Answer*

This feature allows all calls that are made to a line that does not answer after a subscriber-designated interval to be automatically forwarded to another line as specified by the subscriber at the time that the feature is installed. As both the interval and the forwarded-to number are fixed in the memory of the switching unit, service order activity can be generated in the event that the subscriber specifies a subsequent change. The subscriber may also change his/her ring interval at no charge by dialing into a RADN and following the voice prompts. Once the feature is activated, it is always in effect. The forwarded call will be rated, for billing purposes, as though it initiated from the unanswered line. As such, any local message or toll charges generated by the use of this feature will be charged to the subscriber of CFDA.

(G)

- * Effective August 21, 2016, Call Forwarding Busy Line and Call Forwarding Don't Answer (as separate features) are no longer available to new business customers. Existing business customers as of August 21, 2016, may retain these services at existing locations. Additions, rearrangements and moves are not permitted. These features are still available for resale until October 1, 2016, on which date the foregoing terms shall be effective for resale.

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EXCHANGE SERVICES

4.4 PREMIUM EXCHANGE SERVICES (Cont'd)

4.4.4 CALL FORWARDING BUSY LINE/DON'T ANSWER (Cont'd)

B. REGULATIONS

CFBL/DA is offered to Exchange Access Line subscribers served from generically capable central offices where adequate facilities are available.

A Personal Identification Number (PIN) will be used as a security measure to ensure an authorized user is accessing the ring interval change feature. A temporary PIN is assigned at the time the order is placed. The subscriber may change the PIN at no charge by dialing into a RADN and following the voice prompts. Appropriate ELEMENT SERVICE CHARGES apply for any service order changes to the PIN.

Appropriate ELEMENT SERVICE CHARGES apply for any subsequent service order changes to the subscriber's predesignated specifications for ring interval or forwarded-to number.

The feature that allows the ring interval to be changed by dialing into an RADN can be blocked at no charge. Should the subscriber subsequently request to reactivate the ring interval change feature, appropriate ELEMENT SERVICE CHARGES will apply.

The length of the interval specified by the subscriber for CFDA is subject to a maximum length, as specified by the Company, depending on the type of switching unit that serves the subscriber.

The Company assumes no liability for the forwarding of calls to numbers that are inaccurately provided to the Company by the subscriber.

Charges for calls between the CFBL/DA-equipped number and the number to which the call is forwarded are the responsibility of the CFBL/DA subscriber. Customer-dialed station-to-station or message unit charges apply to each forwarded call, including those in connection with person-to-person and collect calls even though they may not be accepted at the answering location.

CFBL/DA will not be provided in conjunction with Public Communications service. Centrex customers should refer to Section 7.1.4 for provision of this service.

It is the responsibility of the CFBL/DA subscriber forwarding calls to another line to obtain, when appropriate, any necessary permission of the customer to whom the calls are forwarded.

The discount provisions of Section Part A, Section 8.6.2.I do not apply.

CFBL/DA will be eligible for the Contact Continuation Program and the Customer Satisfaction Guarantee Policy which are described in Section 8.6.2.

The quality of transmission of calls which are forwarded may vary depending on the distance and the routing necessary to complete each call. Normal transmission is not guaranteed on any forwarded call.

EXCHANGE SERVICES

4.4 PREMIUM EXCHANGE SERVICES (Cont'd)

4.4.4 CALL FORWARDING BUSY LINE/DON'T ANSWER (Cont'd)

C. RATE SCHEDULE

<u>Residence</u>	<u>Feature#</u>	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>	
Call Forwarding Busy Line - per line ¹	RR	\$ 5.10	EVB		
Call Forwarding Don't Answer - per line ¹	RR	5.10	EVD		
Call Forwarding Busy Line/ Don't Answer - per line ¹	RR	5.10	E5E		
<u>Business</u>					
Call Forwarding Busy Line - per line ^{1, 2}	RR	3.00	EVB		
Call Forwarding Don't Answer – per line ^{1, 2}	RR	12.75	EVD		(I)
Call Forwarding Busy Line/ Don't Answer - per line ¹	RR	12.75	E5E		(I)

Call Forwarding Busy Line, Call Forwarding Don't Answer and Call Forwarding Busy Line/Don't Answer are included in the Premium Collection Package as defined in 4.4.9.

NOTE 1: An ELEMENT 1B per order and an ELEMENT 2B per line equipped apply except when other chargeable work is ordered on the same line at the same time.

NOTE 2: Effective August 21, 2016, Call Forwarding Busy Line and Call Forwarding Don't Answer (as separate features) are no longer available to new business customers. Existing Answer business customers as of August 21, 2016, may retain these services at existing locations. Additions, rearrangements and moves are not permitted. These features are still available for resale until October 1, 2016, on which date the foregoing terms shall be effective for resale.

EXCHANGE SERVICES

4.4 PREMIUM EXCHANGE SERVICES (Cont'd)

4.4.5 DISTINCTIVE RING¹

A. DESCRIPTION

1. General

Distinctive Ringsm is a Premium Exchange type service that enables a customer subscribing to Local Exchange Access Line Service to have one or two additional local telephone numbers assigned to the line. Each will have a distinctive ring pattern that is different from the ring pattern associated with the main number assigned to the line. Through the use of Distinctive Ring additional telephone numbers and the assignment of distinctive ring patterns, a customer may receive and distinguish calls dialed to as many as three separate telephone numbers without installing additional lines. A customer can determine, in advance of answering the call, which of the telephone numbers a calling party has dialed. With Distinctive Ring the customer will continue to have only one talking path associated with the line.

Distinctive Ring is a software-based feature which can be provided to both Residence and Business customers served from generically capable Central Office Switching Units. For each Distinctive Ring additional telephone number provided, the customer is entitled to a choice of having that number listed in the white pages of the directory or having that number not listed at all. For either option there will be no additional charges. The additional telephone numbers are designed to route incoming calls over the customer's existing line and are therefore incapable of being used to generate outgoing calls. All outgoing calls will be associated with the customer's main number.

All Custom Calling and CLASS Calling Service features are compatible with Distinctive Ring.² Custom Calling and CLASS Calling features can be assigned for the main number only. No Custom Calling or CLASS Calling feature can be assigned for an additional number independent of the main number. If a Custom Calling or CLASS Calling feature is assigned for a main number however, that feature is automatically available to the associated additional number(s).

B. REGULATIONS

Distinctive Ring is available to Residence and Business customers having Local Exchange Access Line Service which is served from a generically capable Central Office Switching Unit where adequate facilities exist.

A customer can have up to two Distinctive Ring additional telephone numbers assigned to the main number, however, the Distinctive Ring numbers must be of the same class of service as the main number.

Distinctive Ring service subscribers will be entitled to a choice of one directory listing (White Pages only) per additional number, or to no listing at all for each number. Either option will be provided at no additional charge.

NOTE 1: For residential customers, Distinctive Ring is limited to customers of record as of June 16, 2012, at their then-existing locations.

NOTE 2: The Company will not offer Priority Call in combination with the second Distinctive Ring additional telephone number since the ring pattern associated with Priority Call is the same as that of the second Distinctive Ring additional telephone number.

sm Service Mark of Bell Atlantic Corporation

Effective: July 14, 2014

EXCHANGE SERVICES

4.4 PREMIUM EXCHANGE SERVICES (Cont'd)

4.4.5 DISTINCTIVE RING¹ (Cont'd)

B. REGULATIONS (Cont'd)

Distinctive Ring will be available to residence and business customers having technically compatible features and premises equipment. The Company is not responsible for the compatibility of products and services of outside vendors.

The ringing and tone patterns associated with the main and additional numbers shall be assigned solely at the discretion of the Company. The assignment of numeric designations for the additional numbers will be done solely at the discretion of the Company.

When a call is in progress, any incoming calls will receive a busy signal, unless the Distinctive Ring Service customer also subscribes to Call Waiting.

"Collect" and "bill to a third number" calls may be charged to the Distinctive Ring additional numbers. Calls charged to the additional numbers will be billed to the main telephone number. Additional charges for "collect" and "bill to a third party number", as covered in Section 5.2 of this Product Guide, apply.

Distinctive Ring can be provided with other Custom Calling or **CLASS** Calling features.+ Custom Calling or **CLASS** Calling features are provided in association with the main number only; however, any Custom Calling or **CLASS** Calling feature associated with a main number is automatically available to the Distinctive Ring additional number, except as specified following.

Either Call Forwarding or Select Forward is available in one of two preselected arrangements.++ When the feature is activated:

- (1) Calls to the main and additional numbers are forwarded to the same location; or,
- (2) Only calls to the main number will be forwarded. Calls to the additional numbers will not be forwarded.

Distinctive Ring will be eligible to participate in the Contact Continuation Program and the Customer Satisfaction Guarantee Policy which are described in Section 8.6.2.

The discount provisions of Section Part A, Section 8.6.2.I do not apply.

- + The Company will not offer Priority Call in combination with the second Distinctive Ring additional telephone number since the ring pattern associated with Priority Call is the same as that of the second Distinctive Ring additional telephone number.
- ++ The customer must choose one or the other arrangement at the time the service is established.

¹ For residential customers, Distinctive Ring is limited to customers of record as of June 16, 2012, at their then-existing locations.

EXCHANGE SERVICES

4.4 PREMIUM EXCHANGE SERVICES (Cont'd)

4.4.5 DISTINCTIVE RING (Cont'd)

C. RATE SCHEDULE

<u>Feature</u>	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
Distinctive Ring, per Additional Telephone Number (maximum of two per line equipped)			
<u>First Number</u>			
- Residence ^{1,2,3}	RR	\$12.99	DRS1X
- Business ^{1,2}	RR	12.25	DRQ1X (I)
<u>Second Number</u>			
- Residence ^{1,2,3}	RR	12.99	DRS2X
- Business ^{1,2}	RR	7.25	DRQ2X

NOTE 1: An ELEMENT 1B per order and an ELEMENT 2B per line equipped apply except when done in conjunction with other chargeable work for which these ELEMENTS apply.

NOTE 2: The appropriate Nonrecurring Charge, as outlined in Note 1 preceding, will be waived for 60 days after Distinctive Ring is initially introduced in central offices.

NOTE 3: For residential customers, Distinctive Ring is limited to customers of record as of June 16, 2012, at their then-existing locations.

EXCHANGE SERVICES

4.4 PREMIUM EXCHANGE SERVICES (Cont'd)

4.4.6 ULTRA FORWARD SERVICE

A. DESCRIPTION

General

Ultra Forward® Service is a **Bell Atlantic**® **IQ**™ Service which combines Call Forwarding with remote access capability. In addition to the current Call Forwarding feature access method, **Ultra Forward** Service provides customers access from any Touch-Tone or tone-signaling-capable telephone. The customer will dial a Remote Access Directory Number (RADN) and then be guided by voice prompts to enter required information, including a Personal Identification Number (PIN). Calls forwarded by this feature may be subject to local or long distance message charges as appropriate. Normal transmission performance quality is not guaranteed for forwarded calls. **Ultra Forward** Service is only offered on a monthly subscription basis.

B. TERMS OF SERVICE

Ultra Forward Service is available to Residence and Business exchange access line customers served from a generically capable Central Office Switching Unit where adequate facilities exist.

Ultra Forward Service will not be provided in connection with Centrex or Public Communications service.

Ultra Forward Service can only be accessed through the use of a touch-tone or tone-signaling-capable telephone.

The Company assumes no liability for the forwarding of calls to numbers that are inaccurately provided to the Company by the customer.

It is the responsibility of the **Ultra Forward** Service customer forwarding calls to another line to obtain, when appropriate, any necessary permission of the customer to whom the calls are forwarded.

Charges for calls between the **Ultra Forward** Service equipped number and the number to which the call is forwarded are the responsibility of the **Ultra Forward** Service customer. Customer-dialed station-to-station or message unit charges apply to each forwarded call, including those in connection with person-to-person and collect calls even though they may not be accepted at the answering location.

The quality of transmission of calls which are forwarded may vary depending on the distance and the routing necessary to complete each call. Normal transmission is not guaranteed on any forwarded call.

EXCHANGE SERVICES

4.4 PREMIUM EXCHANGE SERVICES (Cont'd) 4.4.6 **ULTRA FORWARD SERVICE** (Cont'd) B. TERMS OF SERVICE (Cont'd)

The remote access capability may experience occasional interruptions in service. The Company shall not be liable for damages if, for any reason, the service is interrupted or inoperable.

Ultra Forward Service will be eligible for the Contact Continuation Program, and the Customer Satisfaction Guarantee Policy which are described in Section 8.6.2

The discount provisions of Part A, Section 8.6.2.I do not apply.

Ultra Forward Service can be provided with other Custom Calling Service features; however, it may be superseded by Select Forward.

Customers who subscribe to **Ultra Forward** Service receive Call Forwarding as part of the service. Therefore, customers ordering **Ultra Forward** Service who currently have Call Forwarding as either an individual feature, or as part of a Custom Calling Services feature package, will have the feature deleted from the account as an individual feature or as part of the feature package.

A Remote Access Directory Number (RADN) is a number used by the customer to initiate **Ultra Forward** Service from any Touch-Tone or tone-signaling-capable telephone.

A Personal Identification Number (PIN) will be used as a security measure to ensure an authorized user is accessing Ultra Forward Service. A temporary PIN is assigned at the time the order is placed. The subscriber may change the PIN at no charge by dialing into a RADN and following the voice prompts. Appropriate ELEMENT SERVICE CHARGES apply for any service order changes to the PIN.

EXCHANGE SERVICES

4.4 PREMIUM EXCHANGE SERVICES (Cont'd)

4.4.6 ULTRA FORWARD SERVICE (Cont'd)

C. RATE SCHEDULE

<u>Feature</u>	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>	
Ultra Forward Service				
- Per Residence Line Equipped†	RR	\$11.10	FRC	
- Per Business Line Equipped†	RR	12.50	FRC	(I)

† An ELEMENT 1B per order and an ELEMENT 2B per line equipped apply except when done in conjunction with other chargeable work for which these ELEMENT CHARGES would normally apply

D. Custom Redirect Service

1. GENERAL

Custom Redirect Service (CRS) is an enhanced **Ultra Forward** service for Business Customers that, when activated by the customer, will redirect all or part of the customer's incoming switched voice and data calls to another location(s) of the customer's choice. The redirection can occur 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 CRS offers three options to redirect calls to as many as three telephone numbers. It is assumed that the first option will be a basic redirect to the dialed number, but that is not a requirement. If the dialed number is not part of one of the options, then calls will always be redirected away from 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 in 2b.

2. TERMS OF SERVICE

a. Explanation of Terms

Equipped Number

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

EXCHANGE SERVICES

- 4.4 PREMIUM EXCHANGE SERVICES (Cont'd)
 - 4.4.6 **ULTRA FORWARD SERVICE** (Cont'd)
 - D. Custom Redirect Service (Cont'd)
 - 2. TERMS OF SERVICE (Cont'd)
 - a. Explanation of Terms (Cont'd)

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. Another example is, if the customer chooses to have option three "active" in a particular group, and then all equipped numbers in the group will be redirected according to the direction in option three as described in 2.b. following.

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 being 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.

Option Column

An Option Column is a column of telephone numbers that are treated the same. CRS has three option columns per group with the basic service. Up to 6 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 option might be a telephone number in an affiliate office in another city. If option two were selected, 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 option three was provisioned with a CRS 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 CRS customer's intended destination.

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.

EXCHANGE SERVICES

- 4.4 PREMIUM EXCHANGE SERVICES (Cont'd)
- 4.4.6 **ULTRA FORWARD SERVICE** (Cont'd)
 - D. Custom Redirect Service (Cont'd)
 - 2. TERMS OF SERVICE (Cont'd)
 - a. Explanation of Terms (Cont'd)

Modification of Active Option (Cont'd)

After authorization is confirmed, the customer specifies which group and which option is to be activated. 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.

b. Optional Features

Auto-attendant Redirecting[#]

As an optional feature, the Company will load a customer defined, company approved, pre-recorded message. After incoming callers hear the message, they may be disconnected, or transferred without requiring a response, or the caller may be prompted to enter a "1", "2" or "3" on their touch-tone pad. The call will then be redirected to a telephone number that the customer designated for that selection. The customer may select up to three redirect choices for each equipped number. The Auto-Attendant Redirecting feature may be used with any of the option columns. If this feature were used in more than one option, the optional feature charge would apply to each option utilizing the feature.

Number Identification Redirecting

Number Identification Redirecting allows the customer to redirect calls based upon the originating telephone number, NXX, LATA, or NPA of the incoming caller. This will allow 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 were used in more than one option, the optional feature charge would apply to each option utilizing the feature.

The calling party's number will not be passed to the transferred telephone number when the Number Identification Redirecting option is used.

[#] This feature is limited to existing customers of record, at existing locations on or before June 1, 2011.

EXCHANGE SERVICES

- 4.4 PREMIUM EXCHANGE SERVICES (Cont'd)
 - 4.4.6 **ULTRA FORWARD SERVICE (Cont'd)**
 - D. Custom Redirect Service (Cont'd)**
 - 2. TERMS OF SERVICE (Cont'd)
 - b. Optional Features (Cont'd)

Percentage Redirecting

Percentage Redirecting allows redirecting 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 were used in more than one option, the optional feature charge would apply to each option utilizing the feature.

Time-of-Day/Day-of-Week Redirecting

This feature 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 were used in more than one option, the optional feature charge would apply to each option utilizing the feature.

SuperGroups

The customer may choose to group their groups into SuperGroups. A SuperGroup is similar to a distribution list of groups that 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 interexchange carrier of their choice to carry the redirected traffic.

EXCHANGE SERVICES

- 4.4 PREMIUM EXCHANGE SERVICES (Cont'd)
 - 4.4.6 **ULTRA FORWARD SERVICE** (Cont'd)
 - D. Custom Redirect Service (Cont'd)
 - 2. TERMS OF SERVICE (Cont'd)
 - b. Optional Features (Cont'd)

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 not used to monitor Central Office outages, it is used to monitor for PRI outages and does not monitor for station busy or no answer.

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 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 Triggers

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, the customer's Custom Redirect Service may be activated and all calls processing in an office with an alternate office trigger will be redirected per the current active option at that time.

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 call volume.

Triggers are associated with a specific customer NPA-NXX.

EXCHANGE SERVICES

- 4.4 PREMIUM EXCHANGE SERVICES (Cont'd)
- 4.4.6 **ULTRA FORWARD SERVICE** (Cont'd)
 - D. Custom Redirect Service (Cont'd)
 - 2. TERMS OF SERVICE (Cont'd)

- c. Conditions

This service is subject to the following conditions:

- (1) CRS is available where Company facilities permit.
- (2) CRS may be provisioned with group sizes as small as one.
- (3) 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.
- (4) Calls to telephone numbers associated with CRS 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.
- (5) It is the responsibility of the Custom Redirect Customer redirecting calls to a third party to obtain, when appropriate that third party's permission prior to the calls being redirected
- (6) Charges for calls between the CRS equipped telephone number and the telephone number to which these calls are redirected are the responsibility of the CRS customer.
- (7) 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 of service contained in Part 0, Section 2 preceding.
- (8) CRS 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.
- (9) CRS will not be provided in connection with Public Telephone Service.

EXCHANGE SERVICES

4.4 PREMIUM EXCHANGE SERVICES (Cont'd)

4.4.6 **ULTRA FORWARD SERVICE** (Cont'd)

D. Custom Redirect Service (Cont'd)

2. TERMS OF SERVICE (Cont'd)

c. Conditions (Cont'd)

- (10) When the service is originally ordered, a twelve-month termination liability will apply. If CRS 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.
- (11) 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.
- (12) The Company assumes no liability for the redirecting of calls to numbers that are inaccurately provided to the Company by the customer.
- (13) Initial Average Monthly Query Volumes are estimates only. After installation, Verizon will, at its discretion, periodically complete audits of number of queries and billing will be corrected if necessary to make adjustment to the monthly charges based upon the results of the audit.

EXCHANGE SERVICES

- 4.4 PREMIUM EXCHANGE SERVICES (Cont'd)
- 4.4.6 **ULTRA FORWARD SERVICE** (Cont'd)
- D. Custom Redirect Service (Cont'd)

3. RATES

- a. Application of Rates
 - (1) Equipped Numbers

A monthly charge and a one-time installation charge for each telephone number assigned will apply.

- (2) Service Establishment Charge

Charges will apply for the original order for Custom Redirect Service per Service Order or 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.

- (3) Rearrangement Charges

A nonrecurring charge will apply to each rearrangement. Each change to an equipped number, the addition of a telephone number to an existing group, or a telephone number moved from one group to another group incurs a rearrangement charge.

- (4) 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.

- (5) 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 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 query volume may exceed the call volume.

- (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.

EXCHANGE SERVICES

- 4.4 PREMIUM EXCHANGE SERVICES (Cont'd)
- 4.4.6 **ULTRA FORWARD SERVICE** (Cont'd)
 - D. Custom Redirect Service (Cont'd)
 - 3. RATES (Cont'd)
 - a. Application of Rates (Cont'd)

(7) Optional Feature Charges

Time of Day/Day of Week and Percentage Redirecting

A per month and nonrecurring charge applies for each column equipped. Subsequent changes to the routing schedule made by the customer via a touch-tone equipped telephone may be made at no additional charge. Changes made by the Company will incur a rearrangement charge.

Auto Attendant Redirecting#

Due to the custom nature of this feature, pricing will be developed for each application on an Individual Case Basis.

Number Identification Redirecting

A per month charge and a nonrecurring charge applies for any combination of 100 telephone numbers, NXX's, NPA's, or LATA's, or fraction thereof, listed for Number Identification Redirecting.

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 Designation

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 NPA-NXX trigger in each central office switch in which a trigger is placed. For changes made by the Company, on behalf of the customer, rearrangement charges will apply.

This feature is limited to existing customers of record, at existing locations on or before June 1, 2011.

EXCHANGE SERVICES

- 4.4 PREMIUM EXCHANGE SERVICES (Cont'd)
 - 4.4.6 **ULTRA FORWARD SERVICE** (Cont'd)
 - D. Custom Redirect Service (Cont'd)
 - 3. RATES (Cont'd)
 - a. Application of Rates (Cont'd)

8. Special CRS Transactions

Occasionally, customers will require a one-time effort related to their CRS 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. A nonrecurring charge negotiated based on estimated time/effort/value prior to the transaction will be charged.

b. Rates and Charges

<u>Feature</u>	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
(1) Service Establishment Charge.... (Per Service Order or Account)	\$500.00	
(2) Equipped Number		
1 - 50	\$ 2.35	\$ 2.50
51 - 100	2.35	2.35
101 - 500	2.35	2.00
501 - 1000	2.35	1.50
1000+	2.35	1.10
500+ With 5 year contract.....	2.35	1.10
(3) Rearrangement		
Per occasion	\$250.00	-
Per number changed/moved/added	2.35	-

EXCHANGE SERVICES

4.4 PREMIUM EXCHANGE SERVICES (Cont'd)

4.4.6 **ULTRA FORWARD SERVICE** (Cont'd)

D. Custom Redirect Service (Cont'd)

3. RATES (Cont'd)

b. Rates and Charges (Cont'd)

	<u>Installation Charge</u>	<u>Per Month</u>
(4) Redirecting Telephone Number, ... per number	\$ 5.00	\$ 1.00
(5) Group Charges by monthly queries/group Average Monthly Group volume (Queries/Mo./Grp.)		
Up to 1,000	50.00	25.00
Up to 10,000	50.00	80.00
Up to 25,000	50.00	150.00
Up to 50,000	50.00	280.00
Up to 75,000	50.00	425.00
Up to 100,000	50.00	550.00
Up to 250,000	50.00	1,300.00
Up to 500,000	50.00	2,500.00
Up to 750,000	50.00	3,600.00
Up to 1,000,000	50.00	4,500.00
Over 1,000,000 ¹	50.00	
(6) Optional features (Per Option, Over Three)		
(a) Additional Options	200.00	25.00
(b) Number Identification Redirecting		
Initial 100 numbers	500.00	50.00
Each additional 100 numbers or fraction of	100.00	10.00
(c) Percentage Redirecting		
per arrangement	100.00	25.00
(d) Time of Day/Day of Week routing		
per arrangement	100.00	25.00
(7) Password Initialization, per occasion	50.00	-

Note:

- ¹ Use combination of previous volumes for Monthly Rate, i.e., if count equals 1,500,000, use rate for Group up to 500,000 and Group up to 1,000,000 for Monthly Rate of \$7,000.00.

EXCHANGE SERVICES

- 4.4 PREMIUM EXCHANGE SERVICES (Cont'd)
 - 4.4.6 **ULTRA FORWARD SERVICE** (Cont'd)
 - D. Custom Redirect Service (Cont'd)
 - 3. RATES (Cont'd)
 - b. Rates and Charges (Cont'd)

	<u>Installation Charge</u>	<u>Per Month</u>
8. SuperGroups		
Per SuperGroups	\$ 50.00	\$ 1.00
9. Single Number Destination		
Per Group.....	50.00	10.00
10. Custom Application	200.00	25.00
11. Alternate Central Office Trigger		
Per trigger, per switch	500.00	1.00
12. Special CRS Transaction	ICB	
13. Auto-Attendant Redirecting#	ICB	

This feature is limited to existing customers of record, at existing locations on or before June 1, 2011.

EXCHANGE SERVICES

4.4 PREMIUM EXCHANGE SERVICES (Cont'd)

- 4.4.7 (RESERVED FOR FUTURE USE) (C)
Individual Line Business **IntelliLinQ**® BRI Service has been grandfathered, and it (C)
now appears in Section 4 of Part A of the Product Guide. (C)

EXCHANGE SERVICES

4.4 PREMIUM EXCHANGE SERVICES (Cont'd)

4.4.7 (RESERVED FOR FUTURE USE) (C)

Individual Line Business **IntelliLinQ**® BRI Service has been grandfathered, and it (C)
now appears in Section 4 of Part A of the Product Guide. (C)

EXCHANGE SERVICES

4.4 PREMIUM EXCHANGE SERVICES (Cont'd)

4.4.7 (RESERVED FOR FUTURE USE)

Individual Line Business **IntelliLinQ**® BRI Service has been grandfathered, and it now appears in Section 4 of Part A of the Product Guide.

(C)

(C)

(C)

EXCHANGE SERVICES

4.4 PREMIUM EXCHANGE SERVICES (Cont'd)

4.4.7 (RESERVED FOR FUTURE USE) (C)

Individual Line Business **IntelliLinQ**® BRI Service has been grandfathered, and it (C)
now appears in Section 4 of Part A of the Product Guide. (C)

EXCHANGE SERVICES

4.4 PREMIUM EXCHANGE SERVICES (Cont'd)

4.4.7 (RESERVED FOR FUTURE USE)

Individual Line Business **IntelliLinQ**® BRI Service has been grandfathered, and it now appears in Section 4 of Part A of the Product Guide.

(C)

(C)

(C)

EXCHANGE SERVICES

4.4 PREMIUM EXCHANGE SERVICES (Cont'd)

4.4.7 (RESERVED FOR FUTURE USE) (C)

Individual Line Business **IntelliLinQ**® BRI Service has been grandfathered, and it (C)
now appears in Section 4 of Part A of the Product Guide. (C)

EXCHANGE SERVICES

4.4 PREMIUM EXCHANGE SERVICES (Cont'd)

4.4.7 (RESERVED FOR FUTURE USE) (C)

Individual Line Business **IntelliLinQ**® BRI Service has been grandfathered, and it (C)
now appears in Section 4 of Part A of the Product Guide. (C)

EXCHANGE SERVICES

4.4 PREMIUM EXCHANGE SERVICES (Cont'd)

4.4.7 (RESERVED FOR FUTURE USE)

(C)

Individual Line Business **IntelliLinQ**® BRI Service has been grandfathered, and it now appears in Section 4 of Part A of the Product Guide.

(C)

(C)

EXCHANGE SERVICES

4.4 PREMIUM EXCHANGE SERVICES (Cont'd)

4.4.7 (RESERVED FOR FUTURE USE) (C)

Individual Line Business **IntelliLinQ**® BRI Service has been grandfathered, and it (C)
now appears in Section 4 of Part A of the Product Guide. (C)

EXCHANGE SERVICES

4.4 PREMIUM EXCHANGE SERVICES (Cont'd)

4.4.7 (RESERVED FOR FUTURE USE) (C)

Individual Line Business **IntelliLinQ**® BRI Service has been grandfathered, and it (C)
now appears in Section 4 of Part A of the Product Guide. (C)

EXCHANGE SERVICES

4.4 PREMIUM EXCHANGE SERVICES (Cont'd)

4.4.7 (RESERVED FOR FUTURE USE) (C)

Individual Line Business **IntelliLinQ**® BRI Service has been grandfathered, and it (C)
now appears in Section 4 of Part A of the Product Guide. (C)

EXCHANGE SERVICES

4.4 PREMIUM EXCHANGE SERVICES (Cont'd)

4.4.7 (RESERVED FOR FUTURE USE) (C)

Individual Line Business **IntelliLinQ**® BRI Service has been grandfathered, and it (C)
now appears in Section 4 of Part A of the Product Guide. (C)

EXCHANGE SERVICES

4.4 PREMIUM EXCHANGE SERVICES (Cont'd)

4.4.8 THREE-WAY CALL TRANSFER

A. DESCRIPTION

General

This feature allows exchange service customers to transfer incoming calls to another party, thus freeing their line to initiate or receive other calls. This feature also enables the customer to add a third party to a call in progress and, after establishing the three-way conference, to drop off the call without disconnecting the remaining end users. Usage continues to be recorded and will be charged to the originator of the three-way conference. Three-Way Call Transfer Service can be provided in combination with Custom Calling Services described in A5.5.2.2 preceding, on the same line, but may deactivate or supersede the Custom Calling Services while in use. The feature can be activated by either dial-pulse (rotary) or tone signaling-capable telephones.

B. TERMS OF SERVICE

Three-Way Call Transfer is available to Business customers having individual exchange access service served from a generically capable central office Switching Unit where adequate facilities exist.

Three-Way Call Transfer can be provided with any of the Custom Calling Service features; however, it may supercede or deactivate those Custom Calling Service features while in use.

Customers who subscribe to Three-Way Call Transfer receive Three-Way Calling as part of the service. Therefore, customers ordering Three-Way Call Transfer who currently have Three-Way Calling as either an individual feature, or as part of a Custom Calling Services feature package, will have the feature deleted from the account as an individual feature or as part of the feature package.

The discount provisions of Part A, Section 8.6.2.I do not apply.

C. RATE SCHEDULE

<u>Feature</u>	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
Three-Way Call Transfer - per line†.....	RR	\$4.00	E03

† An ELEMENT 1B per order and an ELEMENT 2B per line equipped apply except when done in conjunction with other chargeable work for which these ELEMENT CHARGES would normally apply.

EXCHANGE SERVICES

4.4 PREMIUM EXCHANGE SERVICES (Cont'd)

4.4.9 PREMIUM COLLECTION PACKAGE

A. DESCRIPTION

The Premium Collection Package is a discounted billing arrangement for residence customers that includes three individual features: Caller ID With Name, Call Waiting, and Call Forwarding Busy Line, or Call Forwarding Don't Answer, or Call Forwarding Busy Line/Don't Answer.

B. TERMS OF SERVICE

The Premium Collection Package rate will apply to all residence customers who subscribe to all three features.

If the customer chooses to disconnect one or more of the features, the package rate no longer applies and the individual rate for each feature will apply as specified in this product guide.

The Premium Collection Package will qualify as two (2) features in determining eligibility for the Volume Discount Program, but the package will receive no additional discount.

C. RATE SCHEDULE

<u>Feature</u>	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
Premium Collection Package - Per Residence Line Equipped ¹	RR	\$14.29	EWY38

NOTE 1: An ELEMENT 1B per order and an ELEMENT 2B per line equipped apply except when done in conjunction with other chargeable work for which ELEMENT CHARGES would normally apply.

EXCHANGE SERVICES

4.4 PREMIUM EXCHANGE SERVICES (Cont'd)

4.4.10 THE BIG DEAL

A. DESCRIPTION

The Big Deal is a discount billing arrangement for residence customers that allows customers to select Caller ID With Name and as many additional features as the customer wishes from the following list: Call Block##, Call Forwarding-Busy Line/Don't Answer, Call Forwarding, Call Waiting, Distinctive Ring, Intercom Extra##, Repeat Dialing, *69, Speed Calling 30, Three-Way Calling, and **Ultra Forward®**.

B. TERMS OF SERVICE

The Big Deal is available only to residence customers that meet all of the following requirements: Subscribe to Caller ID With Name and select features (including Caller ID With Name) for which non-discounted product guide rates would total \$22.49 or more per month.

If the customer chooses to disconnect one or more features, so that the total monthly non-discounted tariff/product guide rates for remaining features is less than \$22.49, The Big Deal rate will no longer apply and the non-discounted tariff/product guide rate for each of the remaining features will be applied.

The Big Deal qualifies as four (4) features to determine eligibility for the Volume Discount Program, however, no additional discount will be applied to The Big Deal package.

C. RATE SCHEDULE

<u>ITEM</u>	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
The Big Deal	None	\$22.49	C6P

These services are available only on an grandfathered basis as described in Section 13.

EXCHANGE SERVICES

4.4 PREMIUM EXCHANGE SERVICES (Cont'd)

4.4.11 VERIZON LOCAL PACKAGE EXTRASM

A. DESCRIPTION

Verizon Local Package Extra is an optional residential service package which provides customers with a combination of offerings for one flat monthly rate.

B. TERMS OF SERVICE

1. **Verizon Local Package Extra** consists of the following offerings:

- flat rate local service
- unlimited local Directory Assistance[#]
- waiver of Element charges
- choice of up to four of the following compatible Premium Exchange Services.

2. Premium Exchange Services:

Call Block **##**
Call Forwarding
Call Forwarding Busy Line/Don't Answer or Call Forwarding
Busy Line or Call Forwarding Don't Answer
Call Waiting
Caller ID with Name
Distinctive Ring
Intercom Extra® ##
Repeat Dialing
*69
Speed Dialing - 30
Three-way Calling
Ultra Forward®

[#] This only applies to direct-dialed calls.

These services are available only on a grandfathered basis as described in Section 13.

EXCHANGE SERVICES

4.4 PREMIUM EXCHANGE SERVICES (Cont'd)
4.4.11 **VERIZON LOCAL PACKAGE EXTRASM** (Cont'd)
B. TERMS OF SERVICE (Cont'd)

- 3. For purposes of calculating The Volume Discount Program discounts on Premium Exchange Services not included in **Verizon Local Package Extra**, but purchased in conjunction with the package on the same line, the **Verizon Local Package Extra** will count as four eligible features.
- 4. Customers subscribing to the **Verizon Local Package Extra** cannot have **SoundDealSM**, **SoundDeal Plus**, **Big Deal**, **Residence Variety Package**, **Premium Collection Package**, **Verizon Regional Package**, or **Verizon Regional Package Extra** on the same line.
- 5. **Verizon Local Package Extra** is not available with Lifeline Service, residential PBX trunks or residential **IntelliLinQ[®]** Basic Rate Interface (BRI) Service lines.

C. RATE SCHEDULE

	Per Month	USOC	
Verizon Local Package Extra , per line	\$74.99	PGORP	(I)

There are no Element charges to establish or change the **Verizon Local Package Extra**.

EXCHANGE SERVICES

4.4 PREMIUM EXCHANGE SERVICES (Cont'd)

4.4.12 WORKSMART PACKAGESM

A. DESCRIPTION

The WorkSmart Package is a discount billing arrangement for business customers that subscribe to one of the following features packages for a fixed term. The rates for the packages vary based on the length of the term. An additional discount off the regular **WorkSmart Package** rate is given if a new additional business access line is ordered and equipped with the **WorkSmart Package**.

<u>Package No.</u>	<u>Package Features</u>
1	Call Waiting Three-Way Calling Ultra Forward
2	Call Waiting Three-Way Calling Ultra Forward Call Waiting ID w/Name
3	Call Waiting Ultra Forward Call Waiting ID w/Name
4	Call Waiting Three-Way Calling Call Waiting ID w/Name
5	Call Waiting Call Forwarding Call Waiting ID w/Name
6	Call Forwarding Three-Way Calling Caller ID w/Name Three-Way Calling Ultra Forward Caller ID w/Name

EXCHANGE SERVICES

4.4 PREMIUM EXCHANGE SERVICES (Cont'd) 4.4.12 **WORKSMART PACKAGE**SM (Cont'd)

B. TERMS OF SERVICE

The **WorkSmart Package** is available only to customers that agree to subscribe to the package for a commitment period of one, two, or three years.

The **WorkSmart Package** is available only to customers that have selected Verizon New Jersey Inc. as their local service provider.

The **WorkSmart Package** is provided only where adequate and suitable facilities are available and in connection with individual exchange access service.

Touch-tone capability is required.

The **WorkSmart Package** is not available with **IntellilinQ** Service, Centrex, PBX trunks and Public Communication Service.

A customer may, at any time prior to the expiration of the commitment period, change to a longer or shorter commitment period, or change to a different package at the applicable effective **WorkSmart Package** product guide rate.

If a customer terminates its local exchange service and/or the **WorkSmart Package** prior to the expiration of the commitment period and does not establish service at another business location or subscribe to another **WorkSmart Package** prior to the end of the commitment period, the following termination liability applies:

- If a customer disconnects the **WorkSmart Package** within 60 days after placing the order, no termination charge will apply.
- Between 60 days and the end of the commitment period, a termination fee in the amount of \$50.00 (fifty dollars) will apply.

The **WorkSmart Package** feature packages may be relocated to a different premises of the same customer without incurring termination charges. If the **WorkSmart Package** is not available at the new location and the move is prior to the expiration of the commitment period, no termination fee will apply.

Customers upgrading their local exchange service to **Centrex Service** before the end of their **WorkSmart Package** commitment period will not be charged a termination fee.

The termination liability does not apply when a customer subscribes to the Unlimited Local and Toll Usage for Business and Feature Package 1 or Feature Package 2 prior to the expiration of their WorkSmart agreement.

Customers will not be allowed to suspend their service with the **WorkSmart Package** on any lines. If service is suspended, the **WorkSmart Package** must be disconnected.

EXCHANGE SERVICES

4.4 PREMIUM EXCHANGE SERVICES (Cont'd) 4.4.12 **WORKSMART PACKAGE**SM (Cont'd)

C. RATE SCHEDULE

WorkSmart Package	<u>Monthly Rates</u>			<u>Nonrecurring Charge #</u>
	<u>1-Year Term</u>	<u>2-Year Term</u>	<u>3-Year Term</u>	
Package 1				
Per Exchange Access Line Equipped	\$15.58	\$14.71	\$13.85	RR
Per New Additional Access Line Equipped ##	13.85	12.98	12.12	RR
Package 2				
Per Exchange Access Line Equipped	24.13	22.79	21.45	RR
Per New Additional Access Line Equipped ##	21.45	20.11	18.77	RR
Package 3				
Per Exchange Access Line Equipped	21.74	20.53	19.32	RR
Per New Additional Access Line Equipped ##	19.32	18.11	16.91	RR
Package 4				
Per Exchange Access Line Equipped	17.83	16.84	15.85	RR
Per New Additional Access Line Equipped ##	15.85	14.86	13.87	RR

50% of the applicable Element Service Charges are billed on subsequent installations and changes related to the **WorkSmart Package** on an existing service.

This charge applies to the **WorkSmart Package** when an additional line is ordered and equipped with the **WorkSmart Package**.

EXCHANGE SERVICES

4.4 PREMIUM EXCHANGE SERVICES (Cont'd)
4.4.12 **WORKSMART PACKAGE**SM (Cont'd)
C. RATE SCHEDULE (Cont'd)

WorkSmart Package	<u>Monthly Rates</u>			Nonrecurring Charge #
	<u>1-Year Term</u>	<u>2-Year Term</u>	<u>3-Year Term</u>	
Package 5				
Per Exchange Access Line Equipped	\$17.86	\$16.86	\$15.87	RR
Per New Additional Access Line Equipped ##	15.87	14.88	13.89	RR
Package 6				
Per Exchange Access Line Equipped	13.37	12.62	11.88	RR
Per New Additional Access Line Equipped ##	11.88	11.14	10.40	RR
Package 7				
Per Exchange Access Line Equipped	17.24	16.29	15.33	RR
Per New Additional Access Line Equipped ##	15.33	14.37	13.41	RR

50% of the applicable Element Service Charges are billed on subsequent installations and changes related to the **WorkSmart Package** on an existing service.

This charge applies to the **WorkSmart Package** when an additional line is

EXCHANGE SERVICES

4.4 PREMIUM EXCHANGE SERVICES (Cont'd)

4.4.13 UNLIMITED LOCAL USAGE FOR BUSINESS

Descriptions and Regulations

Unlimited Local Usage for Business is an optional calling plan which includes unlimited local voice usage for a flat monthly rate. Unlimited Local Usage for Business is only available to business customers with Business exchange service and/or **CustoPAKSM** Service, as set forth below. The Business Exchange Access line rate is not included.

Unlimited Local Usage for Business is available only to customers who subscribe to the Company as their carrier for all local usage and intraLATA toll calls.

Unlimited Local Usage for Business applies per telephone line.

Unlimited Local Usage for Business packages are available to business customers who subscribe to twenty-five (25) or fewer Company lines (voice grade or voice grade equivalent), per customer location, at the time service is initiated.

Eligible business customers may subscribe to the Unlimited Local Usage for Business plan for a maximum of ten (10) lines per customer location.

Unlimited Local Usage for Business is not available with PBX trunks, **IntelliLinQ** BRI Service, **IntelliLinQ** PRI Service, Remote Call Forwarding Service, Foreign Exchange Service, Foreign Central Office*, Coin Arrangements, Virtual Private Network Solutions (VPNS).

Unlimited Local Usage for Business is not available with the following business packages or optional plans: Econopak, Tollsaver, Customer Specific Pricing, Corporate Rewards, Corridor ESP, Corridor VSP and WATSaver. (C)
(C)

* Unlimited Local Usage and Toll Usage for Business is limited to existing Foreign Central Office customers of record, at existing locations, on or before May 18, 2005.

EXCHANGE SERVICES

4.4 PREMIUM EXCHANGE SERVICES (Cont'd) 4.4.13 UNLIMITED LOCAL USAGE FOR BUSINESS (Cont'd)

Descriptions and Regulations (Cont'd)

Customers may discontinue their enrollment in the package at any time upon request to the Company. Early termination charges apply to customers on a Term agreement as specified following.

This service 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. Details on calls made will not be available for this service.

Unlimited Local Usage for Business is available on a Month-to-Month basis or under a 1-Year# Term agreement. Term agreements are applied per line and are not required to be co-terminus. 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 subscriber to remove the plan without penalty. Pricing will remain the same during any automatic renewal unless the Company has provided 30 days' notice of any change. (C)

In the event the customer terminates service within the first 60 days, starting on the Order Completion Date, the customer will be liable for the monthly charges for the service previously on and no termination liability will be applied. If the customer terminates service after 60 calendar days and 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 for the remainder of the term on a per line basis. (M) J

(C)

(C)

Effective August 21, 2016, the Unlimited Local Usage for Business 1-year term agreement is no longer available to new customers. Existing customers may maintain their service and the 1-year term agreement will automatically renew. Moves or changes to subscribers' existing services are permissible. The Unlimited Local Usage for Business 1-year term agreement for business customers continues to be available for resale until October 1, 2016, on which date the foregoing grandfather terms shall be effective for resale. (N) J

EXCHANGE SERVICES

4.4 PREMIUM EXCHANGE SERVICES (Cont'd) 4.4.13 UNLIMITED LOCAL USAGE FOR BUSINESS (Cont'd)

Descriptions and Regulations (Cont'd)

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;
- (b) Customer renegotiates a new term commitment plan for the same service before the current term commitment expires and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment; or
- (c) Customer changes to another service or usage plan or upgrades service or usage under a term commitment, and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment.
- (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.

Rate Schedule

Unlimited Local Usage for Business

	<u>Monthly</u>	<u>1-Year Term# (G)</u>	<u>USOC</u>
Unlimited Local Usage			
Per Exchange Access Line	\$37.50 (I)	\$26.00	PGOKJ,PGOZJ
Per Business CustoPAKSM			
Access Line	37.50(I)	26.00	PGOKL,PGOZL

Service Connection charges will not apply to existing customers who choose to add Unlimited Local Usage for Business to their line(s).

Service charges will be waived in the event a class of service change is required in order to have Unlimited Local Usage for Business.

Effective August 21, 2016, the Unlimited Local Usage for Business 1-year term agreement is no longer available to new customers. Existing customers may maintain their service and the 1-year term agreement will automatically renew. Moves or changes to subscribers' existing services are permissible. The Unlimited Local Usage for Business 1-year term agreement for business customers continues to be available for resale until October 1, 2016, on which date the foregoing grandfather terms shall be effective for resale.

EXCHANGE SERVICES

4.4 PREMIUM EXCHANGE SERVICES (Cont'd)

4.4.14 UNLIMITED LOCAL AND TOLL USAGE FOR BUSINESS

Descriptions and Regulations

Unlimited Local and Toll Usage for Business is an optional calling plan which includes unlimited local and Toll voice usage for a flat monthly rate. Unlimited Local and Toll Usage for Business is only available to business customers with Business exchange service and/or **CustoPAKSM** Service, as set forth below. The Business Exchange Access line rate is not included.

Unlimited Local and Toll Usage for Business is available only to customers who subscribe to the Company as their carrier for all local usage and intraLATA toll calls.

Unlimited Local and Toll Usage for Business applies per telephone line.

Unlimited Local and Toll Usage for Business packages are available to business customers who subscribe to twenty-five (25) or fewer Company lines (voice grade or voice grade equivalent), per customer location at the time service is initiated.

Eligible business customers may subscribe to the Unlimited Local and Toll Usage for Business plan for a maximum of ten (10) lines per customer location.

Unlimited Local and Toll Usage for Business is not available with PBX trunks, **IntelliLinQ** BRI Service, **IntelliLinQ** PRI Service, Remote Call Forwarding Service, Foreign Exchange Service, Foreign Central Office*, Coin Arrangements, Virtual Private Network Solution (VPNS).

Unlimited Local and Toll Usage for Business is not available with the following business packages or optional plans: Econopak, Tollsaver, Customer Specific Pricing, Corporate Rewards, Corridor ESP, Corridor VSP and WATSaver. (C)

Customers may discontinue their enrollment in the package at any time upon request to the Company. Early termination charges apply to customers on a Term agreement as specified following. (C)

* Unlimited Local Usage and Toll Usage for Business is limited to existing Foreign Central Office customers of record, at existing locations, on or before May 18, 2005.

EXCHANGE SERVICES

4.4 PREMIUM EXCHANGE SERVICES (Cont'd)

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

Descriptions and Terms of Service (Cont'd)

This service 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. Details on calls made will not be available for this service.

Unlimited Local Usage and Toll Usage for Business is available on a Month-to-Month basis or under a 1-Year# Term agreement. Term agreements are applied (C)
per line and are not required to be co-terminus. 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 subscriber to remove the plan without penalty. Pricing will remain the same during any automatic renewal unless the Company has provided 30 days' notice of any change.

In the event the customer terminates service within the first 60 days, starting on the Order Completion Date, the customer will be liable for the monthly charges for the service previously on and no termination liability will be applied. If the customer terminates service after 60 calendar days and 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 for the remainder of the term on a per line basis.

Effective August 21, 2016, the Unlimited Local Usage for Business 1-year term agreement is no longer available to new customers. Existing customers may maintain their service and the 1-year term agreement will automatically renew. Moves or changes to subscribers' existing services are permissible. The Unlimited Local Usage for Business 1-year term agreement for business customers continues to be available for resale until October 1, 2016, on which date the foregoing grandfather terms shall be effective for resale. (N)
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EXCHANGE SERVICES

4.4 PREMIUM EXCHANGE SERVICES (Cont'd)

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

Descriptions and Terms of Service (Cont'd)

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;
- (b) Customer renegotiates a new term commitment plan for the same service before the current term commitment expires and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment; or
- (c) Customer changes to another service or usage plan or upgrades service or usage under a term commitment, and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment.

Individual Message Business customers that meet the requirements of the Unlimited Local and Toll Usage for Business are eligible to order Feature Package 1 or Feature Package 2. Centrex **CustoPAK** customers that meet the requirements of the Unlimited Local and Toll Usage for Business are eligible to order Feature Package 2. The rates for the two feature packages are in addition to the monthly rate for the Unlimited Local and Toll Usage plan.

Feature Package 1 includes Call Forwarding, Call Waiting and Three-Way Calling. This feature package is available to Individual Message Business customers who purchase the Unlimited Local and Toll Usage for Business plan. Feature Package 1 must be on the same line as the Unlimited Local and Toll Usage for Business plan. The customer can select any single feature, any combination of two features, or all three features in this package to qualify.

* Unlimited Local Usage and Toll Usage for Business is limited to existing Foreign Central Office customers of record, at existing locations, on or before May 18, 2005.

EXCHANGE SERVICES

4.4 PREMIUM EXCHANGE SERVICES (Cont'd) 4.4.14 UNLIMITED LOCAL AND TOLL USAGE FOR BUSINESS (Cont'd)

Descriptions and Terms of Service (Cont'd)

Feature Package 2 includes Caller ID with Name. This feature package is available to Individual Message Business customers who purchase the Unlimited Local and Toll Usage for Business plan. Feature Package 2 must be on the same line as the Unlimited Local and Toll Usage for Business plan. The customer can select one feature, or both features in this package to qualify. If the customer selects the non-tariffed service component of the package, they can also select either or both of the following two features: Call Forwarding – Busy and Call Forwarding – Don't Answer. (Currently, Centrex **CustoPAK** customers can order Call Forwarding – Busy and Call Forwarding – Don't Answer at no additional charge.) If the customer selects the Caller ID component of the package, and already has Call Waiting, they can choose to add Call Waiting ID capability.

Unlimited Local and Toll Usage for Business Feature Package 2 provides the feature Caller ID with Name. In addition, customers enrolling in Unlimited Local and Toll Usage for Business Feature Package 2 are eligible to receive certain non-tariffed services on the same line at no additional charge. The customer can choose CID and/or the eligible non-tariffed service to qualify for the package. If the customer selects the CID component of the package, they can choose to have Call Waiting ID capability. If the customer selects the non-tariffed service component of the package, they can also choose to add either/both of the following two features - Call Forwarding-Busy (CFB) and Call Forwarding-Don't Answer (CFDA).

* Unlimited Local Usage and Toll Usage for Business is limited to existing Foreign Central Office customers of record, at existing locations, on or before May 18, 2005.

EXCHANGE SERVICES

4.4 PREMIUM EXCHANGE SERVICES (Cont'd) 4.4.14 UNLIMITED LOCAL AND TOLL USAGE FOR BUSINESS (Cont'd)

Rate Schedule	<u>Monthly</u>	<u>1-Year Term#(G)</u>	<u>USOC</u>
Unlimited Local and Toll Usage			
Per Exchange Access Line	\$42.00	\$36.00	PGOKM, PGOZM
Per Business CustoPAK SM Access Line	42.00	36.00	PGOKO, PGOZO
Feature Package 1			
Per Exchange Access Line	24.00 (I)	-	PGOKS, PGOKT
Feature Package 2			
Per Exchange Access Line	25.00 (I)	-	PGOKU, PGOKX
Per Business CustoPAK SM Access Line	25.00 (I)	-	PGOKW, PGOKZ

Service Connection charges will not apply to existing customers who choose to add Unlimited Local and Toll Usage for Business to their line(s).

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.

To ensure applicable billing of the **CLASS** Calling Service business rates, the presence of the Unlimited Local and Toll Usage for Business Feature Package 2 with Caller ID on a qualifying line is always considered the first appearance of a **CLASS** Calling Service feature for rate treatment purposes.

No separate nonrecurring charges apply for these packaged offerings.

- # Effective August 21, 2016, the Unlimited Local Usage for Business 1-year term agreement is no longer available to new customers. Existing customers may maintain their service and the 1-year term agreement will automatically renew. Moves or changes to subscribers' existing services are permissible. The Unlimited Local Usage for Business 1-year term agreement for business customers continues to be available for resale until October 1, 2016, on which date the foregoing grandfather terms shall be effective for resale.

EXCHANGE SERVICES

4.4 PREMIUM EXCHANGE SERVICES (Cont'd)

4.4.15 REGIONAL ESSENTIALS

Description and Terms of Service

Regional Essentials is an optional residential service package that provides customers with a combination of offerings for a flat monthly rate. The package consists of: (1) flat rate exchange service; (2) a waiver of Element charges; (3) unlimited intraLATA Direct Distance Dialed (DDD) unassisted toll calling; and (4) the option to choose up to three mutually compatible Premium Exchange Services from the list of Premium Exchange Services set forth below. In addition, customers enrolling in Regional Essentials are eligible to subscribe to a non-tariffed service specified by Verizon New Jersey Inc. on the same line at no additional charge.

Premium Exchange Services:

- Call Waiting
- Caller ID with Name
- Call Forwarding Busy Line / Don't Answer, or Call Forwarding Busy Line*, or Call Forwarding Don't Answer*

For Premium Exchange Services not included in Regional Essentials, but purchased in conjunction with Regional Essentials on the same line, Regional Essentials will count as one feature.

* For residential customers, these features are limited to customers of record as of June 16, 2012, at their then-existing locations.

EXCHANGE SERVICES

4.4 PREMIUM EXCHANGE SERVICES (Cont'd) 4.4.15 REGIONAL ESSENTIALS (Cont'd)

Description and Terms of Service (Cont'd)

Customers subscribing to Regional Essentials cannot have Regional Value, **#Verizon Local Package, Verizon Local Package Extra, #Verizon Regional Package, #Verizon Regional Package Extra, #Verizon Regional Package Unlimited, SoundDeal, SoundDeal Plus**, Big Deal, Expanded Variety Package or Premium Collection Package on the same line.

Regional Essentials is not available on the same line with any other optional calling plans, as described in Section 13.6.

The discount and provisions of Part A, Section 8.2.6.I are not applicable. Regional Essentials is not available with Lifeline Service, residential PBX trunks or residential **IntelliLinQ** Basic Rate Interface (BRI) Service lines.

Customers may discontinue their enrollment in the plan at any time upon notice to the Company.

Unless a line's enrollment in the plan is terminated by the customer or the Company, a line will remain enrolled in the plan, as amended from time-to-time with any applicable changes in rate, for as long as the plan continues to be offered by the Company.

* For residential customers, these features are limited to customers of record as of June 16, 2012, at their then-existing locations.

These services are only available on a grandfathered basis as described in Section 13.

EXCHANGE SERVICES

4.4 PREMIUM EXCHANGE SERVICES (Cont'd) 4.4.15 REGIONAL ESSENTIALS (Cont'd)

Rate Schedule

	<u>Monthly Rate</u>	<u>USOC</u>	
Regional Essentials			
- Per Residence Exchange Access Line	\$73.04	PGO8R	(l)

There are no Element Charges to establish or change Regional Essentials.

Bundle Discounts

An additional monthly discount will apply to customers that subscribe to Regional Essentials without an unlimited long distance plan# or with an unlimited long distance plan that is consistent with the Plan O Service - Unlimited plan in the Bell Atlantic Communications, Inc. (d/b/a Verizon Long Distance) posted Rates, Terms and Conditions and also subscribe to certain products that are offered through Verizon New Jersey Inc.

For customers who agree to subscribe to the required services for a term*, as specified by Verizon, the additional monthly discount will expire at the end of the term commitment from the date it is implemented on the customer's account unless extended by Verizon.

An additional monthly discount will apply for 12 months to customers purchasing the bundle discount, without a long distance calling plan, through the Verizon website.

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

* Term agreements are limited to existing customers of record, at existing locations, on or before April 16, 2011.

EXCHANGE SERVICES

4.4 PREMIUM EXCHANGE SERVICES (Cont'd) 4.4.15 REGIONAL ESSENTIALS (Cont'd)

Rate Schedule (Cont'd)

Bundle Discounts (Cont'd)

To receive this additional discount each product must be billed by or on behalf of Verizon New Jersey Inc.

Discontinuance of any one of the required products will result in immediate termination of the bundle discount.

Customers who subscribe to Regional Essentials along with a qualifying unlimited long distance calling plan and to one or more of the required products will not automatically be eligible for this offering. Instead, the additional discount 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 bundle discount at any given time and cannot combine discounts.

There is no charge for eligible customers to enroll in bundle discounts.

EXCHANGE SERVICES

4.4 PREMIUM EXCHANGE SERVICES (Cont'd)

4.4.15 REGIONAL ESSENTIALS (Cont'd)

Voice Discount Plan (VDP)

Description and Terms of Service

The Voice Discount Plan (VDP) provides a discount for customers who are disconnecting service from Verizon New Jersey Inc. ("Verizon") or acquiring Verizon local service under competitive circumstances.

Eligible customers are residence customers who: (i) call Verizon to disconnect their Verizon local service and agree to retain such service; or (ii) establish local service with Verizon after disconnecting their local service from another provider; or (iii) request these rates in response to Verizon marketing activities within 30 days of establishing local service with Verizon after disconnecting their local service from another provider; or (iv) contact Verizon citing competitors' offers or otherwise indicate potential future disconnection based on price considerations; or (v) are new customers establishing dial-tone service with Verizon; or (vi) are customers responding to a Verizon marketing offering.

Customers that satisfy one of the conditions listed above and that also retain, or agree to subscribe to, Regional Essentials, along with a qualifying unlimited long distance service as specified by the Company, for an initial 12-month term will be eligible for a monthly discount of:

Customers who subscribed:

- a) before 3/21/2015 - \$5.00 - \$31.05 (l)
- b) on or after 3/21/2015 - \$5.00 - \$29.05 (l)

Customers who subscribed to Regional Essentials or Regional Essentials along with an unlimited long distance plan under an alternative rate treatment will also be eligible for the credit of \$3.00 to \$21.05 per month for an additional twelve-month period, respectively. (l)

EXCHANGE SERVICES

4.4 PREMIUM EXCHANGE SERVICES (Cont'd) 4.4.15 REGIONAL ESSENTIALS (Cont'd)

Voice Discount Plan (VDP) (Cont'd)

Description and Terms of Service (Cont'd)

The applicable discount will expire twelve (12) months from the date it is implemented on a customer's account unless extended by Verizon on a month-to-month basis.

To receive the VDP discount, each product must be billed by or on behalf of Verizon.

Discontinuance of any one of the required products will result in termination of the discount.

Customers who subscribe to Regional Essentials along with a qualifying unlimited long distance calling plan and who meet the requirements of the plan, 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.

EXCHANGE SERVICES

4.4 PREMIUM EXCHANGE SERVICES (Cont'd) 4.4.15 REGIONAL ESSENTIALS (Cont'd)

Voice Discount Plan (VDP) (Cont'd)

Description and Terms of Service (Cont'd)

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 a non-regulated product.

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 Bell Atlantic Communications, Inc. d/b/a Verizon Long Distance Posted Rates, Terms and Conditions.

Each product must be billed by Verizon New Jersey Inc.

EXCHANGE SERVICES

4.4 PREMIUM EXCHANGE SERVICES (Cont'd)

4.4.16 REGIONAL VALUE

Description and Terms of Service

Regional Value is an optional residential service package that provides customers with a combination of offerings for a flat monthly rate. The package consists of: (1) flat rate exchange service; (2) a waiver of Element charges; and (3) unlimited intraLATA Direct Distance Dialed (DDD) unassisted toll calling.

Customers subscribing to Regional Value cannot have Regional Essentials, **#Verizon Local Package, Verizon Local Package Extra, #Verizon Regional Package, #Verizon Regional Package Extra, #Verizon Regional Package Unlimited, SoundDeal, SoundDeal Plus**, Big Deal, Expanded Variety Package or Premium Collection Package on the same line.

Regional Value is not available on the same line with any other optional calling plans, as described in Section 5.3.

The discount and provisions of Part A, Section 8.6.2.I are not applicable. Regional Value is not available with Lifeline Service, residential PBX trunks or residential **IntelliLinQ** Basic Rate Interface (BRI) Service lines.

Customers may discontinue their enrollment in the plan at any time upon notice to the Company.

Unless a line's enrollment in the plan is terminated by the customer or the Company, a line will remain enrolled in the plan, as amended from time-to-time with any applicable changes in rate, for as long as the plan continues to be offered by the Company.

These services are only available on a grandfathered basis as described in Section 13.

EXCHANGE SERVICES

4.4 PREMIUM EXCHANGE SERVICES (Cont'd) 4.4.16 REGIONAL VALUE (Cont'd)

Description and Terms of Service

Regional Value is an optional residential service package that provides customers with a combination of offerings for a flat monthly rate. The package consists of: (1) flat rate exchange service; (2) a waiver of Element charges; and (3) unlimited intraLATA Direct Distance Dialed (DDD) unassisted toll calling.

Customers subscribing to Regional Value cannot have Regional Essentials, **#Verizon Local Package, Verizon Local Package Extra, #Verizon Regional Package, #Verizon Regional Package Extra, #Verizon Regional Package Unlimited, SoundDeal, SoundDeal Plus**, Big Deal, Expanded Variety Package or Premium Collection Package on the same line.

Regional Value is not available on the same line with any other optional calling plans, as described in Section 5.3.

The discount and provisions of Part A, Section 8.6.2.I are not applicable. Regional Value is not available with Lifeline Service, residential PBX trunks or residential **IntelliLinQ** Basic Rate Interface (BRI) Service lines.

Customers may discontinue their enrollment in the plan at any time upon notice to the Company.

Unless a line's enrollment in the plan is terminated by the customer or the Company, a line will remain enrolled in the plan, as amended from time-to-time with any applicable changes in rate, for as long as the plan continues to be offered by the Company.

These services are only available on a grandfathered basis as described in Section 13.

EXCHANGE SERVICES

4.4 PREMIUM EXCHANGE SERVICES (Cont'd)

4.4.16 REGIONAL VALUE (Cont'd)

Rate Schedule

Regional Value	<u>Monthly Rate</u>	<u>USOC</u>	
- Per Residence Exchange Access Line	\$66.04	PGO6R	(I)

There are no Element Charges to establish or change Regional Value.

Bundle Discount

An additional discount ranging from \$6.00 to \$32.05 per month may apply when Regional Value is bundled with, or without, an unlimited long distance plan and certain products that are offered through Verizon New Jersey Inc. for a 12-month term. Qualifying unlimited long distance plans must be consistent with the Plan O Service - Unlimited plan in the Bell Atlantic Communications, Inc. (d/b/a Verizon Long Distance) posted Rates, Terms and Conditions. Discontinuance of any one of the required products will result in immediate termination of the bundle discount.

To receive this additional discount each product must be billed by or on behalf of Verizon New Jersey Inc.

The additional monthly discount will expire 12 months from the date it is implemented on a customer's account unless extended by Verizon.

EXCHANGE SERVICES

4.4 PREMIUM EXCHANGE SERVICES (Cont'd) 4.4.16 REGIONAL VALUE (Cont'd)

Voice Discount Plan (VDP)

The **Voice Discount Plan** (VDP) provides a discount for customers who are disconnecting service from Verizon New Jersey Inc. ("Verizon") or acquiring Verizon local service under competitive circumstances.

Eligible customers are residence customers who: (i) call Verizon to disconnect their Verizon local service and agree to retain such service; or (ii) establish local service with Verizon after disconnecting their local service from another provider; or (iii) request these rates in response to Verizon marketing activities within 30 days of establishing local service with Verizon after disconnecting their local service from another provider; or (iv) currently subscribe to or contact Verizon to purchase a non-regulated service, as determined by the Company, but do not have local service from Verizon and establish dial-tone line service with Verizon; or (v) contact Verizon citing competitors' offers or otherwise indicate potential future disconnection based on price considerations; or (vi) are new customers establishing dial tone service with Verizon; or (vii) are customers responding to a Verizon marketing offer; or (viii) are customers who currently subscribe to the following packages and convert to Regional Value along with a qualifying unlimited long distance service as specified by Verizon: #Local Package, Local Package Extra, Local Package Unlimited, Regional Package, #Regional Package Extra, Regional Package Unlimited, Regional Essentials or Regional Value.

Customers that satisfy one of the conditions listed above and that also retain, or agree to subscribe to, Regional Value for an initial 12-month term will be eligible for a monthly discount of \$27.05.

(l)

Customers that satisfy one of the conditions listed above and that also retain, or agree to subscribe to, Regional Value, along with a qualifying unlimited long distance service as specified by Verizon, for an initial 12-month term will be eligible for a monthly discount of:

These services are only available on a grandfathered basis as described in Section 13.

EXCHANGE SERVICES

4.4 PREMIUM EXCHANGE SERVICES (Cont'd)

4.4.16 REGIONAL VALUE (Cont'd)

Voice Discount Plan (VDP) (Cont'd)

Customers who subscribed:

- a) before 3/21/2015 - \$5.00 - \$32.05 (l)
- b) on or after 3/21/2015 - \$5.00 - \$27.05 (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, Regional Package, Regional Package Extra, Regional Package Unlimited, Regional Essentials, Regional Value, SoundDeal or SoundDeal Plus.) (l)

After the initial twelve-month period has expired, customers who continue to subscribe to Regional Value or Regional Value along with an unlimited long distance plan will be eligible to receive a credit of \$3.00 and \$22.05 per month for a twelve-month extension period, respectively#. (l)

The applicable discount will expire twelve (12) months from the date it is implemented on a customer's account unless extended by Verizon on a month-to-month basis.

To receive the VDP discount, each product must be billed by or on behalf of Verizon.

Discontinuance of any one of the required products will result in termination of the discount.

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 plan 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.

Limited to existing customers of record, at existing locations, on or before March 31, 2009.

EXCHANGE SERVICES

4.4 PREMIUM EXCHANGE SERVICES (Cont'd) 4.4.16 REGIONAL VALUE (Cont'd)

Voice Discount Plan (VDP) (Cont'd)

Fixed Price Bundle

The **Fixed Price Bundle (FPB)** provides a monthly discounted rate on Regional Value to qualifying customers subject to the limitations described below.

Eligible customers are residential customers who: 1) establish new dial tone service with Verizon New Jersey Inc. or call Verizon New Jersey Inc. to disconnect their Verizon dial tone service and agree to retain such service; 2) subscribe to Regional Value along with a qualifying unlimited long distance plan as described below; and 3) reside in a location not eligible for certain non-regulated services as determined by the Company at the time the services are established.

Qualifying customers will be eligible to receive Regional Value for a monthly discounted rate of \$17.04.

- 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.

The Fixed Price Bundle is limited to existing customers of record, at existing locations, on or before March 16, 2013 (changes are not permitted).

EXCHANGE SERVICES

4.4 PREMIUM EXCHANGE SERVICES (Cont'd) 4.4.16 REGIONAL VALUE (Cont'd)

Voice Discount Plan (VDP) (Cont'd)

Fixed Price Bundle # (Cont'd)

The FPB is not eligible for seasonal service.

Each product must be billed by or on behalf of Verizon New Jersey Inc.

The FPB discounted rate 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.

Failure of 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 plans must be consistent with the Plan O Service - Unlimited plan as found in the Verizon Long Distance Posted Rates, Terms and Conditions.

The Fixed Price Bundle is limited to existing customers of record, at existing locations, on or before March 16, 2013 (changes are not permitted).

EXCHANGE SERVICES

4.4 PREMIUM EXCHANGE SERVICES (Cont'd)

4.4.17 SOLUTIONS FOR BUSINESS

Description

Solutions for Business is an optional business flat-rated usage package for business customers that provides a business exchange access line (primary line), additional line(s) (optional), usage and certain calling features for one flat monthly rate.

The Solutions for Business Primary Line includes the following:

- one business basic exchange access line or the first CustoPAK Line,
- unlimited local voice usage,
- unlimited intraLATA Direct Distance Dialed (DDD) unassisted toll calling,
- choice of any or all of the following calling features: Call Waiting, Three-Way Calling, Call Forwarding, Caller ID, and a specified non-regulated service as determined by the Company.

The Solutions for Business Additional line(s) includes the following:

- Additional Bundle Line(s) – second or additional CustoPAK line(s) or business basic exchange access line(s) with Call Waiting, Call Forwarding, Three-Way Calling.
- Additional Bundle Line(s) Plus – second or additional CustoPAK line(s) or business basic exchange access line(s) with Call Waiting, Call Forwarding, Three-Way Calling, Caller ID and a specified non-regulated service as determined by the Company.
- Additional Bundle Line(s) Unlimited – second or additional CustoPAK line(s) or business basic exchange access line(s) with Call Waiting, Call Forwarding, Three-Way Calling, Caller ID, a specified non-regulated service as determined by the Company, unlimited local voice usage and unlimited intraLATA Direct Distance Dialed (DDD) unassisted toll calling.

EXCHANGE SERVICES

4.4 PREMIUM EXCHANGE SERVICES (Cont'd) 4.4.17 SOLUTIONS FOR BUSINESS (Cont'd)

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EXCHANGE SERVICES

4.4 PREMIUM EXCHANGE SERVICES (Cont'd) 4.4.17 SOLUTIONS FOR BUSINESS (Cont'd)

Terms of Service (Cont'd)

Solutions for Business is available only where facilities and conditions permit.

Solutions for Business is available only to customers that presubscribe to the Company as their carrier for intraLATA toll calls.

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.

Solutions for Business is available to business customers that subscribe to twenty-five (25) or fewer Company lines (voice grade or voice grade equivalent), per location.

A maximum of ten (10) such lines may have unlimited local/toll usage either under this package or any other unlimited usage plan or package offered by Verizon New Jersey, Inc.

Customers may have Solutions for Business and Unlimited Local and Unlimited Local and Toll Usage for Business on different lines on the same account.

Solutions for Business is only available with subscription to a business unlimited nationwide calling plan through Verizon Enterprise Solutions LLC.

If in addition to the Solutions for Business Package and an unlimited nationwide calling plan, the customer subscribes to a non-regulated service determined by the Company, a monthly credit, as specified in the Rates and Charges section following, will be applied to the Solutions for Business package monthly rate.

EXCHANGE SERVICES

4.4 PREMIUM EXCHANGE SERVICES (Cont'd) 4.4.17 SOLUTIONS FOR BUSINESS (Cont'd)

Terms of Service (Cont'd)

Solutions for Business is not available with the following services: PBX trunks, **IntelliLinQ** BRI Service, **IntelliLinQ** PRI Service, Remote Call Forwarding Service, Foreign Exchange Service, Coin Arrangements, Virtual Private Network Solution (VPNS).

Solutions for Business is not available with the following business packages, optional calls or type of calls or services:

Unlimited Business Dial Tone Lines (DTL) Basic Package, Unlimited
CustoPAK Basic Package, Single Line Business PAK Package, Econopak, (C)
TollSaver, Customer Specific Pricing, Corporate Rewards, Corridor ESP,
Corridor VSP, WATSaver, Collect Calls, Calling Card – Emergency Interrupt, (C)
Time, Lottery and Weather – Repeat Calls, Return Calls (per activation),
555,700, 900, 976 Service – Person-to-Person, Third Number Billed – Local
and/or Toll Busy Line Verification, Intercept Call Completion, all other
Operator-Handled Calls, Directory Assistance, Three-Way Calling (per
activation, Group Bridging Service, Connect Request Calls/Directory
Assistance Call Completion, Local and/or Toll Customer.

Solutions 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. 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.

EXCHANGE SERVICES

4.4 PREMIUM EXCHANGE SERVICES (Cont'd) 4.4.17 SOLUTIONS FOR BUSINESS (Cont'd) Terms of Service (Cont'd)

Details on calls made will not be available for this package.

Applicable Service Charges 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 have 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.

The Solutions for Business Primary Line is available on a two-year term agreement or on a month-to-month basis. Additional lines are available on a month-to-month basis and a two-year term agreement.

End-of-Term Options

Plan 1 - The customer must contact the Company prior to the end of the term agreement in order to renew it. Upon renewal, the customer shall pay the prevailing rate for the term period. If the customer does not renew the term agreement before it expires, the customer shall continue to pay the same monthly rate, or the prevailing rate for the same term period, on a monthly basis, until the customer cancels the service or requests a new term agreement. Customers will be subject to all prevailing rules and terms and conditions of the package, including rate changes. Payment of such rate shall constitute the customer's acceptance of the continued service.

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 an early termination charge.

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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.

EXCHANGE SERVICES

4.4 PREMIUM EXCHANGE SERVICES (Cont'd) 4.4.17 SOLUTIONS FOR BUSINESS (Cont'd) Terms of Service (Cont'd)

Multi-Line Discount* – A multi-discount, as specified in the Rates and Charges section, 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.

Termination Liability

Early termination of a Solutions for Business Bundle term agreement by the customer during any month of the 2-year term will result in early termination charges as follows:

Customers who subscribe to a 2-year term agreement before August 17, 2014, will be able at the end of the term period to continue service at their current rate until notified of a rate change. Customers must contact Verizon to enter into another term contract. (C)

Customers who subscribe to a 2-year term agreement on or after August 17, 2014, and existing customers who choose to renew to a 2-year term may choose either Plan 1 termination liability/early termination, or Plan 2 termination liability/early termination as described above. J

Plan 1 - A one-time Termination Charge of \$50.00 applies under the following circumstances: (a) early termination of a Solutions for Business term agreement and 2) if the customer cancels the unlimited nationwide calling service or the access line. (C) (M) J

* Multi-Line Discounts are limited to existing customers of record, and existing lines in service at existing locations on or before February 4, 2012. Existing customers may continue to order additional PLUS lines to qualify up to but no later than 3/17/2012.

EXCHANGE SERVICES

4.4 PREMIUM EXCHANGE SERVICES (Cont'd) 4.4.17 SOLUTIONS FOR BUSINESS (Cont'd) Terms of Service (Cont'd) Termination Liability (Cont'd)

Customers not under a term, or on an expired term, will be subject to price changes. Customers must contact Verizon to enter into a new term contract.

Plan 2 - The early termination charge will be calculated at 35% of the monthly recurring charge(s) for the remainder of the term on a per line basis. Expiration date for all terms will be coterminous based on the date of the first term established. Term contracts will automatically renew at the end of the existing term to a new 2-year term with 30 days to opt out with no early termination charge.

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

- 1) customer moves existing service either to a new location with 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;
- 2) customer moves existing service to a location where the service is not available;
- 3) customer changes from a month-to-month to a two-year term;
- 4) 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;
- 5) 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;
- 6) customer terminates service within the first 30 days, starting on the order completion date. Monthly charges, however, will apply;
- 7) Company withdraws, for any reason, the Solutions for Business. All customer subscriptions will be cancelled as of the date of such withdrawal.

EXCHANGE SERVICES

4.4 PREMIUM EXCHANGE SERVICES (Cont'd) 4.4.17 SOLUTIONS FOR BUSINESS (Cont'd)

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. (C)
- (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.
- (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 customers with voice services already provisioned. J

EXCHANGE SERVICES

4.4 PREMIUM EXCHANGE SERVICES (Cont'd) 4.4.17 SOLUTIONS FOR BUSINESS (Cont'd)

Voice Non-Recurring Charge (NRC) Activation Waiver

(a) Applicable Element Service Charges (Service Ordering Charge, Central Office Exchange Access Line Charge, Premises Visit Charge and Standard Network Interface Charge), as specified in Part A, Section 2 of this 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 or 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)
(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.

EXCHANGE SERVICES

4.4 PREMIUM EXCHANGE SERVICES (Cont'd) 4.4.17 SOLUTIONS FOR BUSINESS (Cont'd)

Rates and Charges

Rates for Solutions for Business Customers – Plan 1. Plan 1 termination liability/early termination fees apply, as described previously in this Section 4.4.17.

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Solutions for Business	<u>Monthly Rate</u>	
	<u>Month-to-Month</u>	<u>2-Year Term</u>
Customers who subscribed:		
(a) on or before February 3, 2012		
- Primary Line (business basic exchange access line or the first CustoPAK line)	\$53.00	\$55.00
(b) on or after February 4, 2012		
- Primary Line (business basic exchange access line or the first CustoPAK line)	60.00	62.00

<u>Month-to-Month Rate</u>	
Customers who subscribed:	
(a) on or before February 3, 2012	
- Second or each Additional CustoPAK line	
- Additional Bundle Line	\$20.00
- Additional Bundle Line Plus	30.00
- Additional Bundle Line Unlimited	53.00
(b) on or after February 4, 2012	
- Second or each Additional CustoPAK line	
- Additional Bundle Line	20.00
- Additional Bundle Line Plus	30.00
- Additional Bundle Line Unlimited	60.00

<u>Monthly Credit</u>
Non-regulated service determined by the Company

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Customers who subscribed:		
(a) on or before February 3, 2012		
- Primary Line 2-Year Term	\$10.00	(M)
- Additional Bundle Line-Unlimited	33.00	
(b) on or after February 4, 2012		
- Primary Line 2-Year Term	\$10.00	J
- Additional Bundle Line-Unlimited	25.00	

EXCHANGE SERVICES

4.4 PREMIUM EXCHANGE SERVICES (Cont'd) 4.4.17 SOLUTIONS FOR BUSINESS (Cont'd)

Rates and Charges

Rates for Solutions for Business Customers – Plan 2. Plan 2 termination liability/early termination fees apply, as described previously in this Section 4.4.17.¹ (C)

<u>Monthly Rate</u>	
<u>Month-to-Month</u>	<u>2-Year Term</u>

Solutions for Business

- Primary Line (business basic exchange access line or the first CustoPAK line)	\$60.00	\$62.00
- Second or each Additional CustoPAK line		
- Additional Bundle Line	20.00	25.00
- Additional Bundle Line Plus	30.00	35.00
- Additional Bundle Line Unlimited	50.00	55.00

Monthly Credit

Non-regulated service determined by the Company

- Primary Line 2-Year Term	\$10.00
- Additional Bundle Line-Unlimited	25.00

Monthly Multi-Line Discount*

Fourth and above line(s)	
- Additional Bundle Line Plus	\$ 8.00
- Additional Bundle Line – Unlimited	10.00

NOTE 1: Lines subscribed 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 on Plan 2 when these other voice services and/or features are purchased on a month-to-month basis. (C)

* Multi-Line Discounts are limited to existing customers of record, and existing lines in service at existing locations on or before February 4, 2012. Existing customers may continue to order additional PLUS lines to qualify up to but no later than 3/17/2012.

EXCHANGE SERVICES

4.4 PREMIUM EXCHANGE SERVICES (Cont'd)

4.4.18 PREFERRED VOICE (C)

A. DESCRIPTION

Preferred Voice is an optional business service package which provides customers 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. (C)

B. TERMS OF SERVICE

- a. Preferred Voice is available on Business exchange service, and/or CustoSak lines where facilities permit. (C)
- b. Preferred Voice is available only to customers who subscribe to the Company as their carrier for all local usage and intraLATA toll calls, plus unlimited long distance calling. (C)
- c. Preferred Voice applies per telephone line. (C)
- d. Preferred Voice is available on a two-year term only. Term agreements are applied per line. At the end of the 2-yr 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 advance notice that it does not wish to renew the term. Each subsequent renewal will allow for a 60-day grace period for subscriber to remove the plan without penalty. Pricing will remain the same during any automatic renewal unless Verizon has provided 30-days' notice of any change. (C)
- e. In the event the customer terminates 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 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 recurring charge per line for each month remaining during the term.

EXCHANGE SERVICES

4.4 PREMIUM EXCHANGE SERVICES (Cont'd)

4.4.18 PREFERRED VOICE (Cont'd)

B. TERMS OF SERVICE (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 location (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 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 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.
- g. Preferred Voice is not available with PBX trunks, ground start* lines or trunks, **IntelliLinQ** BRI Service, **IntelliLinQ** PRI Service, Foreign Central Office, Coin Arrangements, Virtual Private Network Solutions (VPNS). (C)
- h. Preferred Voice is not available with the following business packages or optional plans: Corporate Rewards, Customer Specific Pricing Plans (CSP), Virtual Private Network Service (VPNS), Easy Savings Plan for Business, Easy Savings Flat Rate Plan for Business and discontinued Optional Calling Plans.
- i. Preferred Voice consists of the following offerings:
- Local exchange line with unlimited usage
 - Unlimited Nationwide Calling
 - Call Waiting
 - Three-Way Calling
 - Call Forwarding
 - Caller ID
 - Voice Mailbox
 - Ultra Forward Service
 - Waiver of the non-recurring service charges

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

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EXCHANGE SERVICES

4.4 PREMIUM EXCHANGE SERVICES (Cont'd)

4.4.18 PREFERRED VOICE (Cont'd)

B. TERMS OF SERVICE (Cont'd)

- j. Customers subscribing to Preferred Voice cannot have Unlimited Local and Toll Usage for Business on their account.
- k. 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.
- l. Preferred Voice is a flat rate unlimited service option only. There is no message/measured service option available. These are rolled into the monthly price of the Preferred Voice service.
- m. Preferred Voice applies to voice grade traffic only. Verizon reserves the right to terminate a customer's service for use with inappropriate non-voice traffic or violations of this Product Guide.

C. RATES

Monthly Rate
2-Year Term

Preferred Voice, per line

\$56.00

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Service and Equipment connection charges do not apply to an existing customer who chooses to add Preferred Voice to their line or changes from Basic Exchange Business 1-Party Unlimited usage service to enroll in Preferred Voice.

No separate non-recurring charges apply for Preferred voice. Charges are waived.

EXCHANGE SERVICES

4.5 PUBLIC COMMUNICATION SERVICE - COIN AND COINLESS

4.5.1 CUSTOMER-PROVIDED PAY TELEPHONE SERVICE (CPPTS)

A. DESCRIPTION

1. General

Customer-Provided Pay Telephone Service (CPPTS) is a message-rate, switched access, business exchange service for use with customer-provided pay telephones (CPPTs). A CPPTS line provides basic exchange access service plus an inward screening arrangement which identifies and disallows collect and third number calls to the CPPTS line.

A Line Side Answer Supervision (LSAS) arrangement is available on an optional basis. This arrangement sends a signal to the network interface associated with the CPPT when the Company's facilities detect that the called party's line goes off-hook or on-hook. This service is available where facilities permit.

An Outward Screening arrangement is also available on an optional basis. With this arrangement, operator-handled calls originating from a CPPTS line are restricted to collect, third number, and calling card calls, all of which can be made on a person-to-person or station-to-station basis.

B. TERMS OF SERVICE

1. General

CPPTS is the only exchange service provided by the Company for use with customer-provided pay telephones or coinless public telephones connected and operated by customers other than Interexchange Carriers (ICs). Interexchange carrier coinless public telephones are subject to the Terms of Service outlined in A5.5.2.

CPPTS is subject to the resale Terms of Service outlined in Part 0, Section 2.1.4.

Connection of more than one CPPT to a single CPPTS exchange line will be permitted, but is limited to those locations where CPPTs are associated with common equipment dedicated solely to CPPTS and arranged so as to ensure user privacy and provide no inordinate levels of call blocking.

The discount provisions of Part A, Section 8.6.2.I are not applicable.

A directory listing is available with each CPPTS line.

EXCHANGE SERVICES

4.5 PUBLIC COMMUNICATION SERVICE - COIN AND COINLESS (Cont'd)

4.5.1 CUSTOMER-PROVIDED PAY TELEPHONE SERVICE (Cont'd)

B. TERMS OF SERVICE (Cont'd)

1. General (Cont'd)

A CPPTS line does not include a Directory Assistance call allowance.

Customers disconnecting Verizon New Jersey Inc. Semi-Public Telephone Service and installing CPPTS have the option of retaining their current semi-public telephone number. However, customers installing CPPTS where Verizon New Jersey Inc. Public Telephone Service previously existed are not entitled to retain the same number.

(C)

2. Responsibility of the Customer

The customer shall be responsible for the installation, operation and maintenance of any customer-provided pay telephone used in connection with this service.

The customer shall be responsible for payment of all charges associated with this service including toll charges. Adjustments to the customer's local message and/or toll bill will not be made.

Customer-provided pay telephones must be registered in compliance with Part 68 of the FCC's Registration Program or connected behind an FCC registered coupler.

Customer-provided pay telephones must comply with all applicable federal, state and local laws and Terms of Service concerning the use of these telephones by disabled persons and the hearing impaired.

3. Operational Characteristics Required in BPU Order Dated August 18, 1986

Customer-provided pay telephones:

- Must be able to access an operator (dial-0) at no charge and without using a coin.
- Must be able to access Directory Assistance. Charges for such access are limited, as a maximum, to those of the underlying carrier as described in 4.6.2.
- Must be able to dial 0 (operator) plus the appropriate number of digits for Calling Card, Collect and Third Number calls at no charge and without using a coin.

EXCHANGE SERVICES

4.5 PUBLIC COMMUNICATION SERVICE - COIN AND COINLESS (Cont'd)

4.5.1 CUSTOMER-PROVIDED PAY TELEPHONE SERVICE (Cont'd)

B. TERMS OF SERVICE (Cont'd)

3. Operational Characteristics Required in BPU Order Dated August 18, 1986 (Cont'd)

- Must be able to access 911 Emergency Service, where available, at no charge and without using a coin.
- Must be able to access all interexchange carriers, where available.
- Must be able to access Toll Free numbers, 950 Interexchange Carrier numbers, and Interexchange Carriers in equal access exchanges at no charge and without using a coin. Where Interexchange Carriers do not have equal access service or a 950 number, CPPT providers may charge applicable local or toll rates for calls to the Interexchange Carrier's non-equal access numbers.
- Must allow the completion of both local and long distance calls.
- The customer shall cause to be prominently displayed on each customer-provided pay telephone used in connection with this service clear and concise dialing instructions. Refund and station ownership information must be provided to CPPT end users, but, at the option of the CPPTS provider, may be either posted at the station set or available via a free information number. In addition, the source for obtaining refunds must be a party within the State of New Jersey.
- The customer may not charge users of their pay telephones more for the initial or additional periods of a particular local message than the underlying carrier is authorized to charge for the initial or additional periods of a local message through its pay telephone service.

4. Extension Service

Customer-provided extension station sets may be connected to a CPPTS line thru a customer-provided device which would ensure the privacy of the pay telephone user. If the customer-provided pay telephone arrangement is technologically unable to "block" the extension, the pay telephone provider should prominently display information advising users that the pay telephone is not private and is subject to monitoring by the associated extension.

5. Outward-Only CPPTS

CPPTS providers may prevent incoming calls, but when doing so must conspicuously post notice of the CPPT's inability to accept incoming calls on or within close proximity of the CPPTS station set. Additionally, CPPTS subscribers wishing to provide outward-only service must subscribe to non-published directory listing service and pay the appropriate charge as specified in 4.6.1 for each service location.

EXCHANGE SERVICES

4.5 PUBLIC COMMUNICATION SERVICE - COIN AND COINLESS (Cont'd)

4.5.1 CUSTOMER-PROVIDED PAY TELEPHONE SERVICE (CPPTS) (Cont'd)

B. TERMS OF SERVICE (Cont'd)

6. Violation of Terms of Service

Failure of the customer to comply with the provisions of this product guide will result in the suspension of the customer's service.

7. Exchange Area and Rate Group Classification for CPPTS

<u>Exchange Area</u>	<u>Rate Group</u>	<u>Exchange Area</u>	<u>Rate Group</u>	<u>Exchange Area</u>	<u>Rate Group</u>
Allentown	B	Deal	B	Jamesburg	B
Asbury Park	B	Dennisville	B	Jersey City	D
Atlantic City	B	Dover	B	Keansburg	B
Atlantic Highlands	B	Dumont	C	Kearny	D
Avalon	B	Dunellen	C	Keyport	B
Barnegat	B	East Millstone	C	Lakehurst	B
Bayonne	D	Eatontown	C	Lakewood	C
Beach Haven	B	Egg Harbor	A	Lambertville	A
Beaver Brook	C	Elizabeth	D	Laurel Springs	C
Belleville	D	Elmer	B	Lawrenceville	C
Belmar	B	Englewood	C	Leonia	C
Berlin	B	Englishtown	B	Linden	C
Bernardsville	B	Erskine Lakes	B	Little Falls	D
Blackwood	C	Ewing	C	Livingston	D
Bloomfield	D	Fair Lawn	D	Long Branch	C
Boonton	B	Fanwood	C	Madison	C
Bordentown	C	Farmingdale	B	Manasquan	B
Bound Brook	C	Florence	B	Marlton	B
Bridgeton	B	Fort Dix	B	Matawan	C
Brigantine	B	Franklin Park	C	Mays Landing	B
Burlington	B	Franklinville	B	Medford	B
Butler	B	Freehold	B	Mendham	B
Caldwell	C	Glassboro	B	Mercerville	C
Camden	C	Gloucester	C	Merchantville	C
Cape May Court	B	Hackensack	D	Metuchen	C
House		Hackettstown	A	Middletown	B
Carteret	C	Haddonfield	C	Milford	A
Cedarville	B	Haddon Heights	C	Millburn	D
Chatham	B	Hammonton	B	Millington	C
Cliffside	C	Hasbrouck Heights	D	Millville	B
Closter	C	Hawthorne	C	Milmay	B
Collingswood	C	Hightstown	B	Monmouth Junction	B
Cragmere	B	Holmdel	B	Moorestown	C
Cranbury	B	Hopatcong	B	Morristown	C
Cranford	C	Hopewell	A	Mountain View	C

EXCHANGE SERVICES

- 4.5 PUBLIC COMMUNICATION SERVICE - COIN AND COINLESS (Cont'd)
4.5.1 CUSTOMER-PROVIDED PAY TELEPHONE SERVICE (CPPTS) (Cont'd)
B. TERMS OF SERVICE (Cont'd)
7. Exchange Area And Rate Group Classification For CPPTS (Cont'd)

<u>Exchange Area</u>	<u>Rate Group</u>	<u>Exchange Area</u>	<u>Rate Group</u>	<u>Exchange Area</u>	<u>Rate Group</u>
Mount Freedom	B	Rahway	C	Washington	A
Mount Holly	B	Ramsey	B	Wenonah	B
Mullica Hill	B	Red Bank	B	Westfield	C
Neshanic	A	Ridgewood	C	West Milford	A
Netcong	B	Riverside	B	Westwood	C
Newark	D	<u>Riverton</u>	B	Whippany	C
New Brunswick	C	<u>Rockaway</u>	C	Wildwood	B
<u>New Egypt</u>	A	<u>Roselle</u>	C	Williamstown	B
<u>Newfoundland</u>	A	<u>Rutherford</u>	D	Woodbridge	C
<u>Nutley</u>	D	Salem	A	Woodbury	B
Oakland	B	Sea Isle City	B	Woodstown	B
Ocean City	C	Seaside Park	B	Wyckoff	B
Oradell	C	Somers Point	B		
Orange	D	Somerville	C		
Park Ridge	C	<u>South Amboy</u>	C		
Passaic	D	<u>South Orange</u>	D		
Paterson	D	<u>South River</u>	C		
Paulsboro	B	<u>Spring Lake</u>	C		
Peapack	B	<u>Stroudsburg</u>	A		
Pemberton	B	<u>Succasunna</u>	B		
Pennington	B	<u>Summit</u>	C		
<u>Penns Grove</u>	B	<u>Swedesboro</u>	B		
<u>Perth Amboy</u>	C	Teaneck	C		
<u>Phillipsburg</u>	B	Toms River	C		
<u>Pitman</u>	B	Trenton	C		
<u>Plainfield</u>	C	Tuckahoe	B		
<u>Plainsboro</u>	B	Tuckerton	B		
<u>Pleasantville</u>	C	Union City	D		
<u>Point Pleasant</u>	C	Unionville	D		
<u>Pompton Lakes</u>	B	Verona	D		
<u>Port Norris</u>	B	Vincentown	B		
<u>Princeton</u>	B	Vineland	B		

EXCHANGE SERVICES

4.5 PUBLIC COMMUNICATION SERVICE - COIN AND COINLESS (Cont'd) 4.5.1 CUSTOMER-PROVIDED PAY TELEPHONE SERVICE (CPPTS) (Cont'd)

C. RATES AND CHARGES

1. Customer-Provided Pay Telephone Service

<u>Item</u>	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
CPPTS			
- per access line †,.....	RR	-	1WA
Rate Group A		\$10.65	
Rate Group B		11.76	
Rate Group C		12.77	
Rate Group D		12.96	
Line Side Answer Supervision (LSAS) arrangement			
- per access line ††,.....	RR	.15	A4SLX
Outward Screening arrangement			
- per access line Ø,.....	\$9.00	-	PSES0

There is an additional monthly charge of \$2.01 for the ancillary service of touch-tone.

2. Local Messages

This service includes a message unit allowance (see allowance for business service specified in 4.2.C preceding). The charges are as specified in 4.2.2.B. for local messages directly dialed from non-coin telephones. The number of local message units applicable to the initial and overtime periods is as provided in 4.2.2.

3. Toll Messages

The charges are as specified in A6.

4. Directory Assistance Calls

This service does not include a Directory Assistance call allowance. All calls to Company Directory Assistance bureaus will be billed to the customer at the charge specified in 4.6.2.C. for Calls in Excess of Monthly Allowance.

† Refer to A3. for applicable SERVICE CHARGES.

†† An ELEMENT 1B per order and 2B per line equipped apply except when done in conjunction with other chargeable work for which these ELEMENTS apply.

Ø If installed subsequent to the associated CPPTS line, an ELEMENT 1B charge applies in addition to the nonrecurring charge.

EXCHANGE SERVICES

- 4.5 PUBLIC COMMUNICATION SERVICE - COIN AND COINLESS (Cont'd)
- 4.5.1 CUSTOMER-PROVIDED PAY TELEPHONE SERVICE (CPPTS) (Cont'd)
- C. RATES AND CHARGES (Cont'd)

5. Term Pricing Agreement Option

A. Directory Assistance

A 30% discount for Directory Assistance will apply to all Payphone Service Providers (PSPs) who enter into a 4-year term agreement expiring October 23, 2004 and whose total billed revenue (TBR) is \$500,000 or more.

B. Local Usage

Message unit discounts will be available to PSPs who enter into a 4-year term agreement expiring October 23, 2004. The amount of the discount (15%, 20% or 30%) will be based on the annual TBR billed to the PSP and includes all revenue that the Company receives from the PSP except for Directory advertising.

6. ICB Pricing

CPPTS may be offered on an individual case basis to customers subscribing to five or more CPPTS lines at rates, charges, terms and conditions, as specified on a contract basis. The contract, except as otherwise expressly specified, will be subject to all applicable terms and conditions set forth in this product guide and other applicable Company Tariffs/Product Guides.

EXCHANGE SERVICES

4.5 PUBLIC COMMUNICATION SERVICE-COIN AND COINLESS (Cont'd)

4.5.2 INTEREXCHANGE CARRIER COINLESS TELEPHONE SERVICE

A. DESCRIPTION

Interexchange Carrier Coinless Telephone Service (ICCTS) is a message rate, switched access, business exchange line arranged for outward calling only for use with coinless public telephones provided by authorized Interexchange Carriers (IC's). An ICCTS line provides outward exchange access service and includes a screening feature which identifies and disallows collect and third-number call billing to the IC-provided coinless station.

An outward screening arrangement is also available on an optional basis. With this arrangement, operator-handled calls originating from an ICCTS line are restricted to collect and third number, all of which can be made on a person-to-person or station-to-station basis.

B. TERMS OF SERVICE

1. General

ICCTS is the only exchange service provided by the Company for use with Interexchange Carrier Coinless telephones.

Interexchange Carriers not possessing tandem credit capability* with the Company must block all local and intraLATA traffic. Interexchange Carriers possessing tandem credit capability* must assure that all local and intraLATA calls originating from ICCTS telephones are handled solely through the Company's central office facilities.

Interexchange Carriers possessing tandem credit capability* and providing local and intraLATA calling through the Company's central office facilities must offer free access to 411 Directory Assistance. The IC is not responsible for charges for 411 Directory Assistance.

Each ICCTS line can only be associated with a single IC-provided coinless telephone. No extension telephones of any type are permitted with this service.

The discount provisions of Part A, Section 8.6.2.I are not applicable.

An ICCTS line does not include a directory listing, or a local message unit allowance.

ICCTS is available only from Company central offices which have been equipped to provide the service and where facility conditions permit.

EXCHANGE SERVICES

- 4.5 PUBLIC COMMUNICATION SERVICE - COIN AND COINLESS (Cont'd)
 - 4.5.2 INTEREXCHANGE CARRIER COINLESS TELEPHONE SERVICE (Cont'd)
 - B. TERMS OF SERVICE (Cont'd)
 - 1. General (Cont'd)

Optional Calling Plans cannot be provided in conjunction with ICCTS.

IC-provided coinless access lines possess the following additional operational characteristics:

- Access to 911 Emergency Service, where available.

2. Responsibility of the Carrier

The Interexchange Carrier shall be responsible for the installation, operation and maintenance of any IC-provided coinless telephone used in connection with this service.

The Interexchange Carrier shall be responsible for payment of all charges associated with this service including any local and toll message charges.

IC-provided coinless telephones must be registered in compliance with Part 68 of the FCC's Registration Program or connected behind an FCC registered coupler.

The customer shall cause to be prominently displayed on each IC-provided coinless telephone used in connection with this service, complete dialing instructions, the name of the owner of such instrument and the procedure for reporting service difficulties and claims inquiries.

3. Violation of Terms of Service

Where any IC-provided coinless telephone is in violation of the tariff/product guide, the Company will promptly notify the carrier of the violation and will take immediate action, up to and including the disconnection of service as specified in Part 0, Section 2.1.1,B.16..

The carrier shall discontinue use of the IC-provided coinless telephone or correct the violation and notify the Company in writing within 5 days after receipt of such notice that the violation has been corrected.

Failure of the carrier to discontinue such use or to correct the violation will result in the suspension of the carrier's service until such time as the carrier complies with the provisions of the tariff/product guide.

EXCHANGE SERVICES

4.5 PUBLIC COMMUNICATION SERVICE-COIN AND COINLESS (Cont'd) 4.5.2 INTEREXCHANGE CARRIER COINLESS TELEPHONE SERVICE (Cont'd)

C. RATES AND CHARGES

1. IC-provided Coinless Telephone Service

<u>Item</u>	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
ICCTS - per access line †.....	\$17.00	\$17.50	1CM
Outward Screening Arrangement - per access line #.....	9.00	1.50	PSESO

2. Local Messages

This service does not include a message unit allowance. Where local calls are not blocked by the IC, the charges are as specified in 4.2.2.B. for local messages directly dialed from non-coin telephones. The number of local message units applicable to the initial and overtime periods is as provide in 4.2.2.

3. Toll Messages

Where intraLATA toll calls are not blocked by the IC, charges are as specified in 5.2.1 for Direct Distance Dialed unassisted messages.

4. Directory Assistance Calls

This service is exempt from Directory Assistance charging.

† Refer to Section 2 for applicable SERVICE CHARGES.

If installed subsequent to the associated ICCTS line, an ELEMENT 1B charge applies.

EXCHANGE SERVICES

4.5 PUBLIC COMMUNICATION SERVICE - COIN AND COINLESS (Cont'd)

4.5.3 NETWORK CONTROLLED COIN ARRANGEMENT (NCCA)

A. DESCRIPTION

Network Controlled Coin Arrangement (NCCA) is a central office, message rate service available to Public Pay Telephone customers who are served by a capable Central Office (CO) where adequate facilities are available. It consists of CO-based control and switching equipment, which when used in connection with customer-provided pay telephone stations, offers access to the exchange network.

The type of facilities which connect a customer's Pay Telephone Station to the central office are described as follows:

NCCA - Unrestricted - an arrangement that has no restrictions on either incoming or outgoing calls.

NCCA - Outward Only - an arrangement that allows only outgoing calls.

NCCA is equipped with coin control capability which includes coin collect and return features, call rating capabilities, and unique operator services which allow an end user to signal the operator by a momentary flash of the switch-hook during a call.

NCCA has an incoming screening arrangement which prevents the completion of collect or third number calls to the NCCA pay telephone. NCCA also has an outgoing screening arrangement where originating, operator-handled calls are restricted to collect, third number, and calling card only.

EXCHANGE SERVICES

4.5 PUBLIC COMMUNICATION SERVICE - COIN AND COINLESS (Cont'd) 4.5.3 NETWORK CONTROLLED COIN ARRANGEMENT (NCCA) (Cont'd)

B. TERMS OF SERVICE

Local messages for NCCA will be billed on a flat rate basis for an interim period of time, until it is technically feasible to bill on a message rate basis. At that time, all NCCA billing on a flat rate basis will be converted to bill on a message rate basis.

Connection of more than one telephone to a single NCCA will be permitted, but is limited to those locations where NCCAs are associated with common equipment dedicated solely to NCCA and arranged so as to ensure user privacy and provide no inordinate levels of call blocking.

The discount provisions of Part A, Section 8.6.2.I are not applicable.

A directory listing is available with each NCCA. NCCA - Outward Only customers must subscribe to non-published directory listing service and pay the appropriate charge as specified in 4.6.1,D for each service location.

700 only, 900 only, or 700/900 blocking as specified in 8.4.3, is available on an optional basis.

NCCA is subject to the resale Terms of Service outlined in Part 0, Section 2.1.4.

1. Responsibility of the Customer

The customer shall be responsible for the installation, operation and maintenance of any pay telephone used in connection with this service.

The customer shall be responsible for payment of all charges associated with this service including applicable local, toll and FCC charges. Adjustments to the customer's local message and/or toll bill will not be made.

NCCA pay telephones must be registered in compliance with Part 68 of the FCC's Code of Regulations.

NCCA pay telephones must comply with all applicable federal, state and local laws and regulations concerning the use of these telephones by disabled persons and the hearing impaired.

EXCHANGE SERVICES

4.5 PUBLIC COMMUNICATION SERVICE - COIN AND COINLESS (Cont'd) 4.5.3 NETWORK CONTROLLED COIN ARRANGEMENT (NCCA) (Cont'd) B. TERMS OF SERVICE (Cont'd)

2. Required Operational Characteristics:

- Must be able to access an operator (dial-0) at no charge and without using a coin.
- Must be able to dial 0 (operator) plus the appropriate number of digits for Calling Card, Collect and Third Number calls at no charge and without using a coin.
- Must be able to access 911 Emergency Service, where available, at no charge and without using a coin.
- Must be able to access all interexchange carriers, where available.
- Must be able to access Toll Free numbers, 950 Interexchange Carrier numbers, and Interexchange Carriers at no charge and without using a coin.
- Must allow the completion of both local and long distance calls.
- The customer shall cause to be prominently displayed on each customer-provided pay telephone used in connection with this service clear and concise dialing instructions. Refund and station ownership information must be provided to NCCA pay telephone end users, but, at the option of the NCCA pay telephone provider, may be either posted at the station set or available via a free information number. In addition, the source for obtaining refunds must be a party within the State of New Jersey.

3. NCCA - Outward Only

NCCA customers may prevent incoming calls, but when doing so must conspicuously post notice of the pay telephone's inability to accept incoming calls on or within close proximity of the NCCA station set.

4. Violation of Terms of Service

Failure of the customer to comply with the provisions of this product guide will result in the suspension of the customer's service.

EXCHANGE SERVICES

4.5 PUBLIC COMMUNICATION SERVICE - COIN AND COINLESS (Cont'd) 4.5.3 NETWORK CONTROLLED COIN ARRANGEMENT (NCCA) (Cont'd)

C. RATES AND CHARGES

Network Controlled Coin Arrangement

<u>Item</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
NCCA		
- Unrestricted†# Ø	\$13.75	\$120.00
- Outward Only†# Ø	13.75	120.00

1. Local Messages+

This service does not include a message unit allowance. The applicable local message charges are as specified in A5.2.2,B. for local messages directly dialed from non-coin telephones. The number of local message units applicable to the initial and overtime periods is as provided in A5.2.2.

2. Toll Messages=

The applicable charges are as specified in A6.

3. Directory Assistance Calls

This service does not include a Directory Assistance call allowance. All calls to Company Directory Assistance bureaus will be billed to the subscriber at the charge specified in A5.6.2,C.

† For other than new installations, refer to A3. for applicable service charges.

The message rate will apply when a message arrangement for NCCA is technically feasible to bill on a message rate basis. In the interim, a flat rate of \$40.00 will be billed for the NCCA Unrestricted and \$42.00 for the NCCA - Outward Only.

+ No charges shall apply to local calls placed from a coin telephone through the telecommunications Relay Service (TRS) center, to the extent required by the the FCC's 2nd NPRM released on March 16, 2001, in CC Docket 90-571.

= Calls made from the NCCA shall be subject to a coin arrangement charge of up to \$.25 per message.

Ø Effective 4-15-97.

EXCHANGE SERVICES

- 4.5 PUBLIC COMMUNICATION SERVICE - COIN AND COINLESS (Cont'd)
- 4.5.3 NETWORK CONTROLLED COIN ARRANGEMENT (NCCA) (Cont'd)
- C. RATES AND CHARGES (Cont'd)

4. Term Pricing Agreement Option

A. Directory Assistance

A 30% discount for Directory Assistance will apply to all Payphone Service Providers (PSPs) who enter into a 4-year term agreement expiring October 23, 2004 and whose total billed revenue (TBR) is \$500,000 or more.

B. Local Usage

Message unit discounts will be available to PSPs who enter into a 4-year term agreement expiring October 23, 2004. The amount of the discount (15%, 20% or 30%) will be based on the annual TBR billed to the PSP and includes all revenue that the Company receives from the PSP except for Directory advertising.

EXCHANGE SERVICES

4.5 PUBLIC COMMUNICATION SERVICE - COIN AND COINLESS (Cont'd)

4.5.4 NETWORK CONTROLLED NON-COIN ARRANGEMENT (NCNA)

A. DESCRIPTION

Network Controlled Non-Coin Arrangement (NCNA) is a central office message rate service available to Public Pay Telephone customers who are served by a capable Central Office (CO) where adequate facilities are available. It consists of CO-based control and switching equipment, which when used in connection with customer-provided non-coin/coinless operated pay telephone stations, (including card reader or credit card telephones) offers access to the exchange network.

The type of facilities which connect a customer's Pay Telephone Station to the central office are described as follows:

NCNA - Unrestricted - an arrangement that has no restrictions on either incoming or outgoing calls.

NCNA - Outward Only - an arrangement that allows only outgoing calls.

NCNA has an incoming screening arrangement which prevents the completion of collect or third number calls to the NCNA pay telephone.

NCNA has an outgoing screening arrangement where all calls are restricted to Special Assistance Charge Messages.

NCNA has an outward call blocking arrangement which prevents the completion of chargeable Direct Distance Dialed (DDD) calls.

B. REGULATIONS

Connection of more than one telephone to a single NCNA will be permitted, but is limited to those locations where NCNAs are associated with common equipment dedicated solely to NCNA and arranged so as to ensure user privacy and provide no inordinate levels of call blocking.

The discount provisions of Part A, Section 8.6.2.1 are not applicable.

NCNA is subject to the resale regulations outlined in Part 0, Section 2.1.4.

EXCHANGE SERVICES

4.5 PUBLIC COMMUNICATION SERVICE - COIN AND COINLESS (Cont'd) 4.5.4 NETWORK CONTROLLED NON-COIN ARRANGEMENT (NCNA) (Cont'd)

B. REGULATIONS (Cont'd)

A directory listing is available with each NCNA. NCNA - Outward Only customers must subscribe to non-published directory listing service and pay the appropriate charge as specified in A4.6.1,D for each service location.

(T)

Touch-tone capability, as specified in A5.4.2, is available on an optional basis.

700 only, 900 only, or 700/900 blocking, as specified in A10.4.3, is available on an optional basis.

Line Side Answer Supervision, as specified in A5.5.1, is available on an optional basis.

1. Responsibility of the Customer

The customer shall be responsible for the installation, operation and maintenance of any pay telephone used in connection with this service.

The customer shall be responsible for payment of all charges associated with this service including applicable toll and FCC charges. Adjustments to the customer's local message and/or toll bill will not be made.

NCNA pay telephones must be registered in compliance with Part 68 of the FCC's Code of Regulation.

NCNA pay telephones must comply with all applicable federal, state and local laws and regulations concerning the use of these telephones by disabled persons and the hearing impaired.

2. Required Operational Characteristics:

- Must be able to access an operator (dial-0) at no charge.
- Must be able to dial 0 (operator) plus the appropriate number of digits for Calling Card, Collect and Third Number calls at no charge.
- Must be able to access 911 Emergency Service, where available, at no charge

EXCHANGE SERVICES

4.5 PUBLIC COMMUNICATION SERVICE - COIN AND COINLESS (Cont'd)

4.5.4 NETWORK CONTROLLED NON-COIN ARRANGEMENT (NCNA) (Cont'd)

B. REGULATIONS (Cont'd)

2. Required Operational Characteristics: (Cont'd)

- Must be able to access all interexchange carriers, where available.
- Must be able to access Toll Free numbers, 950 Interexchange Carrier numbers, and Interexchange Carriers at no charge.
- Must allow the completion of both local and long distance calls.
- The customer shall cause to be prominently displayed on each customer provided pay telephone used in connection with this service clear and concise dialing instructions. Station ownership information must be provided to NCNA pay telephone end users, but, at the option of the NCNA pay telephone provider, may be either posted at the station set or available via a free information number.

3. NCNA - Outward Only

NCNA customers may prevent incoming calls, but when doing so must conspicuously post notice of the pay telephone's inability to accept incoming calls on or within close proximity of the NCNA station set.

EXCHANGE SERVICES

4.5 PUBLIC COMMUNICATION SERVICE - COIN AND COINLESS (Cont'd) 4.5.4 NETWORK CONTROLLED NON-COIN ARRANGEMENT (NCNA) (Cont'd) B. REGULATIONS (Cont'd)

4. Violation of Regulations

Failure of the customer to comply with the provisions of this product guide will result in the suspension of the customer's service.

C. RATES AND CHARGES

Network Controlled Non-Coin Arrangement

<u>Item</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
NCNA		
- Unrestricted† Ø	\$13.75	\$120.00
- Outward only† Ø	13.75	120.00

1. Local Messages

This service does not allow local messages.

2. Toll Messages#

The applicable charges are as specified in A6.

3. Directory Assistance Calls

This service does not include a Directory Assistance call allowance. All calls to Company Directory Assistance bureaus will be billed to the subscriber at the charge specified in A5.6.2.C.

4. Term Pricing Agreement Option

A. Directory Assistance

A 30% discount for Directory Assistance will apply to all Payphone Service Providers (PSPs) who enter into a 4-year term agreement expiring October 23, 2004 and whose total billed revenue (TBR) is \$500,000 or more.

Calls made from the NCNA shall be subject to a coin arrangement charge of up to \$.25 per message

† For other than new installations, refer to A3. for applicable service charges.

Ø Effective 4-15-97.

Effective: July 14, 2014

EXCHANGE SERVICES

- 4.5 PUBLIC COMMUNICATION SERVICE - COIN AND COINLESS (Cont'd)
 - 4.5.4 NETWORK CONTROLLED NON-COIN ARRANGEMENT (NCNA) (Cont'd)
 - C. RATES AND CHARGES (Cont'd)
 - 4. Term Pricing Agreement Option (Cont'd)

- B. Local Usage

- Message unit discounts will be available to PSPs who enter into a 4-year term agreement expiring October 23, 2004. The amount of the discount (15%, 20% or 30%) will be based on the annual TBR billed to the PSP and includes all revenue that the Company receives from the PSP except for Directory advertising.

EXCHANGE SERVICES

4.5 PUBLIC COMMUNICATION SERVICE - COIN AND COINLESS (Cont'd)

4.5.5 INMATE NON-COIN ARRANGEMENT (INA)

A. DESCRIPTION

Inmate Non-Coin Arrangement (INA) is a central office message rate service available to Public Pay Telephone customers on the premise of city, county, state, and federal correctional facilities who are served by a capable Central Office (CO) where adequate facilities are available. It consists of CO-based control and switching equipment, which when used in connection with customer-provided non-coin/coinless operated pay telephone equipment offers access to the exchange network.

INA is provided for the purpose of originating messages from coinless telephones to numbers in the North American Dialing Plan from authorized correctional facilities.

The type of facilities which connect a customer's Pay Telephone Equipment to the central office are described as follows:

INA - Unrestricted - an arrangement that has no restrictions on either incoming or outgoing calls.

INA - Outward Only - an arrangement that allows only outgoing calls.

INA has an incoming screening arrangement which prevents the completion of collect or third number calls to the INA.

INA - Unrestricted has an outward call blocking arrangement that only allows local messages, direct distance dialed unassisted messages and Collect 0+ calls as defined in this product guide.

INA - Outward Only has an outward call blocking arrangement that only allows Collect 0+ calls as defined in this product guide.

B. REGULATIONS

Calls to Telephone Company service numbers such as repair service, directory assistance, live operator (0-), Toll Free numbers, 10XXX, and 911 will be blocked from all Inmate Non-Coin Arrangements.

Directory Listings are not provided with this service.

Touch-tone capability is available on an optional basis.

INA is subject to the resale regulations outlined in A2.2.5.

The discount provisions of Part A, Section 8.6.2.I are not applicable.

Optional Calling Plans cannot be provided in conjunction with INA.

EXCHANGE SERVICES

4.5 PUBLIC COMMUNICATION SERVICE - COIN AND COINLESS (Cont'd)

4.5.5 INMATE NON-COIN ARRANGEMENT (INA) (Cont'd)

B. REGULATIONS (Cont'd)

Responsibility of the Customer

The customer shall be responsible for the installation, operation, and maintenance of any customer-provided inmate coinless telephone equipment used in conjunction with this service.

The customer shall be responsible for payment of all charges associated with this service.

Inmate coinless telephones must be registered in compliance with Part 68 of the FCC's Code of Regulations or connected behind a FCC registered coupler.

Violation of Regulations

Failure of the customer to comply with the provisions of this product guide will result in the suspension of the customer's service.

C. RATES AND CHARGES

Inmate Non-Coin Arrangement

<u>Item</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
INA		
- Unrestricted† Ø	\$13.75	\$120.00
- Outward only† Ø	13.75	120.00

1. Local Messages

This service does not include a message unit allowance. The charges are as specified in A5.2.2,B for local messages directly dialed from non-coin telephones. The number of local message units applicable to the initial and overtime periods is as provided in A5.2.2.

2. Toll Messages#

The applicable charges are as specified in A6.

Calls made from the INA shall be subject to a coin arrangement charge of up to \$.25 per message.

† For other than new installations, refer to A3. for applicable service charges.

Ø Effective 4-15-97.

EXCHANGE SERVICES

4.5 PUBLIC COMMUNICATION SERVICE - COIN AND COINLESS (Cont'd)

4.5.5 INMATE NON-COIN ARRANGEMENT (INA) (Cont'd)

C. RATES AND CHARGES (Cont'd)

4. Term Pricing Agreement Option

A. Directory Assistance

A 30% discount for Directory Assistance will apply to all Payphone Service Providers (PSPs) who enter into a 4-year term agreement expiring October 23, 2004 and whose total billed revenue (TBR) is \$500,000 or more.

B. Local Usage

Message unit discounts will be available to PSPs who enter into a 4-year term agreement expiring October 23, 2004. The amount of the discount (15%, 20% or 30%) will be based on the annual TBR billed to the PSP and includes all revenue that the Company receives from the PSP except for Directory advertising.

EXCHANGE SERVICES

4.6 DIRECTORY SERVICES

4.6.1 LISTING SERVICES

A. DESCRIPTION OF DIRECTORIES

Directories are alphabetically arranged lists of the names of customers to telephone service or those entitled to use such service other than centralized incoming P.B.X. service. They are designed solely to assist in rendering telephone service by enabling calling parties to ascertain customers' telephone numbers.

B. PROVISION OF LISTINGS

Listings are provided in connection with: All classes of customer exchange service except those which are provided only for outgoing use; Wide Area Telecommunication Service arranged for inward service, and Automatic Answering and Announcement Service. Wide Area Telecommunication Service which is solely for outgoing use is not listed.

C. TEXT AND FORM OF LISTINGS

1. Residence Listings

These consist of the surname of an individual and the initials, followed by the address and telephone number, except that given names or suitable abbreviations thereof may be shown instead of initials to the extent necessary for proper identification.

A dual name listing is comprised of a surname, two first names, address and telephone number. Titles, middle names, suitable abbreviations and initials may be associated with the first names. This listing may be provided for two persons who share the same surname and reside at the same address or for a person known by two first names.

2. Business Listings

These consist of the name of an individual, firm, corporation, association, institution, or name under which a business is being conducted, followed by a designation denoting business telephone service and the address and telephone number. When the character of the business is already apparent from the form of the corporate or other name, the business designation is unnecessary and is omitted.

When a customer is engaged in more than one general line of business and the designation of one line of business does not connote the other, more than one business designation may be arranged for in abbreviated form, but only as a part of the one listing.

EXCHANGE SERVICES

4.6 DIRECTORY SERVICES (Cont'd)

4.6.1 LISTING SERVICES (Cont'd)

C. TEXT AND FORM OF LISTINGS (Cont'd)

2. Business Listings (Cont'd)

The "section mark" symbol (§), when placed immediately before the telephone number of a business customer, signifies that the customer has the potential for monitoring conversations between the general public and employees of the customer through the use of service observing equipment or arrangements. This symbol would refer a user of the directory to an explanation in the directory that a customer utilizes equipment capable of monitoring calls. Regulations on the use of service observing equipment are specified in 6.2.4.C.

A business listing of an individual may include his/her title or office. Where the name of the firm or corporation with which he/she is associated is desired, with or without his/her title, it may be furnished subject to the additional listing rate specified herein for a two-line type alternate listing.

3. Captioned or Indented Listings

The captioned form of listing may be provided where:

- A customer requires two or more listings, e.g., the listing of different departments or members of the firm or corporation.
- A number of customers are furnished service at a location which is readily identified by the public by name, such as an airport, freight terminal or shopping center, and additional listings of the customers are desired under an appropriate caption.

The indented form of listing may be provided where only two listings are required by a customer and the name of the second listing would be a repetition of the first listing, such as his/her business service and residence service.

4. Limitations

a. Avoidance of Unessential Information

Any duplication or unnecessary information increases the bulk of the directory and detracts from its usefulness. Listings are, therefore, limited to information which is essential to the identification of the listed party and the Company may limit any listing to one line in the directory by use of abbreviations when the clearness of the listing or the identification of the listed party is not impaired thereby.

Listings which do not serve to identify the customer, or which appear to be designed to secure a preferential position in the directory or to give publicity to a commodity or service, are not provided.

EXCHANGE SERVICES

4.6 DIRECTORY SERVICES (Cont'd)

4.6.1 LISTING SERVICES (Cont'd)

C. TEXT AND FORM OF LISTING (Cont'd)

4. Limitations (Cont'd)

b. Commodity Listings

Listings of commodity names as such are not permitted. A name made up by adding a term such as Company, Agency, Shop, Works, Service, etc., to a name of a commodity, service or firm is not accepted unless the customer is doing business under, or is commonly known to the public by that name.

c. Copyrighted Names

Applicants for directory listings comprising copyrighted names which have been specifically referred to the Company by those persons or concerns controlling the proprietary right therein, may be required to furnish proof of their right to the use of such names before they will be accepted for directory listing purposes.

Directory listings comprised of copyrighted names may be discontinued upon notice to the Company of unauthorized use from the persons or concerns controlling the proprietary rights therein.

d. Court Restrictions

Where the right to the use of a name is restricted by action of the courts, its use in the directory by other authorized persons or concerns is not permitted.

D. PRIMARY LISTINGS

1. General

The primary listing is the name of:

- The individual, firm, corporation, association or institution which subscribes for the service or which is the joint user, or
- The name under which a business is conducted by the customer or joint user, or
- A second party where service is subscribed for the use of such party by another party.

EXCHANGE SERVICES

4.6 DIRECTORY SERVICES (Cont'd)

4.6.1 LISTING SERVICES (Cont'd)

D. PRIMARY LISTINGS (Cont'd)

2. Published Listings

- a. Except as indicated in b. following, a primary listing is provided without additional charge for:

- (1) Each individual exchange access line other than auxiliary exchange access lines; each party exchange access line main station set; each P.B.X., Centrex system, or Convention Hall system as well as the first trunk from each foreign exchange; each joint user; each customer having Newark Airport Telecommunications service; and each Remote Call Forwarding directory number.

All listings furnished in connection with Wide Area Telecommunication Service arranged for inward service are subject to the monthly rates applicable to additional listings.

- (2) Each exchange area from which special reversed charge toll service is furnished except that only one such listing is provided for all exchange areas included under one alphabetical list. Such listings include all central office designations serving the exchange area or areas from which the service is furnished, any of which may be omitted as the customer may desire.

- b. For each change of a telephone number made at the customer's request, one ELEMENT 1B charge applies as well as the applicable number of ELEMENT 2B charges.

3. Non-published Listings

- a. When requested, primary listings may be omitted from the directory, subject to additional monthly and nonrecurring charges and the following conditions:

- (1) The Company is not responsible for any claims made or liability arising from failure to receive calls because of this arrangement.
- (2) Calls will be connected only where the call is made by telephone number, and no exception will be made, nor will the customer be called to determine whether he/she wishes to receive the call, even though it appears that the calling party desires the connection because of an emergency.
- (3) In the event the caller loses or forgets the telephone number, he/she will be unable to obtain it from Directory Assistance.
- (4) Parties calling Directory Assistance for the number will be told that the customer does not wish his/her number given out.
- (5) If a published listing is desired at a later date, there may be a delay in publishing the listing.

EXCHANGE SERVICES

4.6 DIRECTORY SERVICES (Cont'd)

4.6.1 LISTING SERVICES (Cont'd)

D. PRIMARY LISTINGS (Cont'd)

3. Non-published Listings (Cont'd)

b. Rates and Charges

The following rates and charges apply when non-published listings are furnished in connection with new service, a change from an existing listed primary listing to a non-published listing without a telephone number change or a move to a different address.

<u>Business Service</u>	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>	
- Non-published Listings, each.....	\$0.00 (R)	\$0.00 (R)	NPU	(D)
<u>Residence Service</u>	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>	
- Non-published Listings, each.....	\$0.00 (R)	\$0.00 (R)	NPU	(D)

4. Non-Listed Listings

- a. When requested, the customer's telephone listing may be omitted from the directory, subject to an additional monthly charge and the following conditions:
 - (1) These numbers are published in Directory Assistance and other audible and electronic listings of the Company as specified in 4.6.2 and will be available to customers using these services. These numbers will not be published in the directory.
 - (2) The Company is not responsible for any claims made or liability arising from this arrangement.
 - (3) Customers whose listings are not published in the white page directory at the Company's option, usually due to short term duration of telephone service, will continue to be published in Directory Assistance and other audible and electronic listings of the Company as specified in 4.6.2 and will not be charged the Non-Listed Listings rate.

EXCHANGE SERVICES

4.6 DIRECTORY SERVICES (Cont'd)

4.6.1 LISTING SERVICES (Cont'd)

D. PRIMARY LISTINGS (Cont'd)

4. Non-Listed Listings (Cont'd)

b. Rates and Charges

The following rates and charges apply when Non-Listed Listings are furnished in connection with new service, a change from an existing listing arrangement to a Non-Listed Listing without a telephone number change, a change of telephone number, or a move to a different address.

	<u>Monthly Rate</u>	
- Non-Listed Listings, each	\$0.00 (R)	(D)

E. ADDITIONAL LISTINGS

1. Availability

a. Residence service listings are limited to the names of:

- The customer and members of the customer's domestic establishment, and
- Tenants of residence customers who lease their premises for less than one year and request that service be rendered to such tenants without change in billing and provided the customer and tenant do not occupy the premises at the same time.
- The residential end user in an authorized resale and sharing arrangement, as specified in Part 0, Section 2.1.4.

EXCHANGE SERVICES

4.6 DIRECTORY SERVICES (Cont'd)

4.6.1 LISTING SERVICES (Cont'd)

E. ADDITIONAL LISTINGS (Cont'd)

1. Availability (Cont'd)

b. Business service listings are limited to the names of:

- Members of the firm, officers of the corporation, employees of the customer or other persons associated in business with the customer, and
- A business which the customer owns, or a firm he/she represents provided the customer is conducting a business under the name, and
- The business end user in an authorized resale and sharing arrangement, as specified in Part 0, Section 2.1.4.
- Resident guests of customers to hotel P.B.X. service.

Additional listings in connection with joint user service are subject to the same terms of service.

c. Off-Premises Branch Exchange Extension Telephone Service

These may be listed only where:

- Exchange and toll connections are permitted in accordance with the terms of service contained elsewhere in this Product guide, and
- Provision has been made as specified in Part C, 3.2. for satisfactory operation and transmission on such connections.

d. Discounted Service

In connection with discounted business service, listings are restricted to the names of persons or associations entitled to a similar discount and officers of charitable organizations, subject to the terms of service governing the class of service furnished.

2. Regular Type - Same text and form as primary listings.

EXCHANGE SERVICES

4.6 DIRECTORY SERVICES (Cont'd)

4.6.1 LISTING SERVICES (Cont'd)

E. ADDITIONAL LISTINGS (Cont'd)

3. Special Types

a. Duplicate Listings

A listing of another name by which the customer is known such as a nickname, abbreviated name, a name commonly spelled in more than one way, and a name consisting of several words which the public commonly rearranges. They are of three types, namely:

- Complete - the name, address and telephone are shown.
- Cross reference - refers to the name under which the complete listing is shown.
- Temporary cross reference - a listing made obsolete, such as by a change of ownership or firm name, which may be shown with a reference to the successor.

b. Alternate Telephone Numbers

A listing which refers calling parties to another telephone number at certain hours or on certain days or in case no answer is received on the call to the primary number.

(1) The listings may be of two types, namely:

- One line type such as "If no answer call", "Night calls after ...P.M.", "Nights, Sundays & Holidays call" followed by a telephone number.
- Two line type such as "From ...P.M. to ...A.M. weekdays, Saturdays, Sundays & Holidays call" followed by a telephone number.

(2) Number Listed

- (a) Any of a customer's trunks which are connected to P.B.X. extension station lines during periods the switchboard is unattended or any individual exchange access line where a customer is furnished more than one such line.

EXCHANGE SERVICES

4.6 DIRECTORY SERVICES (Cont'd)

4.6.1 LISTING SERVICES (Cont'd)

E. ADDITIONAL LISTINGS (Cont'd)

3. Special Types (Cont'd)

b. Alternate Telephone Numbers (Cont'd)

(2) Number Listed (Cont'd)

(a) (Cont'd)

Where the trunk or individual exchange access line to be listed is one of a group arranged in a series to function as a unit (i.e., calls are completed to another exchange access line if the exchange access line called is busy), two arrangements are available:

- The last number in the group may be listed where practicable.
- A special night number may be furnished at the rates included herein and calls to it will be completed to only one specified trunk in the group.

(b) The number of another customer in which case the party to be listed must obtain the written consent of the customer whose number is to be used and make satisfactory arrangements for receiving calls at the listed station line.

(3) Special Reversed Charge Toll Service

These are provided as specified herein under Monthly Rates.

(4) Foreign Listings

Any of the types of additional listings covered herein may be provided either in a different directory or in the same directory under a different geographical heading from that under which the customer is normally listed. Where such listing is included in an alphabetical list covering exchange areas in which the service is furnished by the Company, the rates and terms of service covered herein apply.

c. Additional Listings for Resale and Sharing Services

Where an end user subscribes to the services provided by a reseller or sharing entity and wishes to be listed in the Company Directory and Directory Assistance records, an Additional Listing for Resale and Sharing Services will be provided at the rates shown in 4.b following. The terms of service found in C.1 and 2 preceding, differentiating between Residence and Business Type Listings, will apply.

4. Monthly Rates

a. General

The rates shown following for additional listings, other than those for alternate telephone numbers, apply when the listings appear in Directory Assistance records in accordance with the date requested by the customer. For alternate telephone number listings, the rates apply coincident with the delivery of the directory in which they appear.

EXCHANGE SERVICES

4.6 DIRECTORY SERVICES (Cont'd)

4.6.1 LISTING SERVICES (Cont'd)

E. ADDITIONAL LISTINGS (Cont'd)

4. Monthly Rates (Cont'd)

b. Rate Schedule

Business Listings	Monthly Rates	USOC	1
.....	\$5.25	CLT	
Resale and Sharing Services, each	5.25	LCT	
Alternate Telephone Number, each			
- One-line type (Limited to one line)	5.25	CLT	
- Two-line type (Limited to two lines)	5.25	XLL	
Special Night Numbers, where furnished, each.....	5.25	NSH	
Special Reversed Charge Toll Service ¹			
Paragraph Form			(I)
- Initial central office designation	5.25	ENT++	
- Each additional five designations or fraction thereof	5.25	ENT++	
Each designation on a separate line			
- Initial central office designation	5.25	ENU+ +	
- Each additional central office designation	5.25	ENU+ +	
800 Number, each	5.25	SZS	J

NOTE 1: No additional charge applies for the phrase "From telephones designated ask operator" or for the phrase "No charge on WX calls".

EXCHANGE SERVICES

- 4.6 DIRECTORY SERVICES (Cont'd)
 4.6.1 LISTING SERVICES (Cont'd)
 E. ADDITIONAL LISTINGS (Cont'd)
 4. Monthly Rates (Cont'd)
 b. Rate Schedule (Cont'd)

Residence Listings	Monthly Rates	USOC	1
Regular and Duplicate, each.....	\$4.75	RLT	
Resale and Sharing Services, each.....	4.75	LCR	
Alternate Telephone Number, each			
- One-line type (Limited to one line).....	4.75	RLT	
- Two-line type (Limited to two lines).....	4.75	XLL	
Special Night Numbers, where furnished, each.....	4.75	NSH	
Special Reversed Charge Toll Service ¹			(I)
Paragraph Form			
- Initial central office designation.....	4.75	ENR++	
- Each additional five designations or fraction thereof	4.75	ENR++	
Each designation on a separate line			
- Initial central office designation.....	4.75	ENQ++	
- Each additional central office designation.....	4.75	ENQ++	J

NOTE 1: No additional charge applies for the phrase "From telephones designated ask operator" or for the phrase "No charge on WX calls".

EXCHANGE SERVICES

4.6 DIRECTORY SERVICES

4.6.2 DIRECTORY ASSISTANCE SERVICE

A. GENERAL

Customers may obtain assistance in determining telephone numbers by dialing Directory Assistance. Calls made within 201, 908, 973, 732, 609 and 856, and calls between 201, 908, 973 and 732 and between 609 and 856, by Verizon New Jersey customers to Verizon New Jersey Directory Assistance bureaus, (i.e., "411") are subject to the charges herein. Intrastate inter-NPA (201, 908, 973 or 732 to 609 or 856 and the reverse) Directory Assistance calls by Verizon New Jersey customers are subject to the appropriate intrastate Product guide provisions. For Directory Assistance calls to points outside the state, the appropriate interstate Tariff provisions apply. No charges apply from points outside of Verizon New Jersey territory to Verizon New Jersey Directory Assistance bureaus, unless charges for such calls are filed with and accepted by the appropriate regulatory commission.

B. TERMS OF SERVICE

1. Monthly Call Allowance

a.

1

b.

(C)

c.

J

A zero call allowance applies to each business and residence exchange access line.

(C)

EXCHANGE SERVICES

4.6 DIRECTORY SERVICES

4.6.2 DIRECTORY ASSISTANCE SERVICE (Cont'd)

B. TERMS OF SERVICE (Cont'd)

2. Exemptions

a. No charge applies to Directory Assistance calls made from:

- (1) P.B.X. trunks, Centrex system telephone lines or ESSX-1 network access registers of hospitals that have as their principal undertaking the medical and surgical care of the sick and disabled and which make available station sets in the patients' rooms.
- (2) Hotel P.B.X. trunks of hotels and motels with Hotel P.B.X. service as defined in 4.3.3 of this Product guide.
- (3) A telephone service which the Company has approved as exempt due to a user's visual or physical inability to use a telephone directory. The exemption will be considered only where the user has applied for such exemption through his/her local Company business office. All exemptions will be reviewed periodically to ascertain whether the exemption is still appropriate. The exemption will be discontinued if the user is no longer disabled, or if the disabled person is no longer a user of this service.

Requirements for Establishing the Exemption

- A statement attesting to the individual's inability to use a directory, written by any federal, state, county or municipal governmental agency that deals with the type of disability involved, or written by a private organization that is generally recognized as working in the area of various disablements, or
- A copy of an official document such as a Certificate of Blindness which attests to the disability of the individual with respect to use of a directory, or
- A physician's written statement attesting to the disability of the individual with respect to use of a directory.
- In lieu of the above, upon visit to a Company business office by the disabled person, a designated Company supervisory employee may arrange for the exemption to be effected, or the Company will provide an exemption form which can be completed by the disabled person or his/her representative.

EXCHANGE SERVICES

4.6 DIRECTORY SERVICES (Cont'd)

4.6.2 DIRECTORY ASSISTANCE SERVICE (Cont'd)

B. TERMS OF SERVICE (Cont'd)

2. Exemptions (Cont'd)

The Company, upon request, will provide an exemption form which may be used for any of the preceding types of attestation. This form provides for the name of the disabled person, the address at which he/she resides, the telephone number of the service to be exempted, and the signature of the physician or other person who is certifying that the individual is unable to use a directory. No details of the disability are required.

This exemption is not intended for the purpose of obtaining Directory Assistance without charge for others.

3. Discount Provisions

The discount provisions of Part A, Section 8.6.2.I do not apply.

C. CHARGES

All direct-dialed calls in excess of the monthly allowance in B. preceding, regardless of whether or not the operator is able to provide a desired telephone number, are charged for as shown following:

	<u>Charge†</u>	
- Residence, per call.....	\$ 2.99	(I)
- Business, per call.....	\$ 2.99	(I)

† When a customer places a call for Directory Assistance through a regular operator, the equivalent of the surcharge per message for operator-assisted messages, as specified in 5.2.1 of this Product guide, applies in addition to the charge stated above.

EXCHANGE SERVICES

4.6 DIRECTORY SERVICES (Cont'd) 4.6.3 CONNECT REQUEST SERVICE

A. GENERAL

Connect ReQuestsm Service provides Directory Assistance (DA) customers with the ability of having their requested telephone numbers automatically dialed for an additional charge. This service will be available to customers calling from Touch-Tone or tone-signaling-capable telephones.

B. TERMS OF SERVICE

The **Connect ReQuest** service will be offered on an intraLATA basis only.

The **Connect ReQuest** charge is applied to completed calls only.

The **Connect ReQuest** service will be offered on the last of the two (2) numbers available for each request to Directory Assistance.

Initially the **Connect ReQuest** service will be offered on a station/sent paid basis.

Alternate billing (i.e., collect, credit card and bill-to-third) can be provided from coin stations.

As stated in Section 4.6.2, those visually or physically handicapped customers who are exempt from Directory Assistance charges will also be exempt from **Connect ReQuest** charges.

Connect ReQuest will not be offered to the following customers and services:

- A.T.&T. Card Callers
- Cellular Carriers
- Charge-A-Calls
- Corridor Message Telecommunications Service
- Customer Owned Coin Operated Telephones
- Dormitories
- Hospital Patient Lines
- Hotel/Motel Guest Lines-Dial "9" Access Lines
- Independent Telephone Companies
- Inmate Service
- Interexchange Carriers
- Marine
- Toll Diversion

Requests for call completion to 649, 700, 900, 976 and Toll Free telephone numbers will be denied.

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EXCHANGE SERVICES

4.6 DIRECTORY SERVICES (Cont'd) 4.6.3 CONNECT REQUEST SERVICE (Cont'd) B. TERMS OF SERVICE (Cont'd)

Connect ReQuest Service is available to customers served from a generically capable switching unit where adequate facilities exist.

The initial blocking of a customer's line or lines will be provided at no charge to the customer. Subsequent blocking (after an intervening elimination of the Blocking Option at the customer's request) will be subject to the nonrecurring charge set forth in C. following.

C. CHARGES

The **Connect ReQuest** Service charge applies to completed calls.

Connect ReQuest Service calls automatically completed are subject to DA charges, if applicable (Residence customers have a monthly four free call allowance), the applicable MTS charge, and the **Connect ReQuest** charge.

Connect ReQuest Service calls that require alternate billing are subject to all appropriate Special Assistance charges as specified in Section 5.2.1.

		<u>Charge</u>
Charge Per Request		\$. 30
Blocking Charge		
<u>Item</u>	<u>Nonrecurring Charge</u>	<u>USOC</u>
Connect ReQuest Blocking†	RR	BLKDA

† An ELEMENT 1B charge per order applies except where other chargeable work is ordered, and a line charge applies at the same time.

EXCHANGE SERVICES

4.6 DIRECTORY SERVICES (Cont'd)

4.6.3 CONNECT REQUEST SERVICE (Cont'd)

D. LIST SERVICE

1

1. DESCRIPTION OF SERVICE

List Service is the furnishing of telephone numbers in written form by the Directory Assistance offices to match names and addresses submitted to the Company by a customer according to a prescribed format.

B. TERMS AND CONDITIONS

Numbers are furnished for telephone calling purposes only. If a customer requests List Service for any other purpose, his/her request will be denied. Non-published numbers will not be provided, and the Company assumes no responsibility or liability for any errors or omissions that may appear in the information furnished to the customer.

Telephone numbers will not be furnished on a group or category basis where names and addresses are not shown, e.g., the numbers of all doctors or druggists in a given locality. Requests by addresses-only will not be accepted, nor will requests for name and/or address where only a telephone number is provided by the customer.

C. CHARGES

Nonrecurring charges only apply. In addition, mailing costs incurred by the Company are charged to the customer.

(C)

<u>Per Group of Names and Addresses Submitted</u>	<u>Nonrecurring Charge</u>
- Area code 201, 908, 973 or 732.	\$5.27
- Area code 609 or 856	5.27
- Each telephone number requested ¹ .	.05

NOTE 1: The charge for each telephone number applies to all numbers requested including non-published, which are not furnished, and numbers requested but not found.

J

EXCHANGE SERVICES

4.7 BUSINESS CATEGORY SEARCH

A. Description

Business Category Search (BCS) allows a caller to dial 411 and request a generic search for directory assistance listings by type of business within a specified locality or city without providing a business name and address.

B. Regulations

1. BCS is provided subject to the availability of facilities and is accessed by dialing 411 or such number(s) as the Company may designate.
2. BCS enables the customer to request business listings by category. A BCS search may respond with up to three random listings for the business category requested. A listing is the name and telephone number. Company Directory Assistance operators will also provide the business address if requested by the customer.
3. Customers will be charged for each BCS search that is requested whether or not listings are found or non-published. A maximum of two BCS search requests per call are permitted. If a BCS search request is made during a call in addition to another type of directory assistance request, a total of two requests are permitted. There are no disability billing exemptions or call allowances and the discount provisions of Part A, Section 8.6.2.1 do not apply for BCS requests.
4. Customers may request a BCS listing for a locality or city within the customer's local and intraLATA calling area on the same call. The same per search charge shall apply to all BCS requests, regardless of the locality or city requested. The rate applicable to any other type of non-BCS directory assistance service request made on the same call shall also be charged.
5. The Company shall not be liable for any errors or omissions, whether arising through negligence or otherwise, in the information furnished and the customer shall save the Company harmless against all claims that may arise from the use of such information.
6. BCS is available on a direct dialed basis. BCS will not be offered to calls placed from the following services or by the following customers:

Cellular Carriers
Customer Owned Coin
Operated Telephones
Dormitory Centrex
Hospital Patient Lines
Hotel/Motel Guest lines –
Dial “9” access Lines

Independent Telephone Companies
Inmate Service
Interexchange Carriers
Public Communication Service -
Coin and Coinless
Outward WATS Service
Toll Diversion

3. Rates and Charges

BCS, per search	\$1.50
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