



## **Granite Telecommunications, LLC**

100 Newport Avenue Extension  
Quincy, Massachusetts 02171

### **Telecommunications Service Guide**

*For Local and Intrastate Telecommunications Services Provided in the Commonwealth of*

## **Virginia**

This Price List, in conjunction with or in lieu of any existing separate Service Agreements, Service Guides, and general or service specific terms and conditions, sets forth the retail rates applicable to Granite Telecommunications LLC's telecommunications services within the Commonwealth of Virginia.

For additional information or assistance, please visit us on the web at [www.granitenet.com](http://www.granitenet.com) or contact our Customer Care representatives, toll free at (866) 847-1500, or in writing addressed to the attention of Granite Customer Service at 100 Newport Avenue Extension, Quincy, Massachusetts 02171. Customer Service representatives are available to address inquiries during company business hours from Monday through Friday 8 a.m. to 10 p.m. (EST) and Saturday 9 a.m. to 6 p.m. (EST)



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## **APPLICATION OF SERVICE GUIDE**

This Service Guide sets forth the Service offerings, rates, terms and conditions applicable to the furnishing of regulated competitive local exchange and intrastate interexchange Services offered by Granite to Customers subject to availability, not otherwise provided under a separate service agreement, in lieu of a Tariff.

The rates and regulations contained in this Service Guide apply only to the intrastate telecommunications Services furnished by Granite and do not apply, unless otherwise specified, to the lines, facilities, or the Services provided by a Local Exchange Carrier or other Common Carrier for use in accessing the Services of Granite. This Service Guide does not cover any information service or other unregulated service offered by Granite.

BY PRESUBSCRIBING, OTHERWISE UTILIZING, OR PAYING, DIRECTLY OR INDIRECTLY FOR COMPANY'S SERVICES, YOU HEREBY AGREE TO THE RATES, CHARGES, TERMS, AND CONDITIONS WHICH FOLLOW. IF YOU BELIEVE THAT YOUR USE OF SERVICES HAS BEEN MADE IN ERROR, PLEASE CONTACT GRANITE TELECOMMUNICATIONS, LLC'S SERVICE DEPARTMENT IMMEDIATELY AT 866.847.1500.

Granite may not be deemed to have waived or impaired any right, power, requirement or option reserved by this Service Guide (including, but not limited to, the right to demand exact compliance with every term and condition herein), by virtue of any custom or practice of Granite at variance with the terms hereof, or any failure, refusal or neglect of Granite to exercise any right under this Service Guide or to insist upon exact compliance with its terms, or any waiver, forbearance, delay, failure or omission by Granite to exercise any right, power or option hereunder.

The rates, rules, terms and conditions contained herein are subject to change. Subscribers will be notified of changes through bill messages or inserts in the billing cycle prior to the date on which changes become effective. Changes will also be posted on Granite's website at <http://www.granitenet.com/legal>.

This Service Guide is governed and interpreted according to applicable laws and regulations of the state in which Service is provided.



## SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS

Certain terms used generally throughout this Service Guide for Services of Company are defined below.

**Authorized User:**

A person, firm, corporation or other entity that either is authorized by the Customer to use Service or is placed in a position by the Customer, either through acts or omissions, to use Service.

**Business Service:**

A Service that conforms to one or more of the following criteria:

- the Service is primarily for paid commercial, professional or institutional activity; or
- the Service is situated in a commercial, professional or institutional location, or other location serving primarily or substantially as a site of an activity for pay; or
- the Service number is listed as the principal or only number for a business in any telecommunications directory; or
- the Service is used to conduct promotions, solicitations, or market research for which compensation or reimbursement is paid or provided. However, such use of Service, without compensation or reimbursement, for a charitable or civic purpose will not constitute business use of Service unless other criteria apply.

**Called Station:**

The terminating point of a call (i.e., the called number).

**Carrier:**

A company authorized by the Virginia State Corporation Commission to provide telecommunications services.

**Channel:**

A communications path between two or more points of termination.



## SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS, Continued

### Collect Call:

A billing arrangement where a call is billed to the called station.

### Commission:

The Virginia State Corporation Commission

### Company:

Granite Telecommunications, LLC

### Customer:

The person, firm, corporation or other entity which orders or uses Service and is responsible for payment of charges and compliance with tariff regulation.

### Customer Premises:

A location(s) designated by the Customer for the purposes of connecting to Company's Services.

### Customer Premises Equipment (CPE):

Equipment located at the Customer's Premises for use with Company's Services.

### Disconnect or Disconnection:

The termination of a circuit connection between the Originating Station and the Called Station or Company's operator.

### Emergency Number Service:

A telephone exchange communication service whereby a Public Safety Answering Point (PSAP) designated by the Customer may receive telephone calls dialed to the telephone number 911. The 911 Services includes lines and equipment necessary for transferring and dispatching public emergency telephone calls originated by persons within the telephone central offices areas arranged for 911 calling.



## SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS, Continued

Emergency Service Number (ESN):

An ESN is a Selective Routing (SR) code assigned to each telephone number in an exchange where SR is provided to route E911 calls to an appropriate PSAP. The ESN defines the set of emergency services (e.g., police, fire, PSAP and medical) within a particular serving area. An ESN is associated with a primary possibly one or more secondary PSAPs.

Facility:

Includes, in the aggregate or otherwise, but is not limited to, the following:

channels	lines
apparatus	devices
equipment	accessories
communications paths	systems

which are provided by Company and utilized by it in the furnishing of telecommunications Services or which are provided by a Customer and used for telecommunications purposes.

Force Majeure:

Causes beyond Company's control, including but not limited to: acts of God, fire, flood explosion or other catastrophes; any law, order, regulation, direction, action or request of the United States Government, or of any other government, including state and local governments having or claiming jurisdiction over Company, or of any department, agency, commission, bureau, corporation, or other instrumentality of any one or more of these federal, state, or local governments, or of any civil or military authority; national emergencies; insurrection, riots, wars, unavailability of rights-of-way or materials; or strikes, lock-outs, work stoppages, fraudulent acts of a third party, or other labor difficulties.

Holidays:

New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day, or any day which is a legally observed federal government holiday.



## **SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS, Continued**

### **LATA:**

Local Access and Transport Area ("LATA"). A geographic area established for the provision and administration of communications service. A LATA encompasses designated exchanges, which are grouped to serve common social, economic and other purposes.

### **Local Exchange Carrier:**

A company which furnishes local exchange telecommunications service.

### **Local Service:**

Telephone exchange service within a local calling area.

### **Measured Rate Service:**

Measured rate service is a classification of Local Exchange Service in connection with which local exchange usage is calculated on a per-minute, time of day, and distance-called basis for the purpose of charging for the service. For this service the dial tone line is offered with a limited monthly usage option, with an Exchange Flat/Measured Rate monthly usage option or without a monthly usage option.

### **Message Rate Service:**

Message rate service is a classification of Local Exchange Service in connection with which local exchange message usage is calculated in terms of message units for the purpose of charging for the service. For this service the dial tone line is offered with or without a limited monthly usage option.

### **Message Unit**

A message unit is a unit of measurement by which the charges for certain local messages are ascertained. Each message is charged for at least one message unit except as otherwise specified.

### **Network Interface Device (NID)**

A device that readily permits the disconnection of all Customer Premises Wiring from the Company's network and provides access to the company network through an industry registered jack of a type provided for in 47 CFR Part 68 for testing purposes.

### **Person-to-Person:**

A call for which the person originating the call specifies to the operator a particular person, department or extension to be reached.





## SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS, Continued

### Premises:

A building or buildings or contiguous property, not separated by a public highway or right-of-way.

### Public Safety Answering Point (PSAP)

The answering point for a 911 call. A PSAP may be designated as Primary or Secondary, which refer to the order in which calls are directed for answering. Primary PSAPs answer first; Secondary PSAPs receive calls on a transfer basis only. Any person dialing 911 from a telephone number that is used for local exchange telephone network access and arranged to provide 911 service will be automatically connected to the appropriate PSAP for that telephone.

### Service(s):

The intrastate telecommunications Services that Company offers pursuant to this Service Guide.

### Station:

Each telephone on a line where no telephone number associated with the line is provided on the same premises and in the same building; the first termination in station key equipment or a jack for use with a portable telephone.

### Station-to-Station:

Any operator handled call where the person originating the call does not specify a particular person to be reached, or a particular station, room number, department, or office to be reached through a PBX attendant.

### Telecommunications Relay Service (TRS):

Enables deaf, hard-of-hearing or speech-impaired persons who use a text telephone or similar devices, to communicate freely with the hearing population not using text telephone and visa versa.

### V & H Coordinates:

Geographic Points which define the originating and terminating points of a call in mathematical terms so that the airline mileage of the call may be determined. Call mileage is used for the purpose of rating calls.

### White Pages Directory Listing:

A directory listing found in the local White Pages telephone directory.

### Working Day:

Any day on which Company's business office is open and the U.S. Mail is delivered.



## SECTION 2 - RULES AND REGULATIONS

### 2.1. UNDERTAKING OF COMPANY

- 2.1.1. Company undertakes to provide Services subject to the terms and conditions of this Service Guide.
- 2.1.2. Company's Services are furnished for telecommunications originating and/or terminating in any area within the Commonwealth of Virginia.
- 2.1.3. Company offers Services to Customers for the transmission and reception of voice, data, and other types of communications.
- 2.1.4. Company does not transmit messages pursuant to this Service Guide, but its Services may be used for that purpose.
- 2.1.5. Company's Services are provided on a monthly basis unless otherwise provided, and are available twenty-four (24) hours per day, seven (7) days per week.
- 2.1.6. Company may, at Company's sole discretion, elect to employ third parties to perform any of its obligations under this Service Guide.
- 2.1.7. Universal Emergency Telephone Number Service
  - A. This Service Guide does not provide for the inspection or constant monitoring of facilities to discover errors, defects or malfunctions in the service, nor does the Company undertake such responsibility.
  - B. 911 information consisting of the names, addresses and telephone numbers of all telephone customers is confidential. The Company will release such information via the Data Management System only after a 911 call has been received, on a call by call basis, only for the purpose of responding to an emergency call in progress.
  - C. The 911 calling party, by dialing 911, waives the privacy afforded by non-listed and non-published service to the extent that the telephone number, name, and address associated with the originating station location are furnished to the Public Safety Answering Point.



## SECTION 2 - RULES AND REGULATIONS

### 2.1 UNDERTAKING OF COMPANY, Continued

#### 2.1.7. Universal Emergency Telephone Number Service, Continued

- D. After the establishment of service, it is the Public Safety Agency's responsibility to continue to verify the accuracy of and to advise the Company of any changes as they occur in street names, establishment of new streets, changes in address numbers used on existing streets, closing and abandonment of streets, changes in police, fire, ambulance or other appropriate agencies' jurisdiction over any address, annexations and other changes in municipal and county boundaries, incorporation of new cities or any other similar matter that may affect the routing of 911 calls to the proper Public Safety Answering Point (PSAP).
  
- E. The Company assumes no liability for any infringement, or invasion of any right of privacy or any person or persons caused, or claimed to be caused, directly or indirectly by the use of 911 Service. Under the terms of this Service Guide, the Public Safety Agency must agree, except where the events, incidents, or eventualities set forth in this sentence are the result of the Company's gross negligence or willful misconduct, to release, indemnify, defend and hold harmless the Company from any and all loss or claims whatsoever, whether suffered, made, instituted, or asserted by the Public Safety Agency or by any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage, or destruction of any property, whether owned by the customer or others. Under the terms of this Service Guide, the Public Safety Agency must also agree to release, indemnify, defend and hold harmless the Company for any infringement of invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion, or use of 911 Service features and the equipment associated therewith, or by any services furnished by the Company in connection therewith, including, but not limited to, the identification of the telephone number, address, or name associated with the telephone used by the party or parties accessing 911 Service hereunder, and which arise out of the negligence or other wrongful act of the Public Safety Agency, its User, agencies or municipalities, or the employees or agents of any one of them, or which arise out of the negligence, other than gross negligence or willful misconduct, of the Company, its employees or agents.



## SECTION 2 - RULES AND REGULATIONS, Continued

### 2.2. CUSTOMER'S USE OF SERVICE

- 2.2.1. Service may be used for any lawful purpose consistent with this Service Guide and with the transmission and switching parameters of the telecommunications facilities utilized in the provision of Services.
- 2.2.2. Equipment Company provides or installs at the Customer's premises for use in connection with the Services Company offers may not be used for any other purpose other than for which Company provided it. Customer may not, and may not permit others to, rearrange, disconnect, remove, attempt to repair, or otherwise interfere with any of the Services or equipment installed by Company or Company's agent, except upon the consent of Company.
- 2.2.3. The Services Company offers may not be used for any unlawful purpose or for any use as to which the Customer has not obtained all governmental approvals, authorizations, licenses, consents and permits required to be obtained by Customer with respect thereto.
- 2.2.4. Service may not be used for any purpose for which the Customer receives any payment or other compensation, except when the Customer is a duly authorized and regulated common carrier, receives any payment or other compensation. This provision does not prohibit an arrangement between the Customer or Authorized User to share the cost of Service.
- 2.2.5. Service may not be used in any manner, which interferes with other persons in the use of their Service, prevents other persons from using their Service, otherwise impairs the quality of Service to other Customers, or impairs the privacy of any communications over any Service provided by Company. Company may require a Customer to shut down its transmission of signals if said transmission is causing interference to others.
- 2.2.6. Service may not be used in any manner so as to annoy, abuse, threaten, or harass other persons.



## SECTION 2 - RULES AND REGULATIONS, Continued

### 2.2. CUSTOMER'S USE OF SERVICE, Continued

- 2.2.7. The use of Company's Services either without payment for Service or attempting to avoid payment for Service by fraudulent means or devices, schemes, false or invalid numbers, or false calling or credit cards is prohibited.
- 2.2.8. The Customer obtains no property right or interest in the use of any specific type of facility, Service, equipment, telephone number, process or code. All rights, titles and interests remain, at all times, solely with Company.
- 2.2.9. Customer's use of any resold service obtained from other service providers is also subject to any applicable restrictions in the underlying provider's publicly available tariffs.



## SECTION 2 - RULES AND REGULATIONS, Continued

### 2.3. APPLICATION FOR SERVICE

- 2.3.1. A Customer desiring to obtain Service may be required to complete the appropriate service order form and submit the service order in compliance with Company subscription requirements as may be established from time to time.
- 2.3.2. The name(s) of the Customer(s) desiring to use the Service must be set forth in the application for Service.
- 2.3.3. Company reserves the right to refuse an application for Service made by a present or former Customer who is indebted to Company for Service previously rendered pursuant to this Service Guide until the indebtedness is satisfied. Company may also refuse an application when, in Company's sole discretion, provision of Service is precluded under Section 2.6.1. below.
- 2.3.4. Request for Service under this Service Guide will authorize Company to conduct a credit search on the Customer. Company reserves the right to refuse Service on the basis of credit history and to refuse further Service due to late payment or nonpayment by the Customer.
- 2.3.5. Where the Customer cancels an application for Service, a cancellation charge will apply as specified in the Cancellation or Modification of Service by Customer Section of this Service Guide.
- 2.3.6. Company may require an applicant for Service, who intends to use Company's offerings for resale and/or for shared use, to file a letter with Company confirming that the applicant's use of Company's offerings complies with relevant laws and Commission regulations, policies, orders, and decisions.



## SECTION 2 - RULES AND REGULATIONS, Continued

### 2.4. DEPOSITS AND ADVANCE PAYMENTS

2.4.1. Company will not collect deposits.

2.4.2. To safeguard its interests, Company may require a Customer to make an advance payment before Services are furnished. The advance payment will not exceed an amount equal to the nonrecurring charge(s) and one (1) month's recurring charges for the Service. In addition, where special construction is involved, the advance payment may also include an amount equal to the estimated nonrecurring charges for the special construction and recurring charges for a period to be set between Company and the Customer (if any). The advance payment will be credited to the Customer's initial bill.

### 2.5. CREDIT

2.5.1. Company, in order to ensure payment of its charges for Service or for loss of or damage to Company property, will require Applicants and Customers to establish and maintain credit. The establishment or re-establishment of credit as provided in this Section does not relieve an applicant or Customer from compliance with other provisions of this Service Guide as to the payment of bills and in no way modifies the Sections regarding disconnection and termination of Service for failure to pay bills due for Service furnished. If an applicant for Service is unable to provide satisfactory credit information, Company may refuse to provide Service.



## SECTION 2 - RULES AND REGULATIONS, Continued

### 2.6. PROVISION AND MAINTENANCE OF SERVICE

- 2.6.1. Company will use reasonable efforts to make Service available to Customers on or before a particular date, subject to the provisions and compliance by the Customer within the provisions of this Service Guide. The lack of facilities or other operational impediments, including regulatory approvals, may preclude or delay provision of Service (a) in a particular location or to a particular Customer and/or (b) at any promised performance level. Actual transmission speeds and service characteristics of a Service may vary from those expected by the Customer due to such factors as the length and gauge of the line and other operational characteristics of the equipment and facilities used.
- 2.6.2. At the request of the Customer, installation or maintenance may be performed outside of Company's regular business hours or in hazardous locations. In such cases, charges based on cost of the actual labor, material or other costs incurred by or charged by Company will apply. If installation or maintenance is started during regular business hours, but, at the Customer's request, extends beyond regular business hours into time periods including, but not limited to, weekends, holidays, and/or night hours, additional charges may apply.
- 2.6.3. Company will have control over the installation, rearrangement, repair, maintenance, and disconnection of all network elements owned or otherwise obtained to ensure the required level of Service. Company may substitute, change or rearrange any equipment or facility at any time and from time to time, but will not thereby alter the technical parameters of the Service provided to the Customer.
- 2.6.4. Company will use reasonable efforts to maintain the Service that it furnishes to the Customer. Company may make such tests, adjustments and inspections as may be necessary to maintain Company's Services and equipment in satisfactory operating condition. When Company makes tests, adjustments and inspections that will interrupt the Customer's service, a reasonable notice and/or release will be made to or obtained from the Customer before such interruption.
- 2.6.5. Company may, upon reasonable notice, make such tests and inspections as may be necessary to determine whether the terms and conditions of this Service Guide are being complied with in the installation, operation or maintenance of the Customer's or Company's facilities or equipment. If the protective requirements of Customer-provided equipment are not being complied with, Company may take such action as it deems necessary to protect its Services, equipment and personnel. Company will notify the Customer promptly if there is any need for further corrective action. Within ten (10) days of receiving this notice, the Customer must take such action. If the Customer fails to do this, Company may take whatever additional action is deemed necessary, including the suspension of Service to protect its Services, equipment and personnel from harm.
- 2.6.6. Service will continue to be provided until cancelled by the Customer. Customers may cancel service at any time via verbal or written notice.
- 2.6.7. Company may refuse to permit collect calling, calling card, third number billing which it determines to be fraudulent and/or may limit the use of these billing options or Services.





## SECTION 2 - RULES AND REGULATIONS, Continued

### 2.7. SPECIAL CONSTRUCTION

2.7.1. Subject to the agreement of the Company and to all of the regulations contained in the Tariffs of the Company, special construction and special arrangements may be undertaken on a reasonable efforts basis at the request of the Customer. Special arrangements include any service or facility relating to a regulated telecommunications not otherwise specified under tariff, or for the provision of service on an expedited basis or in some other manner different from the normal tariff conditions. Special construction is that construction undertaken:

- A. where facilities are not presently available, and there is no other requirement for the facilities so constructed;
- B. of a type other than that which the Company would normally utilize in the furnishing of its services;
- C. over a route other than that which the Company would normally utilize in the furnishing of its services;
- D. in a quantity greater than that which the Company would normally construct;
- E. on an expedited basis;
- F. on a temporary basis until permanent facilities are available;
- G. involving abnormal costs; or
- H. in advance of its normal construction.

### 2.7.2. Basis for Charges

Where the Company furnishes a facility or service on a special construction basis, charges will be based on the costs incurred by the Company, including (1) nonrecurring type charges; (2) recurring type charges, (3) termination liabilities, or (4) combinations thereof, plus an administrative fee minus any credit for reuse or salvage. The agreement for special construction will ordinarily include a minimum service commitment based upon the estimated service life of the facilities provided.

Where the Company furnishes a service for which a rate or charge is not specified in the Company's tariffs, charges will be based on the costs incurred by the Company and may include, (1) nonrecurring type charges; (2) recurring type charges, (3) termination liabilities; or (4) combinations thereof.



## SECTION 2 - RULES AND REGULATIONS, Continued

### 2.7. SPECIAL CONSTRUCTION, Continued

#### 2.7.3. Basis for Cost Computation

The costs referred to in this Section may include one or more of the following items to the extent they are applicable:

- A. installed costs of the facilities to be provided including estimated costs for the rearrangements of existing facilities. Installed costs include the cost of:
  - 1. equipment and materials provided or used,
  - 2. engineering, labor and supervision,
  - 3. transportation,
  - 4. rights of way, and
  - 5. any other item chargeable to the capital account.
- B. annual charges including the following:
  - 1. cost of maintenance;
  - 2. depreciation on the estimated installed cost of any facilities provided, based on the anticipated useful service life of the facilities with an appropriate allowance for the estimated net salvage;
  - 3. administration, taxes and uncollectible revenue on the basis of reasonable average costs for these items;
  - 4. any other identifiable costs related to the facilities provided; and
  - 5. an amount for return and contingencies.



## SECTION 2 - RULES AND REGULATIONS, Continued

### 2.7. SPECIAL CONSTRUCTION, Continued

#### 2.7.4 Termination Liability

To the extent that there is no other requirement for use by the Company, the Customer may have a termination liability for facilities specially constructed at the request of the Customer, if and only if such liability is clearly stated in a written agreement between the Company and the Customer.

- A. The maximum termination liability is equal to the total cost of the special facility as determined herein, adjusted to reflect the redetermined estimate net salvage, including any reuse of the facilities provided.
- B. The maximum termination liability shall be divided by the original term of service contracted for by the Customer (rounded up to the next whole number of months) to determine the monthly liability. The Customer's termination liability shall be equal to this monthly amount multiplied by the remaining unexpired term of service (rounded up to the next whole number of months), discounted to present value at six percent (6%), plus applicable taxes.



## SECTION 2 - RULES AND REGULATIONS, Continued

### 2.8 MINIMUM SERVICE PERIOD

- 2.8.1 The minimum Service period is one month (30 days), with the first thirty (30) days being the initial minimum Service period. The Customer must pay the regular tariffed rate for Service for the minimum period of Service if service is disconnected during the initial minimum Service period. If a Customer disconnects Service after the initial minimum Service period has ended, then the Customer will be billed pro rata for services rendered. When the Service is moved within the same building, to another building on the same Premises, or to a different Premises entirely, the period of Service at each location is accumulated to calculate if the Customer has met the minimum Service period obligation.
- 2.8.2 If Service is terminated before the end of the minimum period of Service as a result of condemnation of property, damage to property requiring the Premises to be abandoned, or by the death of the Customer, the Customer is not obligated to pay for Service for the remainder of the minimum period.
- 2.8.3 If Service is transferred to a new Customer at the same Premises during the first month of Service, the new Customer assumes responsibility to meet the remainder of the minimum Service period requirements. For Services not taken over by the new Customer, the original Customer is responsible for the remaining payment for the minimum Service period obligation in accordance with the terms under which the Service was originally furnished.



## SECTION 2 - RULES AND REGULATIONS, Continued

### 2.9. CUSTOMER RESPONSIBILITIES

- 2.9.1 The Customer is responsible for the payment of all charges for Service furnished to the Customer and for all additional charges for calls the Customer elects to continue making.
- 2.9.2 The Customer is responsible for compliance with applicable regulations set forth in this Service Guide.
- 2.9.3 Upon Company request, the Customer must verify the name(s) of Authorized Users allowed to request and use the Customer's Service.
- 2.9.4. Customer will return to Company within five (5) days of termination of Service all Company-provided equipment. All returned equipment must be in the same condition as when delivered to the Customer by Company. Upon demand, Customer will reimburse Company for any costs incurred by Company due to Customer's failure to comply with this Section.
- 2.9.5. Customer is responsible for the payment of any bills for Services and for the resolution of any disputes or discrepancies with Company. Company has no responsibility with respect to billings, charges or disputes related to services used by Customer which are not included in Services herein including, without limitation, any local, regional and long distance services not provided by Company.
- 2.9.6 The Customer is responsible for establishing identity as often as is necessary during the course of the call or when seeking credits from Company.
- 2.9.7 The Customer must make arrangements or obtain permission for safe, reasonable and continuous access and right-of-way for Company employees or agents of Company to enter the Premises of the Customer or any Authorized User of the Customer at any reasonable hour for the purpose of performing Company's obligations under this Service Guide.



## SECTION 2 - RULES AND REGULATIONS, Continued

### 2.9. CUSTOMER RESPONSIBILITIES, Continued

- 2.9.8. The Customer is responsible for the payment of (a) Service charges as set forth herein and (b) charges for visits by Company's agents or employees to the Premises of the Customer or Authorized User when the Service difficulty or trouble report results from the use of Services and equipment by the Customer or Authorized User.
- 2.9.9. Customer will, at Customer's expense, provide reasonable space, power, and level of heating and air conditioning, and otherwise maintain the proper environment to operate Company's Service at Customer's or Authorized User's premises.
- 2.9.10. The Customer may not, without prior written consent of Company, which consent shall not be unreasonably withheld, assign, transfer, or in any other manner dispose of, any of its rights, privileges, or obligations under this Service Guide, and any attempt to make such an assignment, transfer, disposition without consent will be null and void.
- 2.9.11. A Customer or Authorized User may not represent in any way that the relationship between Customer or Authorized User and Company is anything other than one of customer and supplier, respectively. Nothing in this Service Guide gives Customer or Authorized Users any authority to bind or otherwise incur liability on behalf of Company. Nothing in this Service Guide constitutes an endorsement by Company of any activity, service or product of Customer or Authorized Users.
- 2.9.12. The Customer is responsible for any damages, including usage charges that the Customer may incur as a result of the unauthorized use of its communications equipment. The unauthorized use of the Customer's communications equipment includes, but is not limited to, the placement of calls from the Customer's Premises and the placement of calls through Customer-controlled or Customer-provisioned equipment that are transmitted or carried over Company's network without the authorization of the Customer.



## SECTION 2 - RULES AND REGULATIONS, Continued

### 2.10. PAYMENTS AND BILLING

- 2.10.1. Service is provided and recurring Service charges billed on a monthly (30 day) basis. The billing date is dependent on the billing cycle assigned to the Customer.
- 2.10.2. Non-recurring charges and charges based on actual usage are billed monthly in arrears.
- 2.10.3. If any portion of the payment is not received by the Company, or if any portion of the payment is received by the Company in funds that are not immediately available, within twenty (20) days of the mail date on the bill, then a late payment penalty shall be due the Company. The late payment penalty shall be that portion of the payment not received by the date due minus any charge billed as local taxes multiplied by 1.5 percent.
- 2.10.4. A Customer will not be liable for any late payment charge applicable to a disputed portion of that Customer's bill, so long as the Customer pays the undisputed portion of the bill and enters into bona fide negotiations to resolve the dispute on a timely basis, pursuant to Section 2.10.10.
- 2.10.5. Checks presented in payment for Services and subsequently returned to Company by the Customer's financial institution for "Non-Sufficient Funds" or other reasons will incur a \$20.00 nonrecurring charge per Customer per check.
- 2.10.6. A Customer will be placed on a "cash only" basis upon receipt of two (2) returned checks within a twelve (12)-month period of time. "Cash only" is herein defined as cashier's checks, U.S. currency, or money orders.
- 2.10.7. Receipt of a subsequently dishonored negotiable instrument in response to a notice of discontinuance will not constitute payment of a Customer's account, and Company will not be required to issue additional notice prior to discontinuance. However, three (3) banking days must be allowed for redemption of such instrument.
- 2.10.8. Billing disputes should be addressed to Company's Customer service organization via a toll-free telephone numbers, (866) 847-1500 or (866) 847.5500. Customer service representatives are available at (866) 847-1500 from 9:00 a.m. to 6:00 p.m. Eastern Time. Messages may be left for Customer services from 6:01 p.m. to 8:59 a.m. Eastern Time, which will be answered on the next business day, unless in the event of an emergency which threatens Customer service. Twenty-four hour customer service is available at (866) 847-5500.



## SECTION 2 - RULES AND REGULATIONS, Continued

### 2.10. PAYMENTS AND BILLING, Continued

2.10.9. In case of a billing dispute between Customer and Company as to the correct amount of a bill, which cannot be adjusted with mutual satisfaction, Customer may enter the following arrangement:

- A. First, Customer requests, and Company will comply with the request, an Investigation and review of the disputed amount. Customer must pay the undisputed portion of the bill by the Due By Date shown on the bill.
- B. The Customer may pay the disputed portion of the bill by the Due By Date shown on the bill. However, Service will not be subject to termination if the disputed amount is not paid during the pendency of the investigation.
- C. If there is still disagreement after the investigation and review by a manager of Company, Customer may appeal to Commission for its investigation and decision.
- D. After the investigation and review are completed by Company as noted in subsection A. above, and the dispute is resolved indicating that the disputed amount is due and payable to the Company, the disputed amount becomes due and payable at once. In order to avoid disconnection of Service, the disputed amount must be paid within seven (7) calendar days after the date Company notifies Customer that the investigation and review are completed, the dispute has been resolved and that such payment must be made or Service will be suspended or terminated. However, the Service will not be terminated prior to the Due By Date shown on the bill. Failure to pay non-regulated or competitive services charges will not result in disconnection of basic local service.
- I. The address and telephone number of the Commission are:

Virginia State Corporation Commission  
Communications Division  
Box 1197  
Richmond, Virginia 23218  
Telephone: 1-804-371-9420





## SECTION 2 - RULES AND REGULATIONS, Continued

### 2.11. TAXES

Customer must pay, without limitation, all sales, use, gross receipts, excise, access, bypass, 911, Telecommunications Relay Service, rights-of-way, and other local, state and federal taxes, charges, fees, and surcharges, however designated, imposed on or based upon the provision, sale or use of the Services (excluding taxes on Company's net income). Such taxes and fees will be separately stated on the applicable invoice.

### 2.12. ALLOWANCES FOR INTERRUPTION OF SERVICE

2.12.1 For the purpose of applying this provision, the word "interruption" means the inability to access Service due to equipment malfunction or human errors. "Interruption" does not include, and no allowance will be given for, Service difficulties such as slow access, circuits busy or other network and/or switching capacity shortages.

2.12.2. Credit allowances will be given in accordance to this Section 2.11. for interruptions of Service which are not due to Company's testing or adjusting (when proper notice and release is obtained), to the negligence of the Customer, or to the failure of channels, equipment and/or communications equipment provided by the Customer or another Carrier, and are subject to the general limitation of liability provisions set forth in Section 2.15. herein. Customer must notify Company of any interruptions of Service. Before giving such notice, the Customer must ascertain that the trouble is not caused by any action or omission of the Customer, and not otherwise within the Customer's control.

2.12.3. For purposes of computing a credit under Section 2.11. every month is considered to have 720 hours. No credit will be allowed for an interruption of a continuous duration of less than two hours. Company will credit the Customer for an interruption of two (2) hours or more at the rate of 1/720th of the monthly charge for the Service affected for each hour or major fraction thereof that the interruption continues.

Credit formula:  $Credit = (A/720) \times B$

A - outage time in hours

B - total monthly charge for affected Service



## SECTION 2 - RULES AND REGULATIONS, Continued

### 2.13. SUSPENSION, TERMINATION OR MODIFICATION OF SERVICE BY CUSTOMER

- 2.13.1. Customers may suspend or terminate Service by providing written or verbal notice to Company prior to suspension or termination. Notice must specify the date on which Service is to be suspended or terminated.
- 2.13.2. The Customer remains responsible for all Service charges until the day and time on which Service is actually suspended or terminated.
- 2.13.3. If Customer terminates Service before Company completes installation of the Service and at the time of termination Company has incurred any expense in installing Services or preparing to install Service that it would not otherwise have incurred, a charge equal to the cost Company incurred will apply. In no case will this charge exceed the charge for the minimum period of Services ordered, including installation charges and Non-Recurring charges and all amounts others may charge Company that would have been chargeable to the Customer had Service been initiated.
- 2.13.4. If the Customer terminates Service after Company has completed installation, the charge set forth in Section 2.12.3. will apply to the extent Company has not yet recovered the costs described in Section 2.12.3. In addition, the minimum Service period obligations described in Section 2.7. will apply regardless of whether Service has been initiated and the charges due under Section 2.7. apply.
- 2.13.5. In the case of a Customer-initiated modification of Service, charges for the subsequent order are in addition to the costs incurred before the Customer changed the original order.
- 2.13.6. Customers must pay the Line Restoration charge set forth in Section 4 of this Service Guide prior to restoration of Service suspended at Customer's request.



## SECTION 2 - RULES AND REGULATIONS, Continued

### 2.14. SUSPENSION OR TERMINATION OF SERVICE BY COMPANY

- 2.14.1 Company may, without incurring liability, refuse, suspend or terminate the Service for any of the following reasons, provided that the Company shall issue ten (10) days written notice to the Customer via first-class mail prior to termination of Service.
- A. If there is a condition determined in Company's sole discretion to be hazardous to the Customer, to other Customers of Company, to Company's equipment, to the public or to employees or agents of Company; or
  - B. If Company deems refusal of Service, suspension or disconnection necessary to protect itself or third parties against fraud or to otherwise protect its personnel, agents, facilities or Services; or
  - C. For non-compliance with and/or violation of any State or municipal law, ordinance or regulation pertaining to Service; or
  - D. For use of Company's Services for any purpose other than that described in the application; or
  - E. In the event of Customer use of equipment in such a manner as to adversely affect Company's equipment or the Service to others; or
  - F. In the event of tampering with the equipment furnished and owned by Company;
  - G. In the event of abuse or fraudulent use of Service;
    - 1. Abuse or fraudulent use of Service includes:
      - a. The use of Service or facilities of the Company to transmit a message or to locate a person or otherwise to give or obtain information, without payment of an applicable charge;
      - b. The obtaining, or attempting to obtain, or assisting another to obtain or to attempt to obtain Service, by rearranging, tampering with, or making connection with any facilities of the Company, or by any trick, scheme, false representation, or false credit device, or by or through any other fraudulent means or device whatsoever, with intent to avoid the payment, in whole or in part, of the established charge for such Service.
  - H. In the event that the Customer abandons Service;



## SECTION 2 - RULES AND REGULATIONS, Continued

### 2.14. SUSPENSION OR TERMINATION OF SERVICE BY COMPANY, Continued

#### 2.14.1., Continued

- I. For use of foul or profane language over the Service;
- J. For impersonation of another person with fraudulent intent over the Service;
- K. For nonpayment of any deposit required by the Company;
- L. For violation of this Service Guide, except as provided in Section 2.14.1., including without limitation, non-payment of bills for Service, refusal to provide Company with either a deposit or advance payment, or failure to meet Company's credit requirements; or
- M. For failure of the Customer to make proper application for Service including, without limitation, the provision of false information; or
- N. When necessary for Company to comply with any order or request of any governmental authority having jurisdiction.

2.14.2. The Company may continue suspension of service until all charges due have been paid and all violations have ceased. During the period of such suspension all monthly charges apply. Should the Customer comply with the Company's instructions during the suspension period, the Customer must pay the Suspended Service Restoration charge set forth in Section 4 of this Service Guide in addition to all applicable monthly service charges. The Company may terminate the service without suspension of service or following suspension of service, and disconnect and remove any of its equipment from the Customer's premises. If service is terminated after a suspension, the date of termination is considered to be the date service was suspended.

2.14.3. A customer's local exchange service may only be disconnected for non-payment of noncompetitive tariffed services regulated by the Commission. Local exchange service may not be disconnected for non-payment of toll services, voice mail, Internet, paging, charges not billed on behalf of the Company and federally imposed customer charges and taxes.

2.14.4. The termination of Service(s) by Company pursuant to this section does not relieve the Customer of any obligations to pay Company for charges due and owing for Service(s) furnished up to the time of termination. A Customer whose Service has been terminated by the Company also must pay the Service Restoration Charges set forth in Section 4 of this Service Guide. The remedies set forth herein are not exclusive, and Company is at all times be entitled to all the rights available to it under law or equity.



## SECTION 2 - RULES AND REGULATIONS, Continued

### 2.15. RESTORATION OF SERVICE

- 2.15.1. The use and restoration of Service in emergencies may be in accordance with part 64, Subpart D of the Federal Communications Commission's Rules and Regulations which specifies the priority system for such activities.
- 2.15.2. When a Customer's Service has been terminated in accordance with this Service Guide and the Service has been terminated through the completion of a Company service order, Service will be restored only upon the basis of application for new Service.
- 2.15.3. A Customer whose Service has been terminated by the Company also must pay the Service Restoration Charge before Service is restored.
- 2.15.4. A Customer whose Service has been terminated is required to pay the Service Connection Charge before Service is restored.
- 2.15.5. A Customer whose Service has been terminated for failure to establish credit or for nonpayment of bills will be required to pay the unpaid balance due and the Service Restoration Charge set forth in Section 4 of this Service Guide before Service is restored.
- 2.15.6. Whenever Service has been terminated for fraudulent or other unlawful use, Company may, before restoring Service, require the Customer to make, at its own expense, all changes in facilities or equipment necessary to eliminate such fraudulent or otherwise unlawful uses and to pay an amount reasonably estimated as the loss in revenues resulting from such fraudulent use.
- 2.15.7. A Customer whose Service has been suspended by the Company must pay the Suspended Service Restoration Charge set forth in Section 4 of this Service Guide in addition to all applicable monthly service charges due and owing during the period of suspension.
- 2.15.8. A Customer whose Service has been suspended at the Customer's request must pay the Line Restoration charge set forth in Section 4 of this Service Guide prior to restoration of Service.



## SECTION 2 - RULES AND REGULATIONS, Continued

### 2.16. LIMITATION OF LIABILITY

- 2.16.1. Company will not be liable to the Customer or Authorized User for, and the Customer and any Authorized User, jointly and severally, will indemnify, defend and hold harmless Company from any allegation, claim, loss, damage, liability, defect, cost or expense resulting from or involving:
- A. Libel, slander, or invasion of privacy from material, data, information or other content transmitted over Company's facilities; or
  - B. Patent or trademark infringement or other infringement of intellectual property rights including, but not limited to, copyrights, trademarks, and trade secrets, arising from (1) combining (or using in connection with) Company-provided Services and equipment with any facilities, services functions, or products provided by the Customer or Authorized User or (2) use of Services, functions, or products which Company furnished in a manner Company did not contemplate and over which Company exercises no control. In the event that any such infringing use is enjoined, the Customer or Authorized User at its expense, will obtain immediately a dismissal or stay of such injunction, obtain a license or other agreement so as to extinguish the claim in infringement, terminate the claimed infringing use, or modify such combination so as to avoid any such infringement; or
  - C. A breach in the privacy or security of communications transmitted over Company's facilities; or
  - D. Acts, mistakes, omission, interruptions delays, errors or defects in transmission over Company's facilities or equipment; or
  - E. Injuries to persons or property from voltages or currents transmitted over Company-provided facilities caused by Customer-provided equipment or Premises wire; or
  - F. The disconnection of Service for failure to pay the charges billed to Customer, including but not limited to, any direct, indirect, incidental, special consequential, exemplary or punitive damages, so long as such disconnection of Service complied with the applicable rules and regulations; or



## SECTION 2 - RULES AND REGULATIONS, Continued

### 2.16. LIMITATION OF LIABILITY, Continued

#### 2.16.1. Continued

- G. Violations of the obligations of the Customer under this Service Guide; or
- H. Defacement of or damage to Customer Premises, facilities or equipment resulting from the furnishing of Service or equipment on such Premises or the installation, maintenance, repair or removal thereof, unless such defacement or damage is caused by willful misconduct of Company's agents or employees; or
- I. The interruption of a call to any party or any other person in conjunction with use of the Busy Line Verification and Interrupt Service as set forth in this Service Guide; or
- J. Any lost, destruction or damage to property of the Customer, the Customer's agent, distributors, or any third party, or the death of or injury to persons, including, but not limited to, employees or invitees of either Company or the Customer, to the extent caused by or resulting from the negligent or intentional act or omission of Company, Customer, Authorized User or their employees, agents representatives or invitees; or
- K. Any delay or failure of performance or equipment due to a Force Majeure condition or any unlawful acts of Company's agents and employees if committed beyond the scope of their agency or employment.
- L. Misrepresentation of, or the failure to disclose, the lawful rates and charges published in the Tariff, so long as Company has complied with any applicable rules and regulation related thereto; or
- M. Fees Company delivered to a jurisdiction in question and not returned to Company as provided in the Taxes Section of this Service Guide; or



## SECTION 2 - RULES AND REGULATIONS, Continued

### 2.16. LIMITATION OF LIABILITY, Continued

#### 2.16.1. Continued

N. Any act, mistake, omission fraudulent act of a third party, interruption, delay error, or defect caused by or contributed to by:

1. Another company or Carrier, or its agents or employees, when the facilities or equipment of the other company of Carrier are used for or with the Service Company offers. This included the provision of a signaling system or other database by another company; or
2. The Customer, or any third party acting as its agent, in connection with Company-provided or Customer-provided facilities or equipment, including, but not limited, the Customer's failure to take all necessary steps to obtain, install and maintain all necessary equipment, materials and supplies for interconnecting the terminal equipment or communications system of the Customer to Company's network; or
3. A third party.

O. Any failures, errors malfunctions or omissions of Caller ID Blocking whether or not arising from or relating to any ordinary negligence or other conduct by Company; or

P. Any unauthorized use of the Service provided to Customer.

2.16.2. The liability of Company for damages arising out of the furnishing of, or failing to furnish, its Services, including but not limited to mistakes, omission, disconnections, interruptions, delays, acts of a third party, errors, defects, or representations, whether caused by acts or omissions is limited to the extension of allowances for interruption as set forth in this Service Guide. Such allowances for interruptions are the sole remedy of the Customer and the sole liability of Company. Company will not be liable for any direct, indirect, incidental, special, consequential, exemplary or punitive damages to Customer as a result of any Company Service, equipment or facilities, or the acts or omissions, acts of a third party, or the acts or omissions of Company, its employees or agents.





## SECTION 2 - RULES AND REGULATIONS, Continued

### 2.16. LIMITATION OF LIABILITY, Continued

- 2.16.3. The liability of Company's suppliers and vendors for damages arising out of the furnishing of, or failing to furnish, their services, including but not limited to mistakes, omissions, interruptions, delays, errors, defects, or representations, whether caused by acts or omissions of such suppliers and vendors shall be limited to the extension of allowances for interruptions as set for in this Service Guide. The extension of such allowances for interruptions will be the sole remedy of the Customer and the sole liability of Company's supplier and vendors. Company's suppliers and vendors will not be liable for any direct, indirect, incidental, special, consequential, exemplary or punitive damages to Customer, as a result of any service, equipment or facilities, or the acts or omissions, of Company's suppliers and vendors, or the employees or agents of Company's suppliers and vendors.
- 2.16.4. The entire liability of Company for any claim, loss, damage or expense from any cause whatsoever will in no event exceed sums actually paid to Company by the Customer for the specific Services giving rise to the claim, and no action or proceeding against Company may be commenced more than one (1) year after the Service is rendered.
- 2.16.5. THE SERVICES ARE PROVIDED ON AN "AS IS" AND "AS AVAILABLE" BASIS. COMPANY EXPRESSLY DISCLAIMS ALL WARRANTIES OF ANY KIND, WHETHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY, ACCURACY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT. COMPANY MAKES NO WARRANTY THAT SERVICE WILL BE UNINTERRUPTED, TIMELY, SECURE OR ERROR FREE OR MEET ANY PARTICULAR PERFORMANCE LEVEL; NOR DOES COMPANY MAKE ANY WARRANTY AS TO THE RESULTS THAT MAY BE OBTAINED THROUGH THE SERVICES OR THAT ANY DEFECT IN THE SERVICE WILL BE CORRECTED.
- 2.16.6. The liability of Company for errors in billing that result in overpayment by the Customer will be limited to a credit equal to the dollar amount erroneously billed or, in the even that payment has been made and Service has been discontinued, to a refund of the amount erroneously billed.



## SECTION 2 - RULES AND REGULATIONS, Continued

### 2.16. LIMITATION OF LIABILITY, Continued

#### 2.16.7. With respect to Emergency Number 911 Service:

- A. This Service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies. Company is not responsible for any losses, claims, demands, suits or any liability whatsoever, whether suffered, made, instituted or asserted by the Customer, or by any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused by: (1) mistakes, omissions, interruptions, delays, errors or other defects in the provision of this Service; or (2) installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of any equipment and facilities furnishing this Service.
- B. Neither is Company responsible for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of Emergency 911 Service features and the equipment associated therewith, or by any Services furnished by Company, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing Emergency 911 Service, and which arises out of the negligence or other wrongful act of Company, the Customer, its users, agencies or municipalities, or the employees or agents of any one of them.

#### 2.16.8. With respect to Directory Listing Service:

- A. In the absence of gross negligence or willful misconduct, Company has no liability for damages arising from errors, mistakes in or omissions of directory listings, or errors, mistakes or omissions of listings obtainable from the directory assistance operator, including errors in the reporting thereof.



## SECTION 2 - RULES AND REGULATIONS, Continued

### 2.16. LIMITATION OF LIABILITY, Continued

#### 2.16.8. With respect to Directory Listing Service, Continued

- B. Company's liability arising from errors or omissions in directory listings will be limited to the amount of actual impairment to the Customer's Service and in no event will exceed one-half (1/2) the amount of the fixed monthly charges applicable to Service affected during the period covered by the directory in which the error or omission occurs.
- C. As part of providing any private listing or semi-private listing Services, Company will not be liable for failure or refusal to complete any call to such telephone when the call is not placed by dialing a number which includes the number of the party called. Company will try to prevent the disclosure of unpublished listings, but will not be liable in any manner should such a number be divulged.
- D. When a Customer with a non-published telephone number places a call to the Emergency 911 Service, Company will release the name and address of the calling party, where such information can be determined, to the appropriate local governmental authority responsible for the Emergency 911 Service. By subscribing to Service under this Service Guide, the Customer agrees to the release of such information under the above provision.

2.16.9. Company will not be liable for any refusals or failures to provide or delays in commencing Service to any Customer pursuant to Section 2.6.1 or for any failure to provide or maintain Service at any particular performance level.

2.16.10. Company makes no warranty or representation of any kind whatsoever with respect to installations it provides for use in an explosive atmosphere. The Customer indemnifies and holds Company harmless from any and all loss, claims, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted, or asserted by any entity or person(s), and for any loss, damage, or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, location, or use of any installation so provided. Company reserves the right to require each Customer to sign an agreement acknowledging acceptance of the provisions of this Section as a condition precedent to such installations.



## SECTION 2 - RULES AND REGULATIONS, Continued

### 2.17. NOTICES

Any notice Company may give to a Customer will be deemed properly given when delivered, if delivered in person, or when deposited with the U.S. Postal Service, postage prepaid, addressed to the Customer's billing address. Any notice the Customer may give Company will be deemed properly given when delivered, if delivered in person, or when deposited with the U.S. Postal Service, postage prepaid, addressed to Company at the address provided in the most recently revised tariff pages.

### 2.18. CUSTOMER PROVIDED EQUIPMENT AND INTERCONNECTION

- 2.18.1 Customer-provided equipment on the Premises of Customer or Authorized User, the operating personnel there, and the electric power consumed by such equipment must be provided by and maintained at the expense of the Customer or Authorized User. Conformance of Customer-provided equipment with Part 68 of the FCC Rules is the responsibility of Customer.
- 2.18.2 Customer or Authorized User must ensure that Customer-provided equipment connected to Company equipment and facilities is compatible with such equipment and facilities. The magnitude and character of the voltages and currents impressed on Company-provided equipment and wiring by the connection, operation, or maintenance of such equipment and wiring must be such as not to cause damage to Company-provided equipment and wiring or injury to Company's employees or to other persons. Any additional protective equipment required to prevent such damage or injury may be provided by Company at Customer's expense.
- 2.18.3. Company will not be responsible for the installation, operation or maintenance of any Customer-provided communications equipment. Where Customer-provided equipment is connected to the facilities and equipment furnished under this Service Guide, the responsibility of Company will be limited to the furnishing of Service, facilities and equipment offered pursuant to this Service Guide. Beyond this responsibility, Company will not be responsible for:
- A. the transmission of signals by Customer-provided equipment or for the quality of, or defects in, such transmission; or
  - B. the reception of signals by Customer-provided equipment; or
  - C. network control signaling when performed by Customer-provided network control signaling equipment.



## SECTION 2 - RULES AND REGULATIONS, Continued

### 2.18. CUSTOMER PROVIDED EQUIPMENT AND INTERCONNECTION, Continued

- 2.18.4. The Customer must secure all licenses, permits, rights-of-way and other arrangements necessary for interconnection with Company. In addition, the Customer must ensure that its equipment and/or system or that of its Authorized User or agent(s) is properly interfaced with Company's Service and the signals emitted into Company's network are of the proper mode, band-width, power, data speed and signal level for the intended use of the Customer. If the Customer or its Authorized User or agent(s) fails to properly maintain and operate its equipment and/or system, Company may, upon written request, require the use of protective equipment at the Customer's expense.
- 2.18.5. Interconnection between the facilities or services of other carriers is governed by the applicable terms and conditions of the other carriers' tariffs.
- 2.18.6. Service furnished by Company may be interconnected with services or facilities of other authorized carriers and with private systems, subject to the technical limitations established by Company. Any special interface of equipment or facilities necessary to achieve compatibility between the facilities of Company and other participating carriers must be provided at the Customer's expense.



## SECTION 2 - RULES AND REGULATIONS, Continued

### 2.19. PROVISION AND OWNERSHIP OF TELEPHONE NUMBERS

2.19.1 The Customer has no property right in any telephone number or any right to continuance of Service through any particular serving office. Company may change a telephone number or a serving office designation, or both, of a Customer if required for engineering or technical reasons or whenever Company deems it desirable in the conduct of its business to do so.

### 2.20. EMERGENCY NUMBER SERVICE (911)

2.20.1. All terms and conditions set forth in this Section are applicable to Emergency Number Service as defined in this Service Guide.

2.20.2. Emergency Number Service allows customers to reach appropriate emergency services including police, fire and medical services. The telephone user who dials the 911 number will not be charged for the call.

2.20.3. Emergency Number Service may be classified as one of two types: Basic service or Enhanced Service. Basic Emergency Number Service provides for routing all 911 calls originated by telephones having telephone numbers beginning with a given central office prefix code or codes to a single Public Service Answering Point (PSAP) that is prepared to receive those calls. Enhanced Emergency Number Service provides certain features such as selective routing of 911 calls to a specific PSAP that is selected from the various PSAP serving Customers within that central office area. Basic and Enhanced Emergency Number Service are one-way services limited to the provision and use of the digits "9-1-1" as the Universal Emergency Telephone Number code.

2.20.4. For Emergency Number Service, the incumbent local exchange carrier, municipality, or government agency(ies) designated as responsible for the control and staffing of the emergency report center is referred to as the "Agency".

2.20.5. This Service Guide does not provide for the inspection or constant monitoring of facilities to discover errors, defects or malfunctions in Emergency Number Service, nor does the Company undertake such responsibility.



## SECTION 2 - RULES AND REGULATIONS, Continued

### 2.20 EMERGENCY NUMBER SERVICE (911), Continued

- 2.20.6. Emergency Number Service information, consisting of the names, addresses and telephone numbers of all telephone customers, is confidential. The Company will release such information periodically for the update of their systems.
- 2.20.7. The Emergency Number Service calling party, by dialing 911, waives the privacy afforded by non-listed and non-published service to the extent that the telephone number (ANI) and address (ALI) associated with the originating station location are furnished to the PSAP, on a call by call basis, after an Emergency 911 call has been received.
- 2.20.8. Service boundaries of the Company and political subdivision boundaries may not coincide. In the event that the Agency does not subscribe to Selective Routing, it must make arrangements to handle all Emergency Number Service calls that originate from telephones served by Central offices in the local service areas (i.e., exchange) whether or not the calling telephone is situated on property within the geographical boundaries of the Agency's public safety jurisdiction.



## SECTION 2 - RULES AND REGULATIONS, Continued

### 2.21. PROMOTIONAL OFFERINGS

Company may make promotional offerings of its tariffed services which may include reducing or waiving applicable charges for the promoted Service. No individual promotional offering will exceed six (6) months in duration, and any promotional offering will be extended on a non-discriminatory basis to any customer similarly classified who requests the specific offer.

The Company will submit its Promotions by letter to the Commission Staff outlining the promotion, listing the tariffed item being promoted, and the promotion's start and end dates in lieu of filing language in the tariff.

### 2.22. SPECIAL ASSEMBLY

The Company may provide a unique intrastate service arrangement for a Customer where no tariffed service exists for the service. The unique service can be provided via a Special Assembly.

The Company will maintain records of its Special Assembly contracts for Commission review as conditions or circumstances may require.

### 2.23. INDIVIDUAL CASE BASIS (ICB) ARRANGEMENTS

Arrangements will be developed on a case-by-case basis in response to a bona fide request from a Customer or prospective Customer to develop a competitive bid for a service offered under this Service Guide. Rates quoted in response to such competitive requests may be different than those specified for such services in this Service Guide. ICB rates will be offered to the Customer in writing and on a non-discriminatory basis. The Company will maintain records of its ICBs for Commission review as conditions or circumstances may require.





## SECTION 3 - DESCRIPTION OF SERVICE

### 3.1. APPLICATION OF RATES

#### 3.1.1. Timing of Calls

- A. The Customer's usage charge is based on the actual usage of Company's Service. Usage begins when the receiver of the called number is answered. The moment of the called party's answer and termination is determined by hardware supervision in which the distant local telephone company sends or ends an supervision signal to Company's switch or the software utilizing audio tone detection. The timing of the call occurs when the called party answers and terminated when either party hangs up.
- B. The minimum call duration for billing purposes is one minute with one minute billing increments thereafter.
- C. Any portion of an applicable increment, after the appropriate minimum time for the call, will be rounded upward to the next increment. Calls less than the minimum length will be rounded to the minimum length.
- D. There is no billing for incomplete calls.

#### 3.1.2. Service Areas

- A. Company's local exchange Service area is set forth in Section 6 of this Service Guide.
- B. Company's description of service area in no way compels Company to provide any Service in an area where facilities or other extenuating factors limit Company's ability to provide Service.



### SECTION 3 - DESCRIPTION OF SERVICE, Continued

#### 3.1. APPLICATION OF RATES, Continued

##### 3.1.3. Local Exchange Service Rates and Charges

###### A. General

The following sections set forth the rules and regulations governing the application of rates for Company Services, including the following general rate categories:

1. Nonrecurring Charges for installation of facilities and Services;
2. Monthly Recurring Charges for availability and use of facilities; and
3. Measured or Message Usage Charges.

###### B. Installation Charges

1. Installation Charges are nonrecurring charges for establishing Services. Installation Charges are incurred by Customer-initiated request and are in addition to all other scheduled rates and charges, unless specifically exempted in this or other sections of this Service Guide.
2. The charges specified herein reflect Service provided during regularly scheduled work hours, at current installation intervals and without work interruptions by the Customer.
3. Customer requests for expedited Services that require installations on a date that is less than the normal offered interval may result in an increase in applicable Service Connection Charges.



### SECTION 3 - DESCRIPTION OF SERVICE, Continued

#### 3.1. APPLICATION OF RATES, Continued

##### 3.1.3. Local Exchange Service Rates and Charges, Continued

###### B. Installation Charges, Continued

4. Customer requests performed on an out-of-hours basis shall also incur an add-on to applicable Installation Charges (excluding the Service Ordering Charge), along with any additional costs that may be involved.
5. Installation Charges for the initial establishment of Service are payable with the first bill rendered for Service.

###### C. Service Order Charge

A Service Order Charge will apply to each initial order and to service moves and changes.

###### D. Message/Measured Usage Charges

Usage charges consist of Message Rate Charges for calls over the allowance for dial tone lines with a Limited Monthly Usage Option, and Message Rate Charges for dial tone lines without a Monthly Usage Option.

###### E. Extended Local Service

Extended Local Service (ELS) is a mandatory additive charge that offsets the costs of recent expansion to the local calling area. Add-On Local Area Rate is an extension of the local service calling area. Toll rates between specified exchanges are eliminated and calls are rated as local usage.



### SECTION 3 - DESCRIPTION OF SERVICE, Continued

#### 3.1. APPLICATION OF RATES, Continued

##### 3.1.4. Maintenance Visit Charges

A Maintenance Visit Charge applies per visit to a Customer's premises where a service difficulty or trouble report results from the use of equipment or facilities not the responsibility of the Company.

Where a Network Interface Device ("NID") exists, if the company is able to test for Dial Tone and the problem proves to be beyond the NID (within Customer premise) a maintenance charge is applicable. In the event there is no NID and/or the Company is unable to test for dial tone, then no maintenance charge will be assessed. In those cases where the customer has bought an inside wire maintenance warranty/plan (a non-regulated service) from the Company, no maintenance charge will be applicable regardless of the dial tone test results or whether a NID exists or not.

##### 3.1.5. Hearing/Speech Impaired Customers

Residence customers who have been certified to the Company as having a hearing and/or speech impairment which requires them to communicate over telephone facilities by means other than voice and who use Data Transmitting and Receiving Terminals of speeds of 110 bauds or less, will be charged as follows for Measured Rate Usage:

- Rate Period 1 Day usage will be charged for as Rate Period 2 Evening usage.
- Rate Period 2 Evening usage will be charged for as Rate Period 3 Night/Weekend usage.
- Rate Period 3 Night/Weekend usage will be charged for as Rate Period 3 Night/Weekend usage.



## SECTION 3 - DESCRIPTION OF SERVICE, Continued

### 3.2. CALCULATION OF DISTANCE

V & H coordinates needed for the calculations may be obtained from national publications produced by the National Exchange Carrier's Association ("NECA") and Telcordia.

### 3.3. LOCAL EXCHANGE SERVICES DESCRIPTION

3.3.1. Local Exchange Services provide a Customer with connection to Company's network, enabling the Customer, among other things, to:

- A. Originate communications to other points on Company's network;
- B. Receive communications from other points on Company's network;
- C. Access Company's Services as set forth in this and other Company tariffs;
- D. Access local, interexchange and international telecommunications services provided by other authorized carriers and the customers of such carriers to the extent such carriers are interconnected with Company's network;
- E. Access Company's business office for Service-related assistance;
- F. Access 911 or E911 services, where available, operator services, directory assistance, and telecommunications relay services;
- G. Access Operator-Assisted Calling Services; and
- H. Access Directory Assistance.

3.3.2. Business Local Exchange Services

The Company offers Business Customers flat rate, message rate, measured rate service.

- A. Flat rate service is unlimited local service within an exchange and to additional exchanges within the local service area. Flat rate charges consist of dial tone charge and charge for unlimited usage option.
- B. Message rate and measured rate services provide for charging on a per-call basis on calls to the local service area with no usage allowance included in the monthly rates.
- C. The unlimited monthly usage option provides for unlimited local calling per month on a flat rate basis to dial tone lines in the local service area.



### SECTION 3 - DESCRIPTION OF SERVICE, Continued

#### 3.3. LOCAL EXCHANGE SERVICES DESCRIPTION, Continued

##### 3.3.2. Business Local Exchange Services, Continued

- D. Extended Area Calling provides for calling on a measured rate or message rate usage basis to specified exchanges and zones located outside of a customer's Local Exchange Service local service area. Charges for calls to extended calling areas are as specified in Section 4.5 of this Service Guide.
- E. Business DID Service provides for inward dialing from the telecommunications network directly to lines associated with switching equipment located on the customer's premises.
- F. Business IOD service provides the user with an itemized statement of usage on directly dialed calls.

3.3.3. Local Exchange Services Customers receive one listing per assigned telephone number in the local White Pages Directory and receive a copy of the White Pages Directory at no additional charge.

3.3.4. Local Exchange Services Customers will provide, either directly or through arrangements with other carriers, blocking of 900 and 700 type services upon Customer request. Customers will not be charged to initiate or remove 900 and 700 type blocking service.

##### 3.3.5. Directory Assistance Service

Company provides Directory Assistance as an ancillary service exclusively to its customers. Directory Assistance is accessible by dialing "411". No charge will be assessed customers for the first three calls made, per line, per month. Callers may request two telephone numbers per call.

The rates specified following apply when customers request assistance in determining telephone numbers of customers who are located in the same local service area or who are not located in the same local service area but who are located within the same NPA.



### SECTION 3 - DESCRIPTION OF SERVICE, Continued

#### 3.3. LOCAL EXCHANGE SERVICES DESCRIPTION, Continued

##### 3.3.6. Directory Listing Service

- A. Company does not publish a directory or other similar listing of its Customers. However, Company will arrange for Customers, other than Customers requesting non-published and non-listed service, to be listed in the directories and directory assistance records of the applicable incumbent local exchange carrier in accordance with the incumbent's listing service tariff schedule, subject to availability of such listing service to Company's Customers.
- B. Listing must conform to the Company's specifications with respect to directories. The Company reserves the right to limit the length of any listing in the directory by the use of abbreviations when, in its judgment, the clearness of the listing or identification of the customer is not impaired thereby. When more than one line is required to properly list the customer, no additional charge is made.
- C. The Company may refuse a listing which is known not to constitute a legally authorized or adopted name, or any listing which, in the caution of the Company, is likely to mislead or deceive calling persons as to the identity of the listed party, or is a contrived name used for advertising purposes or to secure a preferential position in the directory or is more elaborate than is reasonably necessary to identify the listed party. The Company, upon notification to the customer, will withdraw any listing which is found to be in violation of its rules with respect thereto.
- D. One listing, termed the primary listing, is provided without additional charge in connection with each Customer's service. When the service is contracted for by one party for the use of a second party, the primary listing may be the name of the second party. The primary listing for business service is ordinarily the name of the Customer or the name under which a business is regularly conducted.



### SECTION 3 - DESCRIPTION OF SERVICE, Continued

#### 3.3. LOCAL EXCHANGE SERVICES DESCRIPTION, Continued

##### 3.3.6. Directory Listing Service, Continued

- E. A residential dual name primary listing is comprised of a surname, two first names, address and telephone number. A residence dual name primary 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.
- F. In connection with business and residence service, regular additional listings are available only in the names of authorized users of the Customer's service.
- G. Business additional listings are not permitted in connection with residence service.
- H. Residence additional listings are also permitted in connection with business service which is located in a residence and for permanent or season guests residing in a hotel or club.
- I. Where identical listings of the same name involve telephone numbers for different areas of the metropolitan area, such duplicate listings may appear in each alphabetical list in which any one of the listings would normally be listed, at no additional charge.





### **SECTION 3 - DESCRIPTION OF SERVICE, Continued**

#### **3.3. LOCAL EXCHANGE SERVICES DESCRIPTION, Continued**

##### **3.3.7. Nonlisted and Nonpublished Telephone Service**

A. Nonlisted telephone service will be furnished, at the Customer's request, providing for the omission or deletion of the customer's telephone listing from the applicable incumbent local exchange carrier's telephone directory. Such listings will be carried in the applicable incumbent local exchange carrier's directory assistance and other records and will be given to any calling party.

##### **B. Nonpublished Telephone Service**

Nonpublished telephone service will be furnished, at the Customer's request providing for the omission or deletion of the customer's telephone listing from the applicable incumbent local exchange carrier's telephone directory and, in addition, the customer's telephone listing will be omitted or deleted from directory assistance records. However, such information, along with call forwarding information from such numbers, will be released in response to legal process or to certain authorized governmental agencies

C. Nonlisted and Nonpublished charges, as specified in Section 4 of this Service Guide, are not applicable to Service furnished to a customer for data service where there is no voice use contemplated.



### SECTION 3 - DESCRIPTION OF SERVICE, Continued

#### 3.3. LOCAL EXCHANGE SERVICES DESCRIPTION, Continued

##### 3.3.8. Operator Assistance Service

A Customer may obtain the assistance of an operator to complete calls in the following manner. Surcharges will be applied on a per call basis for the following operator assisted services:

- A. Third Number Billing provides the Customer with the capability to charge a call to a third number which is different from the called or calling party. The party answering at the third number has the option to refuse acceptance of the charges in advance or when queried by the operator.
- B. Collect Calls provides the Customer with the capability to charge a call to the called party. On the operator announcement of a collect call, the called party has the option to refuse acceptance of charges in advance or when queried by the operator.
- C. Person to Person provides the Customer with the capability to place calls completed with the assistance of an operator to a particular station and person specified by the caller. The call may be billed to the called party.
- D. Operator Dialed provides the Customer with the capability to place calls completed with the assistance of an operator to a particular station. The call may be billed to the called party.



### SECTION 3 - DESCRIPTION OF SERVICE, Continued

#### 3.3. LOCAL EXCHANGE SERVICES DESCRIPTION, Continued

##### 3.3.9. Specialized Operator Services

- A. Upon request, subject to technical limitations, the Company will provide Customers with access to an operator who will verify that a conversation exists on a line (Busy Line Verification) and who will interrupt a communication in progress to announce that someone is trying to call (Line Service Interrupt).
- B. Busy Line Verification with Interrupt provides the Customer with the option to request operator verification of whether a specific line is busy or inoperative.
- C. Line Service Interrupt provides the Customer with the option to request operator interruption of a line that is in use, primarily for emergency situations.
- D. Charges may be billed to a Calling Card number, to a Third Number or Sent Paid. Requests may not be designated Person-to-Person or billed as Collect Calls.
- E. No charge will apply if, during the line verification, such verification indicates that a trouble condition exists necessitating repair of Company equipment or facilities.
- F. Charges for Specialized Operator Services are not applicable to calls to the operator from official public emergency agencies when the request is received on the agency's line from agency personnel.
- G. Charges for Specialized Operator Services are not applicable to calls to the operator from individuals who identify that the request is to an official public emergency agency, an emergency medical service, or a privately endowed and operated alcohol, drug, run-away or suicide crisis reporting center.
- H. Charges for specialized operator services may be waived by the operator for calls from individuals who have an emergency where life and/or property are in danger.



### SECTION 3 - DESCRIPTION OF SERVICE, Continued

#### 3.3. LOCAL EXCHANGE SERVICES DESCRIPTION, Continued

##### 3.3.10. Telecommunications Relay Service

Telecommunications Relay Service provides operator assistance for the completion of telecommunications between persons who are deaf, hard of hearing, or speech impaired utilizing a Text Telephone (TTP), a Teletypewriter (TTY), or a personal computer, and a hearing or speech capable person who does not have such devices. The Company will provide access to Telecommunications Relay Service via a toll-free telephone number or 711.

##### 3.3.11. Rate Group Classifications

Rate Group 1	0 - 4,000 access lines
Rate Group 2	4,001 - 15,000 access lines
Rate Group 3	15,001 - 30,000 access lines
Rate Group 4	30,001 - 50,000 access lines
Rate Group 5	50,001 - 100,000 access lines
Rate Group 6	100,001 - 300,000 access lines
Rate Group 7	300,001 - 1,280,000 access lines
Rate Group 8	1,280,001 - over access lines*
Rate Group 8 A	1,280,001 - over access lines**

\*Rate Group 8 shown here applies to Northern VA exchanges only, business flat rate not available in six exchanges. Business flat rate service not provided in the Alexandria-Arlington, Braddock, Engleside, Fairfax-Vienna, Falls Church-McLean and Herndon exchanges of the Washington Metropolitan Exchange Area (WMEA) in Rate Group 8. Those exchanges must use Message/Measured rate service. All exchanges other than those listed above use pricing in Group 8A.

\*\*Exchanges with more than 1,280,000 Weighted Dial Tone Lines other than Northern Virginia zones, including Foreign Exchange Service provided from the same wire center which provides the normal Braddock, Engleside or Herndon service: Berwyn (Md.), Bethesda (Md.), Bowie-Glenn Dale (Md.), Capitol Heights (Md.), Clinton (Md.), Hyattsville (Md.), Kensington (Md.), Layhill (Md.), Marlboro (Md.), Oxon Hill (Md.), Rockville (Md.), Silver Spring (Md.), and Washington D.C.



**SECTION 4 - RATES AND CHARGES**

**4.1. LOCAL EXCHANGE SERVICE**

4.1.1 Flat Rate Business Line Service

<b>Rate Group</b>	<b>Monthly</b>
1	\$14.70
2	\$49.51
3	\$51.38
4	\$54.87
5	\$59.17
6	\$63.45
7	\$68.18
8	\$36.75
8A	NONE

\*Flat rate not provided in Alexandria-Arlington, Braddock, Engleside, Fairfax-Vienna, Falls Church-McLean and Herndon exchanges of the Washington Metropolitan Exchange Area.

4.1.2 Measured Rate Business Line Service

<b>Rate Group</b>	<b>Monthly</b>
1 to 8, 8A, and 8B	Unavailable
4G	\$28.25
5G	\$33.23
6G	\$33.23
7G	\$33.23
8G	\$36.91
9G	\$36.91
10G	\$36.91

4.1.3 Premium Calling Plan

<b>Rate Group</b>	<b>Monthly</b>
4G	\$72.08
5G	\$74.23
6G	\$74.23
7G	\$76.36
8G	\$78.54
9G	\$78.54
10G	\$78.54



**SECTION 4 - RATES AND CHARGES, Continued**

**4.1. LOCAL EXCHANGE SERVICE, Continued**

4.1.4. Additional Flat Measured Line to Extended Area Calling

<b>Rate Group</b>	<b>Monthly</b>
1	\$14.70
2	\$49.51
3	\$51.38
4	\$54.87
5	\$59.17
6	\$63.45
7	\$68.18
8	\$36.75
4G	\$41.74
5G	\$43.42
6G	\$45.57
7G	\$46.62
8G	\$48.83
9G	\$50.98
10G	\$50.98

4.1.5. Local Area Unlimited Additional Line

<b>Rate Group</b>	<b>Monthly</b>
1	\$14.70
2	\$49.51
3	\$51.38
4	\$54.87
5	\$59.17
6	\$63.45
7	\$68.18
8	\$36.75

4.1.6. Local Area Unlimited Calling Plan

<b>Rate Group</b>	<b>Monthly</b>
4G	\$27.41
5G	\$27.41
6G	\$30.14
7G	\$32.29
8G	\$34.44
9G	\$37.12
10G	\$37.12



**SECTION 4 - RATES AND CHARGES, Continued**

**4.1. LOCAL EXCHANGE SERVICE, Continued**

4.1.7. Gold Number Service

<b>Rate Group</b>	<b>Monthly</b>
1 through 8, 8A, and 8B	\$3.68
4G through 10G	\$2.10

**4.2. MEASURED OR MESSAGE RATE SERVICE**

Measured or Message Rate Service

<b>Rate Group</b>	<b>Monthly</b>
All Rate Groups	\$32.71

**4.3. MESSAGE LOCAL USAGE**

Business, per message	\$0.096
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**4.4. MEASURED LOCAL USAGE, PER MINUTE\***

<b>MILEAGE</b>	<b>DAY</b>		<b>EVENING</b>		<b>NIGHT/WEEKEND</b>	
	8:00a.m.-5:00 p.m.		5:01 p.m. – 11:00 p.m.		11:01 p.m. – 7:59 a.m. All day Sat. and Sun.	
	<b>1<sup>st</sup></b>	<b>Add'l</b>	<b>1<sup>ST</sup></b>	<b>Add'l</b>	<b>1<sup>st</sup></b>	<b>Add'l</b>
<b>0-8</b>	\$0.0280	\$0.0160	\$0.0168	\$0.0096	\$0.0112	\$0.0064
<b>9-13</b>	\$0.0400	\$0.0200	\$0.0240	\$0.0120	\$0.0160	\$0.0080
<b>14-18</b>	\$0.0510	\$0.0270	\$0.0306	\$0.0162	\$0.0204	\$0.0108
<b>19-23</b>	\$0.0600	\$0.0320	\$0.0360	\$0.0192	\$0.0240	\$0.0128
<b>24-28</b>	\$0.0730	\$0.0370	\$0.0438	\$0.0222	\$0.0292	\$0.0148
<b>29-38</b>	\$0.0840	\$0.0440	\$0.0504	\$0.0264	\$0.0336	\$0.0176
<b>39-48</b>	\$0.0950	\$0.0480	\$0.0570	\$0.0288	\$0.0380	\$0.0192

\*These rates apply to Extended Area Calling (EAC), which is calling outside local service area but in extended calling area.



**SECTION 4 - RATES AND CHARGES, Continued**

**4.5. PBX TRUNK SERVICE**

4.5.1. Flat Rate PBX Trunk TZF

<b>Rate Group</b>	<b>Monthly</b>
1	\$22.79
2	\$30.26
3	\$37.30
4	\$42.98
5	\$51.38
6	\$28.81
7	\$66.33
8	\$74.48

4.5.2. Flat Rate PBX Trunk TZFCT

<b>Rate Group</b>	<b>Monthly</b>
1	\$21.70
2	\$28.82
3	\$35.52
4	\$40.93
5	\$48.93
6	\$56.01
7	\$63.71
8	\$70.93

4.5.3. Flat Rate PBX Trunk TZFCX

<b>Rate Group</b>	<b>Monthly</b>
1	\$22.79
2	\$30.26
3	\$37.30
4	\$42.98
5	\$51.38
6	\$58.81
7	\$66.33
8	\$74.48

4.5.4. Flat Rate PBX Trunk Unlimited Usage TZF1X

<b>Rate Group</b>	<b>Monthly</b>
1	\$21.70
2	\$28.82
3	\$35.52
4	\$40.93
5	\$48.93
6	\$56.01
7	\$63.17

*This Granite Telecommunications, LLC Service Guide is subject to change by the Company from time to time. See Company web site for current version. This Service Guide reflects the version in effect as of June 20, 2018.*





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\$70.93

**SECTION 4 - RATES AND CHARGES, Continued**

**4.5. PBX TRUNK SERVICE, Continued**

4.5.5. Flat/Measured PBX Trunk TF51X

<b>Rate Group</b>	<b>Monthly</b>
4G	\$61.69
5G	\$67.04
6G	\$71.93
7G	\$76.76
8G	\$82.16
9G	\$86.99
10G	\$86.99

4.5.6. Flat/Measured to EAC PBX Trunk TFB

<b>Rate Group</b>	<b>Monthly</b>
1	\$21.70
2	\$28.82
3	\$35.52
4	\$40.93
5	\$48.93
6	\$56.01
7	\$63.17
8	\$70.93

4.5.7. Unlimited Usage Local Calling Area PBX Trunk TFBOX

<b>Rate Group</b>	<b>Monthly</b>
1	\$22.79
2	\$30.26
3	\$37.30
4	\$42.98
5	\$51.38
6	\$58.81
7	\$66.33
8	\$74.48
4G	\$61.69
5G	\$67.04
6G	\$71.93
7G	\$76.76
8G	\$82.16
9G	\$86.99
10G	\$86.99



**SECTION 4 - RATES AND CHARGES, Continued**

**4.5. PBX TRUNK SERVICE, Continued**

4.5.8. Unlimited Usage – Extended Calling Area PBX Trunk TZFOX

<b>Rate Group</b>	<b>Monthly</b>
1	\$21.70
2	\$28.82
3	\$35.52
4	\$40.93
5	\$48.93
6	\$56.01
7	\$63.17
8	\$70.93

4.5.9. Dial Tone PBX Trunk Hospital TJTOX

<b>Rate Group</b>	<b>Monthly</b>
1	\$25.93
2	\$33.41
3	\$40.45
4	\$46.13
5	\$54.53
6	\$61.96
7	\$69.48
8	\$77.63
8A	\$77.63
8B	\$77.63
4G	\$61.69
5G	\$67.04
6G	\$71.93
7G	\$76.76
8G	\$82.16
9G	\$86.99
10G	\$86.99



**SECTION 4 - RATES AND CHARGES, Continued**

**4.5. PBX TRUNK SERVICE, Continued**

4.5.7. Measured or Message Rate PBX Service

<b>Rate Group</b>	<b>Monthly</b>
All Rate Groups	\$20.50

**4.6. DIRECT INWARD DIALING (DID)**

	<b>Monthly</b>	<b>Non-Recurring</b>
1 <sup>st</sup> Group 20 DID Nos.	\$9.27	\$20.00
Add'l 20 DID Nos.	\$9.27	\$20.00
DID central office trunk connection, per trunk	\$10.25	\$84.00

**4.7. IDENTIFIED OUTWARD DIALING (IOD) – PBX TRUNKS**

	<b>Monthly</b>	<b>Non-Recurring</b>	<b>Termination</b>
1st Group of 10 trunk lines	383.16	\$141.47	\$10,398.30
11-50 trunks, per trunk	\$36.54	\$14.15	\$997.39
51+ trunks, per trunk	\$7.78	\$14.15	\$212.21

**4.8. ROTARY HUNTING SERVICE**

	<b>Monthly</b>	<b>Non-Recurring</b>
Per line or trunk	\$1.00	NA



**SECTION 4 - RATES AND CHARGES, Continued**

**4.9. CUSTOM CALLING FEATURES**

4.9.1. Subscription Calling Features

<b>Feature</b>	<b>Monthly</b>
Anonymous Call Rejection- Caller ID Customers	\$0.50
Anonymous Call Rejection- Non-Caller ID Customers AYK	
Rate Groups 1 through 8, 8A, 8B	\$4.20
Rate Groups 4G through 10G	\$1.68
Busy Redial Rate Groups 1 through 8, 8A, 8B NSQ	\$4.20
Busy Redial Rate Groups 4G through 10G NSQ	\$6.72
Call Block	\$6.25
Call Forwarding	\$6.25
Call Forwarding – Busy Line	\$3.50
Call Forwarding – Don't Answer Rate Groups 1 through 8 EVD	\$7.35
Call Forwarding – Don't Answer Rate Groups 4G through 10G, 8A, 8B EVD	\$10.71
Call Forwarding – Busy Line and Don't Answer Rate Groups 1 through 8 E5E, 5E5	\$9.45
Call Forwarding – Busy Line and Don't Answer Rate Groups 4G through 10G, 8A, 8B 5E5	\$10.71
Call Forwarding – Variable Rate Groups 1 through 8 ESM	\$11.81
Call Forwarding– Variable Rate Groups 4G through 10G, 8A, 8B ESM	\$10.13
Call Intercept	\$0.00
Call Waiting	\$6.75
Call Waiting ID Deluxe	\$7.00
Caller ID – Number Only	\$10.25
Caller ID	\$11.40
Call Return (*69) Rate Groups 1 through 8, 8A, 8B NSS	\$6.83
Call Return (*69) Rate Groups 4G through 10G NSS	\$8.72
Distinctive Ring, Per Dependent No.	\$8.80
Hunting Rate Groups 1 through 8, 8A, 8B HTG	\$1.05
Hunting Rate Groups 4G through 10G HTG	\$3.04
Preferred Telephone Number^	\$3.50
Priority Call	\$3.50
Remote Access Call Forwarding, Rate Groups 1 through 8, 8A, 8B	\$39.38
Remote Access Call Forwarding, Rate Groups 4G through 10G	\$41.21
Select Call Forwarding Rate Groups 1 through 8, 8A, 8B NCE	\$5.25
Select Call Forwarding Rate Groups 4G through 10G NCE	\$4.35
Select Call Forwarding	\$5.25
Special Forwarding	\$8.40
Three Way Calling Rate Groups 1 through 8 ESC	\$11.03
Three Way Calling Rate Groups 4G through 10G, 8A, 8B ESC	\$12.60

4.9.2. Individual Use Features

<b>Feature</b>	<b>Per Use</b>
Busy Redial	\$0.75
Call Return (*69)	\$0.75
Call Trace, per activation	\$1.00
Caller ID Per Call Blocking	\$0.00
Three Way Calling	\$0.75

^Business customers may elect to pay a flat NRC of \$100.00 in lieu of the MRC.



## SECTION 4 - RATES AND CHARGES, Continued

### 4.10. CALLING PACKAGES

#### 4.10.1. Local Calling Package

##### A. Description

The Local Calling Package consists of the following offerings:

- Local exchange line with unlimited usage
- Unlimited local Directory Assistance
- Extended Area Calling
- Metropolitan Choice Plan
- Choice of specific Custom Calling Services
- Waiver of the non-recurring service charges

There are two Local Calling Package options: Local Calling Package Standard and Local Calling Package. The Local Calling Package - Standard Option offers customers a choice of up to three compatible Custom Calling Services/Speech Recognition Service features while the Local Calling Package Option offers a choice of four or more such features. The following is the list of available features under both options:

Custom Calling Services:  
Call Block  
Call Forwarding  
Call Waiting  
Caller ID  
Distinctive Ring  
Special Intercom  
Busy Redial  
\*69  
Speed Dialing – 30#  
Three-way Calling  
Special Forwarding  
Select Call Forwarding  
Caller ID – Number Only  
Call Waiting ID Deluxe  
Anonymous Call Rejection

#- Non-regulated service.



## SECTION 4 - RATES AND CHARGES, Continued

### 4.10. CALLING PACKAGES, Continued

#### 4.10.1. Local Calling Package, Continued

##### A. Description, Continued

Speech Recognition Service:  
Easy Dialing Service

Rates and charges for Local Directory Assistance as specified elsewhere in this Service Guide do not apply.

##### B. Rates and Charges

###### 1. Local Calling Package - Standard

Up to three compatible Custom Calling Services/Speech Recognition Service features

Monthly Recurring Charge: \$41.99

###### 2. Local Calling Package

Four or more compatible Custom Calling Services/Speech Recognition Service features.

Monthly Recurring Charge: \$44.99



**SECTION 4 - RATES AND CHARGES, Continued**

**4.10. CALLING PACKAGES, Continued**

4.10.2. Business Calling Packages

A. Description

<b>PACKAGE</b>	<b>PACKAGE FEATURES</b>	<b>NOTES</b>
1	Call Waiting Three-Way Calling Special Forwarding	NOT available to multi-line hunt group customers.
2	Call Waiting Three-Way Calling Special Forwarding Caller ID	NOT available to multi-line hunt group customers.
3	Call Waiting Special Forwarding Caller ID	NOT available to multi-line hunt group customers
4	Call Waiting Three-Way Calling Caller ID	NOT available to multi-line hunt group customers
5	Call Waiting Call Forwarding Caller ID	NOT available to multi-line hunt group customers
6	Call Forwarding Three-Way Calling Caller ID	Available to multi-line hunt group customers.
7	Three-Way Calling Special Forwarding Caller ID	Available to multi-line hunt group customers.



**SECTION 4 - RATES AND CHARGES, Continued**

**4.10. CALLING PACKAGES, Continued**

4.10.2. Business Calling Packages, Continued

B. Rates

<b>NO.</b>	<b>PACKAGE FEATURES</b>	<b>INDIVIDUAL FEATURE – MRC</b>
1	Call Waiting	\$5.80
	3 Way Calling	\$5.00
	Special Forwarding	\$8.40
	Total	\$19.20
	W/ Add'l Dial Tone Line (-10%)	\$1.82
2	Call Waiting	\$5.80
	3 Way Calling	\$5.00
	Special Forwarding Forward	\$8.40
	Caller ID	\$11.40
	Total	\$30.60
	With Add'l Dial Tone Line (-10%)	\$3.06
3	Call Waiting	\$5.80
	Special Forwarding	\$8.40
	Caller ID	\$11.40
	Total	\$25.60
	With Add'l Dial Tone Line (-10%)	\$2.46





**SECTION 4 - RATES AND CHARGES, Continued**

**4.10. CALLING PACKAGES, Continued**

4.10.2. Business Calling Packages, Continued

B. Rates, Continued

<b>NO.</b>	<b>PACKAGE FEATURES</b>	<b>INDIVIDUAL FEATURE – MRC</b>
4	Call Waiting	\$5.80
	Three Way Calling	\$5.00
	Caller ID	\$11.40
	Total	\$22.20
	With Add'l Dial Tone Line (-10%)	\$2.12
5	Call Waiting	\$5.80
	Call Forwarding	\$4.80
	Caller ID	\$11.40
	Total	\$22.00
	With Add'l Dial Tone Line (-10%)	\$2.10
6	Call Forwarding	\$4.80
	Three Way Calling	\$5.00
	Caller ID	\$11.40
	Total	\$21.20
	With Add'l Dial Tone Line (-10%)	\$2.12
7	Three Way Calling	\$5.00
	Special Forwarding	\$8.40
	Caller ID	\$11.40
	Total	\$24.80
	With Add'l Dial Tone Line (-10%)	\$2.48



#### SECTION 4 - RATES AND CHARGES, Continued

##### 4.11. DIRECTORY LISTINGS

Non Listed, Per Listing	\$2.05
Non-Published, Per Line \$3.30	
Additional Listing, Per Listing	\$2.75

##### 4.12. OPERATOR INTERCEPT (CALL REFERRAL) SERVICE – BUSINESS CUSTOMERS ONLY

Permits Business Customers to extend basic free call referral period up to three months. The extension period is negotiated at the time of disconnection and the total charge is billed in advance on the Business Customers' final bill.

Monthly Recurring Charge	\$0.00
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##### 4.13. LOCAL OPERATOR SERVICE CHARGES

Operator Serviced Calling Card, Per Call	\$0.60
Operator Serviced Collect, Per Call	\$0.75
Operator Serviced Billed to Third Number, Per Call	\$0.85
Person to Person, Per Call	\$1.65

##### 4.14. LOCAL DIRECTORY ASSISTANCE

Direct Dialed, Per Call (after 3 call allowance)	\$1.89
Operator Dialed, Per Call	\$1.89



**SECTION 4 - RATES AND CHARGES, Continued**

**4.15. SERVICE CHARGES**

**Non-Recurring**

Establishment or Relocation of Account	\$41.80
Moves, Changes or Additions	\$18.95
Record Order Change, Customer Requests	\$17.40
Access Line Connection Charge, Per Line, Per Customer Request	\$30.96
Line Change Charge, Per Line, Per Customer Request	\$18.20
Line Restoration Charge*	\$6.15

\* A Line Restoration Charge applies for the restoral of service to each local exchange line, PBX trunk or WATS access line suspended at the request of the customer.

**4.16. MISCELLANEOUS SERVICE CHARGES**

**4.16.1. Local Number Portability Surcharges**

Monthly Recurring Charge, Per Line	\$0.43
Monthly Recurring Charge, Per Trunk Business	\$2.07
	\$25.94

**4.16.2. PIC Change Charge**

IntraLATA and InterLATA	\$5.00
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#### SECTION 4 - RATES AND CHARGES, Continued

##### 4.17. CENTURYLINK VIRGINIA SERVICE AREA - SERVICE CHARGES

The following services and rates apply to subscribers located in the CenturyLink Virginia local exchange service area.

###### 4.17.1. Service Order Charges

New Installation, 1st Line	\$40.00
New Installation, Additional Lines	\$20.00
Record Change Charge	\$12.60
Service Order Charge	\$20.00
Restoral Charge, 1 <sup>st</sup> Line	\$40.00
Restoral Charge, Additional Lines	\$20.00
Directory Assistance	
Local Directory Assistance, per call	\$1.89
Regional Directory Assistance, per call	\$1.89
National Directory Assistance, per call	\$1.99



**SECTION 4 - RATES AND CHARGES, Continued**

**4.17. CENTURYLINK VIRGINIA SERVICE AREA - SERVICE CHARGES, Continued**

4.17.2. Toll Calling

- A. IntraLATA
- B. InterLATA

<u>Rate Mileage</u>	<u>Day</u> <u>8:00AM-9:59PM</u>		<u>Evening</u> <u>10:00PM-11:59PM</u>		<u>Night</u> <u>12:00AM-7:59AM</u>		<u>Weekend</u> <u>Saturday &amp; Sunday</u>	
	<u>Initial Minute</u>	<u>Each Additional Minute</u>	<u>Initial Minute</u>	<u>Each Additional Minute</u>	<u>Initial Minute</u>	<u>Each Additional Minute</u>	<u>Initial Minute</u>	<u>Each Additional Minute</u>
0-0	\$ 0.03	\$ 0.015	\$ 0.012	\$ 0.006	\$ 0.012	\$ 0.006	\$ 0.012	\$ 0.006
1-8	\$ 0.04	\$ 0.025	\$ 0.016	\$ 0.010	\$ 0.016	\$ 0.010	\$ 0.016	\$ 0.010
9-13	\$ 0.07	\$ 0.035	\$ 0.028	\$ 0.014	\$ 0.028	\$ 0.014	\$ 0.028	\$ 0.014
14-18	\$ 0.09	\$ 0.045	\$ 0.036	\$ 0.018	\$ 0.036	\$ 0.018	\$ 0.036	\$ 0.018
19-END	\$ 0.12	\$ 0.06	\$ 0.048	\$ 0.024	\$ 0.048	\$ 0.024	\$ 0.048	\$ 0.024

<u>Rate Mileage</u>	<u>Day</u> <u>8:00AM-4:59PM</u>	<u>Evening</u> <u>5:00PM-10:59PM</u>	<u>Night</u> <u>11:00PM-7:59AM</u>
	<u>Per Minute</u>	<u>Per Minute</u>	<u>Per Minute</u>
0-13	\$ 0.15	\$ 0.1125	\$ 0.105
14-23	\$ 0.20	\$ 0.1500	\$ 0.140
24-28	\$ 0.25	\$ 0.1875	\$ 0.175
29-38	\$ 0.30	\$ 0.2250	\$ 0.210
39-END	\$ 0.35	\$ 0.2625	\$ 0.245

  

<u>Rate Mileage</u>	<u>Saturday</u>	<u>Sunday</u> <u>8:00AM-4:59PM</u> <u>11:00PM-7:59AM</u>	<u>Sunday</u> <u>5:00PM-10:59PM</u>
	<u>Per Minute</u>	<u>Per Minute</u>	<u>Per Minute</u>
0-13	\$ 0.105	\$ 0.105	\$ 0.1125
14-23	\$ 0.14	\$ 0.14	\$ 0.15
24-28	\$ 0.175	\$ 0.175	\$ 0.1875
29-38	\$ 0.21	\$ 0.21	\$ 0.225
39-END	\$ 0.245	\$ 0.245	\$ 0.2625

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**SECTION 4 - RATES AND CHARGES, Continued**

**4.17. CENTURYLINK VIRGINIA SERVICE AREA - SERVICE CHARGES, Continued**

4.17.3. Flat Rated Local Exchange Service

Rate Group Station Range	1-Pty	Key/ Data Trunk	Centrex/ PBX Trunk
Group I Business Exchanges	\$21.52 NONE	\$29.65	\$35.35
Group II Business Exchanges	\$22.79 NONE	\$30.85	\$37.43
Group III Business Exchanges	\$24.33 Kenbridge	\$32.25	\$39.97
Group IV Business Exchange	\$26.14 Brodnax Brookneal Crewe	\$33.90 Gladys LaCrosse Luray Meadows of Dan*	\$42.87 South Hill Stanley Stuart
Group V Business Exchanges:	\$28.12 Ararat  Blackstone Buena Vista Dillwyn *	\$35.70 Front Royal  Glasgow Halifax Hampden Sydney * Lexington	\$46.22 Shenandoah  South Boston Victoria * Woolwine
Group VI Business Exchanges	\$30.43 Arvonias* Bassett Brownsburg Buckingham* Burkeville* Collinsville	\$37.80 Farmville* Ferrum Fieldale Martinsville* Natural Bridge Prospect	\$49.98 Rocky Mount Spencer Turbeville Union Hall Virgilina Volens

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**SECTION 4 - RATES AND CHARGES, Continued**

**4.17. CENTURYLINK VIRGINIA SERVICE AREA - SERVICE CHARGES, Continued**

4.17.3. Flat Rated Local Exchange Service, Continued

Rate Group Station Range	<u>1-Pty</u>	<u>Key/ Data Trunk</u>	<u>Centrex/ PBX Trunk</u>
Group VII Business Exchanges	\$31.57 Fork Union	\$40.15 Palmyra Schuyler Washington *	\$54.15 Whitmell*
Group VIII Business Exchanges	\$31.20 Axton Scottsville	\$41.20 Bachelors Hall * Crozet *	\$62.98 Charlottesville * Rustburg *
Group IX Business Exchanges	\$35.50 Altavista * Boones Mill *	\$45.50 Beaverdam Burnt Chimney	\$63.76 Gum Tree Montpelier Stanardsville *
Group X Exchanges	\$38.50 NONE	\$48.50	\$69.39

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**SECTION 4 - RATES AND CHARGES, Continued**

**4.17. CENTURYLINK VIRGINIA SERVICE AREA - SERVICE CHARGES, Continued**

4.17.4.	Local Measured Service	
	Flat rate, per month, all rate groups	
	Business	\$15.95
	Key Trunk	\$24.48
	PBX Trunk	\$32.73
4.17.5.	Remote Call Forwarding	
	First arrangement associated with a Remote Call Forwarding Number, per month*	\$25.00
	Additional arrangements associated with the same Remote Call Forwarding number, per arrangement, per month	\$19.00
4.17.6.	Directory Listings	Monthly
	Normal Exchange Business	\$3.10
	Foreign Exchange Business	\$2.47
	Non-published Number Service	\$4.00
	Non-Listed Number	\$2.58
4.17.7.	Extension and Tie Lines	Monthly
	Extension and Tie Lines, each .5 mile or fraction thereof, per extension line	\$3.90
	Tie Line	\$3.90
	Single Wire	\$1.95

\* In addition to the Basic Local Exchange Trunk Rate.





**SECTION 4 - RATES AND CHARGES, Continued**

**4.17. CENTURYLINK VIRGINIA SERVICE AREA - SERVICE CHARGES, Continued**

4.17.8. Custom Calling Features

	Monthly
Enhanced Call Waiting	\$5.75
Call Forwarding	\$3.31
Call Forwarding	\$1.65
Call Forward No Answer – Fixed	\$1.65
Call Forward No Answer – Customer Programmable	\$1.65
Call Forward Busy – Fixed	\$1.65
Call Forward Busy – Customer Programmable	\$1.65
Call Forward Additional Paths, per path	\$4.56
Three-Way Calling	
Flat rate Option - Monthly charge	\$3.96
Usage Option, per activation \$1.46	\$0.00
Signal Ring Plus	\$4.63
Three-Way Calling with Transfer	\$6.61
Call Waiting ID	\$8.60
Outbound Call Block Feature	\$6.61
 Packaged Features	
<u>Essentials Package</u>	 \$17.00
Enhanced Call Waiting	
Three-Way Calling	
Call Forwarding	
Return Call	
Repeat Dial	
Speed Dial 8 (2)	
Caller ID with Name (Includes Anonymous Call Rejection)	
Call Waiting ID	
Call Forward No Answer-Fixed	
Call Forward Busy-Fixed	



**SECTION 4 - RATES AND CHARGES, Continued**

**4.17. CENTURYLINK VIRGINIA SERVICE AREA - SERVICE CHARGES, Continued**

4.17.8. Custom Calling II Features

Monthly

Return Call	
Flat Rate Option	\$5.99
Usage Option, activation fee, per activation	\$1.46 \$0.00
Repeat Dial	
Flat Rate Option	\$5.99
Usage Option activation fee, per activation	\$1.46 \$0.00
Selective Call Ring	\$5.99
Selective Call Acceptance	\$5.99
Selective Call Forward	\$5.99
Selective Call Blocking	\$5.99
Call trace, per successful trace	\$6.61 \$0.00
Caller-ID with Name, including Anonymous Call Rejection	\$10.35
Caller-ID Per Line Blocking	\$0.00
Caller-ID Per Line Blocking	\$0.00

4.17.9. Direct Inward Dialing (DID)

Monthly

Each DID Trunk Equipment*	\$13.28
Each 100 DID Telephone Numbers**	\$108.38
Each 20 DID Telephone Numbers***	\$21.68

\* The customer is required to subscribe to a sufficient number of trunks in the DID trunk group to maintain an incoming Trunk Completion rate of 99 percent.

\*\* Blocks of 100 DID Telephone Numbers are provided in exchanges not equipped with DMS-100F type central offices.

\*\*\* Blocks of 20 DID Telephone Number



**SECTION 4 - RATES AND CHARGES, Continued**

**4.17. CENTURYLINK VIRGINIA SERVICE AREA - SERVICE CHARGES, Continued**

4.17.10. Rotary Line Service	Monthly
Rotary Line Service, per line	\$5.00
4.17.11. Call Screening Service	Monthly
Outgoing Call Screening	\$2.70
Incoming Call Screening – Third Number and Collect	\$2.70
Incoming Call Screening - Third Number Only	\$2.70
Incoming Call Screening – Collect Only	\$2.70



**SECTION 4 - RATES AND CHARGES, Continued**

**4.17. CENTURYLINK VIRGINIA SERVICE AREA - SERVICE CHARGES, Continued**

4.17.12. Digital Centrex Services, Custom Calling II Features

	Monthly
Repeat Dialing	
No. of Lines	
1-10	\$3.50
11-50	\$2.50
51-100	\$2.25
101-400	\$2.00
	\$1.75
Caller ID	
No. of Lines	
1-10	\$6.00
11-50	\$5.00
51-100	\$4.00
101-400	\$3.00
401+	\$1.75
Caller ID with Name	
No. of Lines	
1-10	\$7.00
11-50	\$6.00
51-100	\$5.00
101-400	\$4.00
401+	\$2.75
Per Call Blocking	\$0.00
Selective Call Forward	
No. of Lines	
1-10	\$4.00
11-50	\$3.50
51-100	\$2.75
401+	\$2.55
Selective Call Acceptance	
No. of Lines	
1-10	\$4.25
11-50	\$4.00
51-100	\$3.75
101-400	\$3.50
401+	\$3.25



**SECTION 4 - RATES AND CHARGES, Continued**

**4.17. CENTURYLINK VIRGINIA SERVICE AREA - SERVICE CHARGES, Continued**

4.17.12. Digital Centrex Services, Custom Calling II Features, Continued

Monthly

Call Block	
No. of Lines	
1-10	\$4.00
11-50	\$3.75
51-100	\$3.50
101-400	\$3.25
401+	\$3.00
Signal Ring/Call Waiting	
No. of Lines	
1-10	\$4.00
11-50	\$3.00
51-100	\$2.75
101-400	\$2.50
401+	\$2.25



**SECTION 4 - RATES AND CHARGES, Continued**

**4.18. CENTURYLINK VIRGINIA SERVICE AREA (fka UNITED TELEPHONE SOUTHEASTERN VIRGINIA)- SERVICE CHARGES**

The following services and rates apply to subscribers located in the CenturyLink Virginia (fka United Telephone of Southeastern Virginia) local exchange service area.

**4.18.1 Basic Local Exchange Service, Dial Access Lines**

Rate Class 4 Exchanges with weighted main terminals from 4,401 up to 6,500:

	Bland	Ceres	Independence	
Service Classification			Dial Tone Access +	Unlimited Usage = Total
Individual Line			\$19.72	\$11.78
2-Party Line (2)			\$12.65	\$12.03
4-Party Line (2)			\$8.02	\$10.61
Trunk			\$34.94	\$6.56

Rate Class 5 Exchanges with weighted main terminals from 6,501 up to 9,600:

	Comers	Rock Mouth of Wilson		
Service Classification			Dial Tone Access +	Unlimited Usage = Total
Individual Line			\$20.65	\$11.85
2-Party Line (2)			\$13.24	\$12.48
4-Party Line (2)			\$8.40	\$11.10
Trunk			\$36.54	\$5.96

Rate Class 6 Exchanges with weighted main terminals from 9,601 up to 14,200:

	Fries	Galax	Hillsville	
Service Classification				Dial Tone Access + Unlimited Usage = Total
Individual Line				\$21.68
2-Party Line (2)				\$13.90
4-Party Line (2)				\$8.83
Trunk				\$38.37



**SECTION 4 - RATES AND CHARGES, Continued**

**4.18. CENTURLINK VIRGINIA SERVICE AREA (fka UNITED TELEPHONE SOUTHEASTERN VIRGINIA)- SERVICE CHARGES, Continued**

4.18.1 Basic Local Exchange Service, Dial Access Lines, Continued

Rate Class 7 Exchanges with weighted main terminals from 14,201 up to 21,000:

	Cana	Gate City	Laurel Fork	
Service Classification		Dial Tone Access +	Unlimited Usage =	Total
Individual Line		\$22.75	\$12.25	\$35.00
2-Party Line (2)		\$14.61	\$13.87	\$28.48
4-Party Line (2)		\$9.27	\$12.37	\$21.64
Trunk		\$40.24	\$4.76	\$45.00

Rate Class 8 Exchanges with weighted main terminals from 21,001 up to 31,100:

	Abingdon	Marion**	Meadowview	Wytheville
	Chilhowie**	Max Meadows	Rich Valley	
Service Classification		Dial Tone Access +	Unlimited Usage =	Total
Individual Line		\$23.82	\$12.88	\$36.70
2-Party Line (2)		\$15.29	\$14.62	\$29.91
4-Party Line (2)		\$9.71	\$12.98	\$22.69
Trunk		\$42.13	\$4.62	\$46.75

\*\*ELS Adders apply in addition to the rates specified above for the following exchanges:

	Chilhowie (for	Dial Tone	Unlimited	Total
	Konnarock	Access +	Usage =	
Individual Line		\$36.70	\$0.90	\$36.70
2-Party Line (2)		\$29.91	\$0.78	\$30.69
4-Party Line (2)		\$22.69	\$0.59	\$23.28
Trunk		\$46.75	\$1.35	\$48.10

	Marion (for	Dial Tone	Unlimited	Total
	Konnarock	Access +	Usage =	
Individual Line		\$36.70	\$0.64	\$37.34
2-Party Line (2)		\$29.91	\$0.55	\$30.46
4-Party Line (2)		\$22.69	\$0.42	\$23.11
Trunk		\$46.75	\$0.95	\$47.70

(1) LMS offered for individual line, trunk and payphone line in the Abingdon, Chilhowie, Marion, Max Meadows and Wytheville exchanges. Unlimited Usage Option Required on 2-party and 4-prty service. Unlimited Usage Option required for all services in the Meadowview and Rich Valley exchanges.

(2) 2- and 4-Party Line service is grandfathered in the Abingdon, Chilhowie, Marion, Max Meadows exchanges and no longer available for new installations or regrade requests. 4-Party Line service is grandfathered in the Meadowview, Rich Valley and Wytheville exchanges and is no longer available for new installations or regrade requests.



**SECTION 4 - RATES AND CHARGES, Continued**

**4.18. CENTURYLINK VIRGINIA SERVICE AREA (fka UNITED TELEPHONE SOUTHEASTERN VIRGINIA)- SERVICE CHARGES, Continued**

4.18.1 Basic Local Exchange Service, Dial Access Lines, Continued

Rate Class 9 Exchanges with weighted main terminals from 31,101 up to 46,000:			
Austinville Grove Cripple Service Classification	Damascus  Creek Glade	Rural Retreat  Spring Saltville** Unlimited Usage =	Sugar  Total
	Dial Tone Access +		
Individual Line	\$25.00	\$13.40	\$38.40
2-Party Line (2)	\$16.05	\$15.56	\$31.61
4-Party Line (2)	\$10.20	\$13.65	\$23.85
Trunk	\$44.15	\$4.30	\$48.45

\*\*ELS Adders apply in addition to the rates specified above for the following exchanges:

Saltville (for Konarock (2/20/01)	Dial Tone Access + Unlimited Usage	ELS Adder=	Total
Individual Line	\$38.40	\$0.69	\$39.09
2-Party Line (2)	\$31.61	\$0.60	\$32.21
4-Party Line (2)	\$23.85	\$0.45	\$24.30
Trunk	\$48.45	\$1.04	\$49.49

(1) LMS offered for individual line, trunk and payphone line in the Austinville, Cripple Creek, Damascus exchanges. Unlimited Usage Option Required on 2-party and 4-party service. Unlimited Usage Option Required for all services in the Glade Spring, Rural Retreat and Saltville exchanges.

(2) 2- and 4-Party Line service is grandfathered in the Austinville, Damascus, Saltville,





**SECTION 4 - RATES AND CHARGES, Continued**

**4.18. CENTURYLINK VIRGINIA SERVICE AREA (fka UNITED TELEPHONE SOUTHEASTERN VIRGINIA)- SERVICE CHARGES, Continued**

4.18.1. Basic Local Exchange Service, Dial Access Lines, Continued

Rate Class 10 Exchanges with weighted main terminals from 46,001 up to 68,200:  
 Bristol                      Konnarock\*\*                      Morrison City                      Sylvatus

Service Classification	Dial Tone Access +	Unlimited Usage=	Total
Individual Line	\$26.18	\$13.92	\$40.10
2-Party Line (2)	\$16.81	\$16.41	\$33.22
4-Party Line (2)	\$10.69	\$14.37	\$25.06
Trunk	\$46.22	\$3.78	\$50.00

\*\*ELS Adders apply in addition to the rates specified above for the following exchanges:  
 Konnarock (for Chilhowie, Marion and Saltville)

Service Classification	Dial Tone Access Unlimited Usage+	ELS Adder=	Total
Individual Line	\$40.10	\$2.90	\$43.00
2-Party Line (2)	\$33.22	\$3.81	\$37.03
4-Party Line (2)	\$25.06	\$2.89	\$27.95
Trunk	\$50.00	\$7.38	\$57.38

(1) LMS offered for individual line, trunk and payphone line in the Bristol and Morrison City exchanges. Unlimited Usage Option required on 2-party and 4-party service. Unlimited Use Option Required for all services in the Konnarock and Sylvatus exchanges.

(2) 2- and 4-Party Line service is grandfathered in the Bristol, Konnarock, and Morrison City exchanges and is no longer available for new installations or regrade requests. 4-Party Line service is grandfathered in the Sylvatus exchange and is no longer available for new installations or regrade requests



**SECTION 4 - RATES AND CHARGES, Continued**

**4.18. CENTURYLINK VIRGINIA SERVICE AREA (fka UNITED TELEPHONE SOUTHEASTERN VIRGINIA)- SERVICE CHARGES, Continued**

4.18.2. Direct Inward Dial (DID) Service

	Monthly Rate
First 20-100 Numbers, per number	\$1.50
Next 101-400 Numbers, per number	\$1.25
Next 401-1000 Numbers, per number	\$1.00
Next 1001 Numbers+, per number	\$0.75

4.18.3. Direct Inward Dial (DID) Service

Following are the Toll Restriction options as determined by the Company. These options may be changed or new options added as determined appropriate by the Company.

	Monthly Rate
Option 4 - 1+900, 0+900 (Only)	\$0.00
Option 6 - 1+700, 1+900, 0+700, 0+900 (Only)	\$0.00
Option 11 - 011 + DDD to numbers outside the North American Numbering Plan, 1 + 900, 0 + 900, 1 + 700, 0 + 700	\$2.35



**SECTION 4 - RATES AND CHARGES, Continued**

**4.18. CENTURYLINK VIRGINIA SERVICE AREA (fka UNITED TELEPHONE SOUTHEASTERN VIRGINIA)- SERVICE CHARGES, Continued**

4.18.4.	Private and Leased Lines	Monthly
1.	Charges	
	Each termination of a channel other than a private line telephone instrument	\$2.33
	Leased Line Mileage minimum	\$5.98
2.	Mileage Charges for Series 3000, Type 3002 (Intraexchange)	
	Between points in the same local service area for each mile or fraction thereof, airline measurement*	
	2 wire	\$5.34
	4wire	\$10.68
3.	Terminal Charges for Series 3000, Type 3002	
	Service Terminal – This arrangement is required on each premises to provide one connection to the channel service.	
	Private Line data terminal	\$14.65
	Multi-Station Service Terminal -This arrangement is required on each premises to provide two or more connections to the channel service.	
	Multi-Station Private Line	\$25.35
	(3)Multi-point Service Arrangements -These arrangements are required where more than two premises are connected to the channel service.	
	Multi-Point Private Line	\$9.10

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*This Granite Telecommunications, LLC Service Guide is subject to change by the Company from time to time. See Company web site for current version. This Service Guide reflects the version in effect as of June 20, 2018.*



**SECTION 4 - RATES AND CHARGES, Continued**

**4.18. CENTURYLINK VIRGINIA SERVICE AREA (fka UNITED TELEPHONE SOUTHEASTERN VIRGINIA)- SERVICE CHARGES, Continued**

4.18.4. Private and Leased Lines, Continued

4. Alternate Arrangements

Monthly

Common equipment for single station arrangement to provide voice use and/or attended or unattended dial backup for a private line data channel USOC – DGG	\$16.00
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Alternate voice use feature for a private line data channel USOC - DMJ	\$11.43
--	---------

Attended or unattended dial backup feature for a private line data channel at master location, or attended at remote location USOC - DGH	\$19.69
--	---------

Common equipment for single station arrangement to provide remote unattended dial backup for a private line data channel USOC – DGU	\$18.60
---	---------

Unattended dial backup feature for a private line data channel at remote location USOC - DGK/DIS	\$26.39
--	---------

Common equipment for multiple station arrangements to provide alternate voice use of up to eight private line data channels USOC – DMK	\$33.29
--	---------

Common equipment to allow switching of up to 23 data sets to two dial backup features USOC – DGP	\$97.91
--	---------

Switching arrangement for up to four data sets USOC – DMQ	\$13.71
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**SECTION 4 - RATES AND CHARGES, Continued**

**4.18. CENTURYLINK VIRGINIA SERVICE AREA (fka UNITED TELEPHONE SOUTHEASTERN VIRGINIA)- SERVICE CHARGES, Continued**

4.18.5. Basic Rate Interface (BRI)	Monthly
Service Capability Packages (Includes Local Exchange Service and Caller ID (number only))	
	\$65.00
Standard ISDN-BRI Package	\$25.00
Package S without features*	\$35.00
Package H	\$35.00
Package L	\$35.00

\*The ISDN-BRI Service rates set forth above are in addition to the applicable Individual Residence or Business, Key Trunk, or Digital Centrex access line rates.

4.18.6. ISDN Primary Rate Interface (PRI)	
SDN-PRI Primary Rate Access Line Primary Rate Access Line (Intraxchange)	
Month to Month**	\$185.00

\*\* Minimum Service Period for ISDN-PRI is six months

4.18.7. Primary Rate Access Line (Interexchange)	
Primary Rate Interface, per ISDN-PRI Primary Rate Access Line (Data only or voice and data), month to month	\$151.00
Primary Rate Interface, Two-Way, per ISDN-PRI Primary Rate Access Line	\$295.00

ISDN-PRI Services are available in combinations of Primary Rate Channels according to the limits of the underlying carrier's central office type. Customers will choose the most appropriate combination(s) and will be billed for the Services as appropriate. The initial configuration must be 23 B-Channels and 1 D-Channel.

B-Channel Charge, each channel, month-to-month	\$17.25
Initial D-Channel, month-to-month	\$18.25



**SECTION 4 - RATES AND CHARGES, Continued**

**4.18. CENTURYLINK VIRGINIA SERVICE AREA (fka UNITED TELEPHONE SOUTHEASTERN VIRGINIA)- SERVICE CHARGES, Continued**

**4.18.8. Grandfathered Services**

The following packaged services are available exclusively to former CenturyTel Virginia subscribers who subscribed to the packaged service prior to the date on which the packaged service was deemed grandfathered by CenturyTel Virginia. These services are unavailable to new Customers or to Customers who previously terminated subscription to the service.

**Elite Package** including Enhanced Call Waiting, Three-Way Calling, Call Forwarding, Return Call, Repeat Dial, Caller ID with Name (includes Anonymous Call Rejection), Call Waiting Options, Call Forward No Answer-Fixed, subscribed to before March 29, 2006, per month  
\$22.30

**Classic Package** including Three-Way Calling, Call Forwarding, Return Call, Caller ID with Name (includes Anonymous Call Rejection), Call Forward No Answer-Fixed, Call Forward Busy-Fixed, subscribed to before June 21, 2008, per month  
\$17.60

**Priority Package** including Enhanced Call Waiting, Call Forwarding, Call Forward No Answer-Fixed Call Forward Busy-Fixed, Caller ID With Name (includes Anonymous Call Rejection), subscribed to before June 21, 2008, per month  
\$12.90

**Toll Restriction Service**

	Monthly
Option 5, 1+700, 0+ 700 only, subscribed before June 11, 2009	\$0.00



**SECTION 4 - RATES AND CHARGES, Continued**

**4.18. CENTURYLINK VIRGINIA SERVICE AREA (fka UNITED TELEPHONE SOUTHEASTERN VIRGINIA) - SERVICE CHARGES, Continued**

4.18.8. Grandfathered Services, Continued

**Custom Calling Service Features**

	Monthly
Call Waiting - Basic	\$3.31
Call Forwarding Fixed	\$2.90
Hot Line	\$2.11
Warm Line	\$2.11
Caller ID – Number Only	
First Feature	\$9.49
Second and subsequent features	\$8.51
Anonymous Call Rejection	\$3.57

**Custom Calling II Single Features**

	Monthly
Call Within	\$5.50
Hot Line	\$2.11
Caller ID – Number Only	\$10.93
Anonymous Call Rejection	\$3.57



## SECTION 4 - RATES AND CHARGES, Continued

### 4.19. VERIZON VIRGINIA SERVICE CHARGES

The following services and rates apply to subscribers located in the Verizon Virginia, Inc. local exchange service area as set forth in the Verizon Virginia, Inc. [Product guide](#), Section 1,

#### 4.19.1. Service Element Charges

Monthly Rate

Maintenance Visit, First Hour	\$48.00
Maintenance Visit, Each Additional 30 minutes of fraction thereof	\$24.00

#### 4.19.2. Business PBX Trunk Service

##### Flat/Measured PBX Trunk USOC TFBCX

Rate Group 4G	\$61.69
Rate Group 5G	\$67.04
Rate Group 6G	\$71.93
Rate Group 7G	\$76.76
Rate Group 8G	\$82.16
Rate Group 9G	\$86.99
Rate Group 10G	\$86.99

##### Message Rate PBX Trunk USOC TMBCX

Rate Group 4G	\$43.47
Rate Group 5G	\$47.25
Rate Group 6G	\$50.98
Rate Group 7G	\$54.76
Rate Group 8G	\$58.01
Rate Group 9G	\$60.11
Rate Group 10G	\$60.11





**SECTION 4 - RATES AND CHARGES, Continued**

**4.19. VERIZON VIRGINIA SERVICE CHARGES, Continued**

4.19.3. Flat Rate Local Exchange Service

Flat Rate Local Exchange Service is a combination of 1FB added to either DTL rate (Rate Groups 4-8A= 1FB+DTL) or Individual Access Line (Rate Groups 4G-10G = 1FB + Individual Access Line rate). DTL and Individual Access Line Rates appear at Sections 4.19.8., below.

	Monthly Rate
Rate Group 4G	\$41.74
Rate Group 5G	\$43.42
Rate Group 6G	\$45.57
Rate Group 7G	\$46.62
Rate Group 8G	\$48.83
Rate Group 9G	\$50.98
Rate Group 10G	\$50.98

4.19.4. Local Area Unlimited Service

	Monthly Rate
Rate Group 1	\$14.70
Rate Group 2	\$49.51
Rate Group 3	\$51.38
Rate Group 4	\$54.87
Rate Group 5	\$59.17
Rate Group 6	\$63.45
Rate Group 7	\$68.18
Rate Group 8	\$36.75
Rate Group 4G	\$47.74
Rate Group 5G	\$43.42
Rate Group 6G	\$45.57
Rate Group 7G	\$46.62
Rate Group 8G	\$48.83
Rate Group 9G	\$50.98
Rate Group 10G	\$50.98



**SECTION 4 - RATES AND CHARGES, Continued**

**4.19. VERIZON VIRGINIA SERVICE CHARGES, Continued**

4.19.5.	Measured or Message Rate Service (Economy)	Monthly Rate
	Rate Group 4G	\$21.53
	Rate Group 5G	\$24.73
	Rate Group 6G	\$26.36
	Rate Group 7G	\$27.98
	Rate Group 8G	\$30.14
	Rate Group 9G	\$31.71
	Rate Group 10G	\$31.71
4.19.6.	Unlimited Usage PBX	
	Rate Group 4G	\$61.69
	Rate Group 5G	\$67.04
	Rate Group 6G	\$71.93
	Rate Group 7G	\$76.76
	Rate Group 8G	\$82.16
	Rate Group 9G	\$86.99
	Rate Group 10G	\$86.99
4.19.7.	Flat Measured to EAC PBX Trunk	
	Rate Group 4G	\$61.69
	Rate Group 5G	\$67.04
	Rate Group 6G	\$71.93
	Rate Group 7G	\$76.76
	Rate Group 8G	\$82.16
	Rate Group 9G	\$86.99
	Rate Group 10G	\$86.99
4.19.8.	Message PBX Trunk	
	Rate Group 4G	\$43.47
	Rate Group 5G	\$47.25
	Rate Group 6G	\$50.98
	Rate Group 7G	\$54.76
	Rate Group 8G	\$58.01
	Rate Group 9G	\$60.11
	Rate Group 10G	\$60.11



**SECTION 4 - RATES AND CHARGES, Continued**

**4.19. VERIZON VIRGINIA SERVICE CHARGES, Continued**

4.19.9. Account Class of Service 1BFXX

	Monthly Rate
Rate Group 1	\$14.02
Rate Group 2	\$18.24
Rate Group 3	\$22.21
Rate Group 4	\$26.18
Rate Group 5	\$29.76
Rate Group 6	\$33.75
Rate Group 7	\$37.83
Rate Group 4G	\$0.00
Rate Group 5G	\$0.00
Rate Group 6G	\$0.00
Rate Group 7G	\$0.00
Rate Group 8	\$0.00
Rate Group 8A	\$0.00
Rate Group 8B	\$42.18
Rate Group 8G	\$0.00
Rate Group 9G	\$0.00
Rate Group 10G	\$0.00

4.19.10. Cornerstone Calling Plans

Toll Calling Plan PGOKO	\$45.15
Toll – Long Distance Calling Plan PGOKP	\$47.25
Toll – Long Distance Calling Plan PGOKR	\$49.35
Toll – Long Distance Calling Plan PGOKM	\$45.15
Unlimited Local - Calling Plan, PGOKL	\$38.85
Unlimited Local - Calling Plan, PGOKJ	\$38.85
Unlimited Local Area Calling Plan, FRLOC	\$33.00
Feature Package Plan One, PGOKT	\$25.20



## SECTION 4 - RATES AND CHARGES, Continued

### 4.19. VERIZON VIRGINIA SERVICE CHARGES, Continued

#### 4.19.10. Usage Rates

A.	InterLATA Message Rate	
	Per minute	\$0.143
B.	Measured Local Usage	
	0 to 8 miles, per minute	\$0.028
	9 to 13 miles, per minute	\$0.04
	14 to 18 miles, per minute	\$0.051
	19 to 23 miles, per minute	\$0.06
	24 to 28 miles, per minute	\$0.073
	29 to 38 miles, per minute	\$0.084
	More than 38 miles, per minute	\$0.095



**SECTION 4 - RATES AND CHARGES, Continued**

**4.19. VERIZON VIRGINIA SERVICE CHARGES, Continued**

4.19.11. Foreign Exchange Services and Charges

A. Foreign Exchange Services

Monthly Rate

Foreign Exchange/Interexchange Channel Mileage USOC 1LHB4	\$6.33
Foreign Exchange Mileage- Non-contiguous Flat Rate USOC 1LHB9	\$16.98
Foreign Exchange Alternative Charge - Contiguous USOC 1LHBV	\$5.30
Foreign Exchange Mileage Contiguous Business USOC 1LHN9	\$17.26
Foreign Central Office Channel Terminal, each channel USOC 2UECO	\$18.83
Foreign Exchange Special Access Line - Two-Wire, EUC2X	\$63.80
Foreign Exchange Special Access Line - Four-Wire, EUC4X	\$97.22
Foreign Exchange Channel Terminal, 2UETL	\$33.09
Foreign Exchange Channel Term Non-contiguous – Local, 2UELCL	\$27.35

B. Foreign Exchange Additional Listing

Rate Class 1 to 8 USOC FAL	\$4.20
Rate Class 1 to 8 USOC FLT	\$4.20
Rate Class 1G to 10G, USOC FAL	\$4.73
Rate Class 1G to 10G, USOC FLT	\$4.73
Rate Class 1G to 10G, USOC LLT	\$4.73
Rate Class 1G to 10G, USOC CLT	\$4.73
Rate Class 1G to 10G, USOC CLTCX	\$4.50
Rate Class 8A, USOC FAL	\$4.20
Rate Class 8A, USOC FLT	\$4.20

C. Foreign Exchange Mileage Charges

FX METRO – Mileage, 0A163	\$0.00
FX METRO – Mileage, per mile, 0A164	\$0.00
FX Special Transport Airline Mileage, 1LFSX	\$7.10



**SECTION 4 - RATES AND CHARGES, Continued**

**4.19. VERIZON VIRGINIA SERVICE CHARGES, Continued**

4.19.12. Centrex

**Monthly Rate**

A. Centrex Services

Centrex Unrestricted Service

Rate Class 1G to 10G	\$64.73
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Centrex CustoSak Service CJEXX

Rate Class 1	\$14.02
Rate Class 2	\$18.24
Rate Class 3	\$22.21
Rate Class 4	\$26.18
Rate Class 5	\$29.76
Rate Class 6	\$33.75
Rate Class 7	\$37.83
Rate Class 8B	\$42.18
Rate Classes 4G to 10G and 8A	\$0.00

Centrex Unrestricted CustoSak Service

Rate Class 1	\$48.09
Rate Class 2	\$47.83
Rate Class 3	\$47.57
Rate Class 4	\$47.30
Rate Class 5	\$47.04
Rate Class 6	\$46.78
Rate Class 7	\$46.52
Rate Class 8	\$45.99
Rate Class 8A	\$45.99
Rate Class 8B	\$45.99

Centrex- Custopak Line Restricted

Rate Class 1	\$48.09
Rate Class 2	\$47.83
Rate Class 3	\$47.57
Rate Class 4	\$47.30
Rate Class 5	\$47.04
Rate Class 6	\$46.78
Rate Class 7	\$46.52
Rate Class 8	\$45.99
Rate Class 8A	\$45.99
Rate Class 8B	\$45.99



**SECTION 4 - RATES AND CHARGES, Continued**

**4.19. VERIZON VIRGINIA SERVICE CHARGES, Continued**

4.19.12. Centrex, Continued

A. Centrex Services, Continued

	<b>Monthly Rate</b>
Centrex- Custoflex 2100 Line – Fully Unrestricted R4N	
Rate Class 1	\$30.75
Rate Class 2	\$30.50
Rate Class 3	\$30.25
Rate Class 4	\$30.00
Rate Class 5	\$29.75
Rate Class 6	\$29.50
Rate Class 7	\$29.25
Rate Class 8	\$28.75
Rate Class 8A	\$28.75
Rate Class 8B	\$28.75
Centrex- Custoflex 2100 Line – Restricted RHK	
Rate Class 1	\$30.75
Rate Class 2	\$30.50
Rate Class 3	\$30.25
Rate Class 4	\$30.00
Rate Class 5	\$29.75
Rate Class 6	\$29.50
Rate Class 7	\$29.25
Rate Class 8	\$28.75
Rate Class 8A	\$28.75
Rate Class 8B	\$28.75



**SECTION 4 - RATES AND CHARGES, Continued**

**4.19. VERIZON VIRGINIA SERVICE CHARGES, Continued**

4.19.12. Centrex, Continued

A. Centrex Services, Continued

**Monthly Rate**

Centrex- Main Station Line RXR

Rate Class 1	\$13.65
Rate Class 2	\$13.39
Rate Class 3	\$13.13
Rate Class 4	\$12.86
Rate Class 5	\$12.60
Rate Class 6	\$12.34
Rate Class 7	\$12.08
Rate Class 8	\$11.55
Rate Class 8A	\$11.55
Rate Class 8B	\$11.55
Rate Class 10G	\$11.96

Centrex- Main Station Line Partially Restricted RWR

Rate Class 1	\$13.65
Rate Class 2	\$13.39
Rate Class 3	\$13.13
Rate Class 4	\$12.86
Rate Class 5	\$12.60
Rate Class 6	\$12.34
Rate Class 7	\$12.08
Rate Class 8	\$11.55
Rate Class 8A	\$11.55
Rate Class 8B	\$11.55
Rate Class 10G	\$11.96

Centrex- Network Access Register (7 or less) R42

Rate Class 1	\$16.56
Rate Class 2	\$18.74
Rate Class 3	\$20.87
Rate Class 4	\$23.06
Rate Class 5	\$25.18
Rate Class 6	\$27.26
Rate Class 7	\$29.45
Rate Class 8B	\$31.56
Rate Class 8G	\$31.56
Rate Class 9	\$33.76
Rate Class 10	\$35.88





**SECTION 4 - RATES AND CHARGES, Continued**

**4.19. VERIZON VIRGINIA SERVICE CHARGES, Continued**

4.19.12. Centrex, Continued

A. Centrex Services, Continued

CentraNet Main Station Line R4T

	<b>Monthly Rate</b>
Rate Class 4G	\$39.80
Rate Class 5G	\$29.51
Rate Class 6G	\$32.23
Rate Class 7G	\$34.39
Rate Class 8G	\$35.44
Rate Class 9G	\$37.64
Rate Class 10G	\$39.80

B. Centrex Features

	<b>Monthly Rate</b>
AD9 Centrex, UPHBX	\$0.00
Bundled Features – Custopak, SBQ	\$0.00
NonAD9 Centrex, UPXR1	\$0.00
Caller ID CLASS Feature Package – Custopak, NLD	\$5.00
Centrex - Account COS, GCCXX	\$0.00
Centrex - Unrestricted Account COS, 26KXX	\$0.00
CentraNet Feature Package 2000 USOC PKGVX	\$3.41
CentraNet Feature Package 3000 USOC PKGWX	\$3.50
Centrex Call Block (*60) per line USOC NX5	\$1.58



**SECTION 4 - RATES AND CHARGES, Continued**

**4.19. VERIZON VIRGINIA SERVICE CHARGES, Continued**

4.19.12. Centrex, Continued

B. Centrex Features, Continued

	<b>Monthly Rate</b>
Centrex-Call Forwarding- Busy Line USOC E6GUR	\$0.74
Centrex-Call Forwarding- Busy Line-Incoming Only USOC E6GNC	\$0.74
Centrex Call Forwarding – Changeable, EAT	\$0.00
Centrex-Call Forwarding- Do Not Answer-Incoming USOC E9GNC	\$0.74
Centrex-Call Forwarding- Do Not Answer USOC E9GUR	\$0.74
Centrex Call Forwarding variable per line, E6D	\$2.91
Centrex Call Pick/Directed CPU with or without Barge in and Call Hold, USOC EPH	\$1.97
Centrex Call Return USOC NX9	\$1.58
Centrex Call Transfer and 3-Way Calling, USOC E2H	\$0.70
Centrex Caller ID USOC NXD	\$6.50
Centrex Caller ID Deluxe USOC NN2	\$7.35
Centrex Caller ID with Name USOC NMP	\$7.88
Centrex Call Waiting- Originating per Station, ESZ	\$2.77
Centrex Common Equipment USOC CYS	\$141.47
Centrex Common Equipment 1-20 station lines,CKC	\$0.00
Centrex - Message Rate, CHCUX	\$0.00
Centrex - Custopak,CEMXX	\$0.00
Centrex Custopak Feature Package USOC NSPX5	\$4.20
CustoFLEX 2100 Additional Multi-Port Conference Bridge per 6, EAA	\$28.00
Custopak Flat Rate Service, 0A158	\$33.75
CustoFLEX 2100 - Bundled Feature Package, SBQ2X	\$0.00
Custoflex TN, 0A181	\$0.00
Centrex Feature Package USOC PKGUX	\$4.50
Centrex line unrestricted, RXRCX	\$0.00
Centrex Long-Distance Message Restriction- Common Equipment USOC LDH	\$37.14
Centrex Priority Call- per Line USOC NX2	\$1.58
Centrex Repeat Dialing- Per Line USOC NX8	\$1.58
Centrex Select Forward- Per Line USOC NX6	\$1.58
Centrex Shared Speed Calling USOC E3G	\$0.74
Centrex Speed Calling- 6 Number Capacity USOC EST	\$2.91
Centrex Ultra Forward USOC FRC	\$11.45
CTX Line Feature, E13	\$0.00
Touch Tone Centrex, TTX	\$0.00
Foreign Central Office Channel Terminal, per terminal USOC 2UECO	\$18.83
Foreign Central Office Mileage USOC 1LX4R	\$1.76
ISDN BRI CentraNet Flat Access USOC XU8	\$21.00
Long Distance Message Restriction per Centrex line arranged USOC RXL	\$0.74
Multipath Call Forwarding per 6+ paths (Custoflex), EYM	\$5.25



**SECTION 4 - RATES AND CHARGES, Continued**

**4.19. VERIZON VIRGINIA SERVICE CHARGES, Continued**

4.19.13. ISDN Service

A. ISDN Services

	<b>Monthly Rate</b>
ISDN Message Business Line Rate Groups 1 to 8A	\$32.71
ISDN BRI Flat Rate	
Rate Group 1	\$43.21
Rate Group 2	\$82.22
Rate Group 3	\$84.08
Rate Group 4	\$87.58
Rate Group 5	\$91.88
Rate Group 6	\$96.16
Rate Group 7	\$100.88
Rate Group 8	\$65.26
Rate Group 8A	\$53.18
Rate Group 7G	\$69.93
Rate Group 10G	\$80.17
ISDN Access Line - Measured (USS) 8DB	
ISDN Access Line - Measured (USS) Rate Groups 1 to 8	\$32.71
Rate Group 4G	\$28.25
Rate Group 5G	\$33.23
Rate Group 6G	\$33.23
Rate Group 7G	\$33.23
Rate Group 8A	\$32.71
Rate Group 8B	\$32.71
Rate Group 8G	\$36.91
Rate Group 8G	\$36.91
Rate Group 9G	\$36.91
Rate Group 10G	\$36.91



**SECTION 4 - RATES AND CHARGES, Continued**

**4.19. VERIZON VIRGINIA SERVICE CHARGES, Continued**

4.19.13. ISDN Service, Continued

B. ISDN Features

	<b>Monthly Rate</b>
Calling Line ID with Name per PRI Arrangement, NM1PN	\$150.00
ISDN BRI Electronic Key Feature Package, EFV1X	\$4.25
ISDN BRI Line- Message/ Measured to EAC USOC 8MM Rate Groups 1 to 8B	\$32.71
ISDN PRI- DID's USOC N1PXX	\$0.00
ISDN- PRI Message- Incoming Trunk w/o Allowance USOC T1KJ1	\$0.00
ISDN Primary Trunk Group Software USOC AS3SW	\$0.00
ISDN BRI X.25 Packet Data- Fast Select USOC GXD	\$0.25
ISDN Access Line IntelliLinQ BRI USOC LSN1X	\$17.55
D Packet ISDN BRI Access USOC LSN4X	\$16.33
IntelliLinQ BRI ISDN Data Channel USOC LTC6X	\$5.72
ISDN/IntelliLinQ BRI - Circuit Switched Voice/Data USOC LTG1X	\$5.72
IntelliLinQ BRI ISDN Voice Channel USOC LTG5X	\$5.72
IntelliLinQ BRI ISDN Data Channel, LTC6X	\$5.72
IntelliLinQ BRI Service - Circuit Switched Data Usage Vol. Discount Option 1, UMKXA	\$16.40
IntelliLinQ BRI - Circuit Switched Voice User, LTQ5X	\$5.45
IntelliLinQ BRI - Flat/Measured, 8FD	\$49.33
IntelliLinQ BRI Circuit Switched Data User, LTQ6X	\$10.40
IntelliLinQ BRI - EKTS Shared Call Appearance, DK6	\$0.00
ISDN BRI-Alternate Circuit Switch Voice & Data USOC LTQ1X	\$8.50
ISDN BRI Terminal Service Profile USOC PFL	\$0.00
ISDN PRI Calling Line Identification USOC NXN	\$00.00
IntelliLinQ ISDN-PRI Circuit Switch Data Usage Option 1 USOC UMKP1	\$0.00
IntelliLinQ ISDN-BRI Circuit Switch Data Usage Option 1 USOC UMKRA	\$16.40
IntelliLinQ PRI Flat – Incoming, T1KG1	\$0.00
IntelliLinQ PRI Interface Arrangement 23B+backup D, ZPAZA	\$0.00
Number to Number, TCP	\$0.00
IntelliLinQ PRI Call by Call Channel, T1KLX	\$75.00
IntelliLinQ BRI - Circuit Switched, LTG6X	\$5.72
ISDN BRI CentraNet Flat Access USOC XU8	\$21.00
ISDN PRI SERVICE PACKAGE USOC ZPGFX	\$0.00
ISDN - Measured Line, 8DA	\$14.18
PRI Name, PRIN	\$0.00
PRI D Channel 64 CCC, ZPAXD	\$0.00
PRI Interface Arrangement 23B+D, ZPAZD	\$300.00
PRI Interface- Primary Access Facility, ZPT1X	\$150.00
PRI Message Outgoing w/o Allowance, T1KJO	\$0.00



**SECTION 4 - RATES AND CHARGES, Continued**

**4.19. VERIZON VIRGINIA SERVICE CHARGES, Continued**

4.19.14. Custom Calling Features

	<b>Monthly Rate</b>
10XXX Block, PROX	\$0.00
*66/*69/3-Way Calling Block, FFK3C	\$0.00
*69 Denial (Deny Return Call), HBS	\$0.53
700 Blocking Option, RTVXJ	\$0.00
900 Blocking Option, RTVXK	\$0.00
700 and 900 Blocking Option, RTVXP	\$0.00
976 Restriction, RTVXN	\$0.00
Account Level Class of Service, FEUXX	\$0.00
Answer Call 30 Minute Multiple Password Mailbox, MBJ1S	\$15.75
Answer Call 30 Minutes Single Password Mailbox, MBJ1X	\$7.75
Answer Call 45 Minute Mailbox, MBJ2S	\$15.75
Answer Call 45 Minutes Single Password Mailbox, MBJ2X	\$15.75
Anonymous Call Rejection with Caller ID, AYW	\$0.53
Automatic Callback, ACY	\$48.43
Automatic Callback Feature- per line, SAK	\$1.11
Billed Number Screening - Option A, 40302	\$0.00
Call Block (*60), NSY	\$6.56
Call Forwarding Busy Line, EVB	\$5.57
Caller ID Deluxe, NDF	\$17.22
Caller ID Number Only, NSD	\$10.76
Caller ID w/name per line-Custopak (without feature package), NNM	\$5.75
Call Screening, GRTCS	\$3.00
Call Waiting, ESX	\$12.50
Call Waiting ID, NWT	\$0.00
Call Waiting ID Deluxe, NWL	\$7.00
Call Waiting ID Deluxe, CWDX	\$7.35
Call Trace (*57), NST	\$0.00
Call Transfer, GRTCT	\$6.00
Caller ID CLASS Number Delivery per line, NSDPG	\$10.25
Collect Call Blocking, TBEC	\$0.00
Collect and Third Number Blocking, TBEA	\$0.00
Deny Call Block, HBY	\$0.00
Deny Call Trace, HBG	\$0.00
Deny Priority Call, HBK	\$0.00
Deny Three Way, TWC1	\$0.00
Deny Select Forward, HBV	\$0.00
Deny Usage - Call Forward, HBN	\$0.00
Distinctive Ring I (Ringmate (R) Service), DRS1X	\$9.24
Distinctive Ring II (RingMaster II (R) Service), DRS2X	\$8.80
Do not Disturb - Custom Calling Feature, NRJ	\$2.10
Enhanced Call Forwarding - Existing Number, ATFEF	\$7.35
Enhanced Call Forwarding w/ call Manager- Existing number, ATFCM	\$9.50
Executive Busy Override, E72	\$0.26
Enhanced Station Feature - Call Park, CP9	\$0.00
Follow Me, GRTFM	\$12.00
Line Blocking, NG5	\$0.00

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**SECTION 4 - RATES AND CHARGES, Continued**

**4.19. VERIZON VIRGINIA SERVICE CHARGES, Continued**

4.19.14. Custom Calling Features, Continued

	<b>Monthly Rate</b>
LD-International Call Blocking, 0A270	\$0.00
Hot Line Service, HLS	\$0.89
Hunting Multi-Line, HML	\$0.00
IdentaRing, WZBCF	\$6.83
International Call Block, RTVXO	\$0.00
Message Waiting Indication, MWIS	\$0.00
Message Waiting Indication, MWIL	\$0.00
Message Waiting Indicator, GRTMWI	\$9.10
Message Waiting Indication – Audible, MWIA	\$0.00
Message Waiting Indicator – Visual, MWILO	\$0.75
Message Waiting Indicator – Visual, MWIV	\$0.75
Message Waiting Indicator - Visual, MWIM	\$0.00
Message Waiting Indication - Audible & Visual, MWID	\$0.00
Mini Message Board, VAZ1X	\$15.00
Multiple Greeting Schedule, GRTMG	\$1.95
Mutual Drainage Reactor, PUB	\$5.84
Pager Notification, P9GSX	\$3.00
Per Line Blocking, NSG	\$0.00
Personal Receptionist, ORV	\$3.50
Remote Call Forwarding (Granite), GRTRCF	\$29.99
Remote Call Forwarding InterLATA, U3FXJ	\$0.00
Remote Call Forwarding Additional Path, UF5	\$0.00
Selective Class of Call Screening, SRG	\$7.06
Smarter Call Pak with Speed Call, FFK4D	\$0.00
Speed Calling - 8 code, ESL	\$2.63
Speed Calling - 30 code, ESF	\$4.34
Speed Calling - 30 code, E3D	\$0.00
System Speed Calling Access, SFE	\$0.00
Three way Calling Transfer, per trunk, EO3	\$4.00
Three Way Call Block, TWC	\$0.00
Three Way Usage Blocking, RCU	\$0.00
Tickler/Reminder Service, GRTRR	\$3.95
Touch Tone, TDN	\$0.00
Touch Tone Business, TTV	\$0.00
Toll Restriction, TD7	\$1.58
Toll Restriction, TBEB	\$0.00
Transfer of Calls, TC	\$0.00
Ultra Forward (Call Forward/Remote Access), FRM	\$11.45



**SECTION 4 - RATES AND CHARGES, Continued**

**4.19. VERIZON VIRGINIA SERVICE CHARGES, Continued**

4.19.15. Additional Services, Features, and Facility Mileage

A. Additional Services and Features

	<b>Monthly Rate</b>
11080 Channel, 1L6GH	\$15.59
Account COS - Business Single Line Measured, LMBXX	\$0.00
Account level class of service. 2MNXX	\$0.00
Addl Message Business Line, ALS	\$0.00
Addl Measured Business Line, ALM	\$0.00
Alarm Circuit Termination Address, CKL	\$0.00
Autoattendant Redirection - per telephone number, R8APN	\$0.25
Automatic Route Selection Basic NPA Only - Long Distance, AR9	\$2.60
Automatic Route Selection Basic NPA & CO- Long Distance, ARH	\$14.44
Automatic Route Selection Basic - Common Equipment, ART	\$17.97
Automatic Route Selection Basic NPA Only, ARG	\$44.80
Automatic Ringing for use with Type 2120 Channel - Series 2000, 27F	\$9.25 Billed Number
Screening - Option B, 40300	\$0.00
Billed Number Screening - Option C, 40301	\$0.00
Break Rotary Hunt Arrangement, 93B	\$34.78
Call Gate Service, OC4	\$4.99
Call Pick Up Group, CPG	\$0.26
Channel Conditioning Arrangement Type C1, P2W	\$24.48
Channel Conditioning Arrangement Type C2, P3H	\$91.70
Channel Conditioning Type D1 - 2 Point, QHA	\$15.57
Channel Conditioning for Series 3000 Channels - Other Service Arrangement, P9W	\$14.56
Channel Terminal-Interexchange/Intralata channel, 6WEER	\$37.65
Central Office Trunk Touch Tone, TJB	\$0.00
Circuit Switched Data Usage Per B Channel, UMKX1	\$0.02
CommPortal, COMMP	\$3.00
Connecting Arrangement, CD4	\$0.00
Custom Redirect Service, R8S	\$0.00
D Channel Packet-Switched Data, LTG4X	\$4.40
Dial Tone - Measured Usage, TV1OX	\$0.00
Dial Tone - Message Usage, TMB1X	\$60.11
Dial Tone - Message Usage, TMBOX	\$60.11
Dial Tone Trunk - Hospital, TJTCX	\$0.00
Dial Tone Line, DTLBX	\$32.71
Dial Tone Line, DTL	\$32.71
Direct Inward Dialing (DID) Service, NDT	\$10.76
Directory Assistance Call Completion/Connect Request Block, BLKDA	\$0.00
DID Working Telephone Number, AS3DW	\$0.00
DID Working Telephone Number, NDN	\$0.00
DID (block of 20), NDJ	\$20.25
DID 20 block, FPAP2	\$21.00
Digital Access Line Type I, DDB	\$140.29
Digital - multiplexed Hand off Facility, D7W	\$581.70
Digital Dedicated Hand Off Facility, D7Z	\$234.00

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**SECTION 4 - RATES AND CHARGES, Continued**

**4.19. VERIZON VIRGINIA SERVICE CHARGES, Continued**

4.19.15. Additional Services, Features, and Facility Mileage, Continued

A. Additional Services and Features, Continued

	<b>Monthly Rate</b>
Direct Inward Dialing Service, NDZ	\$21.26
Direct Inward Dialing 100 Block, FPAP3	\$100.00
Directory Assistance Exempt, DAE	\$0.00
Easy Number Block Pay Per Call, NR9ZD	\$0.00
Extended Area Service, Metropolitan, XCBFH	\$11.03
Extended Local Service, SEH2X	\$0.00
Extended Local Service, SEH3X	\$0.00
Flat Rate PBX Trunk, XLKXX	\$0.00
Flat Service - Service Point, 0A134	\$0.00
Fictitious Line, 0A116	\$0.00
Foreign Exchange Line, FOREXG	\$0.00
Foreign Exchange Channel, 2UTEL	\$0.00
Four Wire Channel Termination, DUX4S	\$0.00
Ground Start, GST	\$5.00
Ground Start, GDST	\$0.00
Grid Local Bundle Package, GRID	\$29.99
HiCap 1.5 Local Channel Termination Interexchange, 1L7K4	\$438.45
Inbound/outbound bundle pricing, GRTVIO	\$15.99
Intraexchange Channel Terminal each, 2UERA	\$18.83
Interexchange Channel Station Terminal, 1LMDP	\$92.24
Interexchange Channel Station Terminals, 1LMCP	\$69.30
Interexchange Channel Foreign Exchange, 1LHU9	\$0.83
Interexchange Local Channel Off Prem Ext to PBX, 1LVA4	\$34.29
Interexchange Local Channel Off Premise Extension, 1LLAP	\$59.04
Interexchange Station Terminal Off Prem Ext To, 1LVCP	\$46.48
Interexchange Channel Terminal, 2UEER	\$33.09
Inter-location Intercom, 1U2M1	\$0.17
Intraexchange Local Channel, 1LMFJ	\$21.98
Intraexchange Local Channel, 1LMEJ	\$63.92
Intraexchange Local Channel, 1LVGJ	\$34.29
Intraexchange Local Channel Off Premise Extension to PBX, 1LVDJ	\$34.29
Intraexchange Channel, 1LLBJ	\$29.98
Intraexchange Channel Half Duplex - Series 1000, ZVERA	\$13.85
Isolating Transformer Single Channel Unit, PKX	\$7.90
No International Calling Plan, NICP	\$0.00
Local Channel/s types 4041, 1L6CJ	\$35.01
Local Channel diff building/same or diff premise, 1L6GJ	\$24.62
Logical Terminal-Ckt Switched Voice & Data 2nd B, LTU1X	\$5.45
Logical Terminal-Ckt Switched Data 2nd B Channel, LTU6X	\$5.45
Long Distance Message Restriction, LDE	\$37.14
Loudspeaker Paging Access, LNQ	\$25.00
MACSTAR/CSC Feature - Plan 1, CPVZA	\$0.09
Make Busy Arrangement, P89	\$3.18

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**SECTION 4 - RATES AND CHARGES, Continued**

**4.19. VERIZON VIRGINIA SERVICE CHARGES, Continued**

4.19.15. Additional Services, Features, and Facility Mileage, Continued

A. Additional Services and Features, Continued

	<b>Monthly Rate</b>
Message Rate Class of Service, FM8XX	\$0.00
Message Rate PBX Trunk Line, TMB	\$0.00
Message Rate PBX Trunk - Touch Tone, TMBCT	\$0.00
Message/Measured to EAC, THMOX	\$0.00
Message/Measured to EAC Main Line, 1BZXX	\$0.00
Message/Measured to EAC Main Line, 1BZ	\$0.00
Message/Measured to EAC Additional Main Line, ALJ	\$0.00
Message/Measured to EAC Trunk – Rotary, THMCX	\$0.00
Message/Measured to EAC Trunk - Touch Tone, THMCT	\$0.00
Message/Measured to EAC Trunk, THM	\$0.00
Measured Rate PBX Trunk, TV1	\$0.00
Measured Rate PBX Trunk – Rotary, TV1CX	\$60.11
Measured Rate PBX Trunk - Touch Tone, TV1CT	\$0.00
Measured Rate Trunk Service, TF8CX	\$0.00
Miscellaneous Line, 0A127	\$0.00
Move Demarc, RWW	\$0.00
Multi-Point Service Arrangement Bridging Equipment, BT8	\$8.38
National 411 Block, BLKDE	\$0.00
Network Control Modem, NCM	\$97.47
No Cramming Allowed Block, BLOCK	\$0.00
Operator Screening, DHL	\$1.58
Off Premise Extension Lines, RVY	\$0.00
Off Premise Extension, EXH	\$63.80
Repeat Dialing Denial, HBQ	\$0.53
PBX Trunk, TTTXA	\$0.00
PBX Trunk, TTTXB	\$0.00
Preferred Telephone Number, RNCSN	\$3.68
Preferred Telephone Number Single Payment Option, RNCSC	\$0.00
Priority Call, NSK	\$4.20
Phantom Sacrifice telephone number, SXY	\$0.00
Question/Answer. GRTQA	\$9.95
R-W Transfer Of Calls, TCI	\$4.00
Service Point Basic Calling Plan, XCBFC	\$0.00
Service Point Optional Usage Sensitive Service, XCBFA	\$0.00
Service Point - Flat Rate Calling Plan, XCBFG	\$0.00
Service Point Message Rate Allowance, XCBFB	\$0.00
Served Direct Service - 50 pair cable, 1LZ55	\$91.00
Served Direct Service - 25 pair cable, 1LZ75	\$78.00
Signaling Arrangements-Type B, SAU	\$11.48
Signaling Arrangement E&M to DX, SLM	\$22.30
Signal Arrangement - Type A, SAL	\$16.50
Signal Arrangement - Type C, SAY	\$1.33
Simulated Exchange Access Trunk, EQACX	\$77.72

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**SECTION 4 - RATES AND CHARGES, Continued**

**4.19. VERIZON VIRGINIA SERVICE CHARGES, Continued**

4.19.15. Additional Services, Features, and Facility Mileage, Continued

A. Additional Services and Features, Continued

	<b>Monthly Rate</b>
Toll Billing Exception Line Identification, LYE	\$2.63
Toll Restriction, RTVXA	\$0.00
Touch Tone Business, TTB	\$0.00
Trunk Service 2 Way Message, T1KJ2	\$0.00
Two Wire Channel Termination, J5YNS	\$0.80
Uniform Call Distribution Group, A6T	\$6.54
Uniform Call Distribution, A6V	\$0.63
Uniform Call Distribution - per each hunting group, AHBPG	\$6.54
VA Individual Additional Telephone Number, ZTN	\$3.00
VA Hospital Directory Assistance, NCAHP	\$0.00
Voice Grade Tie Line Service between PBX and or CENTREX Services, PTBVL	\$0.00

B. Facility Mileage Charges

Mileage Charge, 1LHBS	\$6.33
Tie Line Mileage, 1LTDJ	\$5.76
IntraExchange Interoffice Mileage - Half Duplex, 1L3AR	\$1.40
Foreign Mileage Charge, 1LXB4	\$8.90
HiCap 1.5 Channel Mileage - Intraexchange per increment, 1L7L4	\$97.43
Interexchange Mileage, per mile, 1LMD4	\$6.33
Interexchange Interoffice Mileage per mile, 2000 Series 1LMC4	\$125.52
Interexchange Interoffice Mileage Off Premise Extension, 1LLA4	\$55.16
Intraexchange Interoffice Mileage: Off Prem Extension To PBX, 1LVBR	\$1.76
Intraexchange Interoffice Mileage: Off Prem Extension to Centrex, per mile 1LVFR	\$1.76
Intraexchange Interoffice Channel Mileage, 1L6DA	\$1.76
Intraexchange Interoffice Channel Mileage, 1L6DR	\$2.42
Intraexchange Interoffice Mileage Regular VG Channel, 1LMFR	\$1.76
Off Premise Extension Mileage, per mile 1LLYM	\$1.80
Primary Rate Access Facility, each, ZTP1X	\$150.00
Private Line mileage (1st mile), 1PFES	\$0.00
Private Line Channel Mileage - 6000 Series, 1LGRJ	\$22.40



## SECTION 4 - RATES AND CHARGES, Continued

### 4.19. VERIZON VIRGINIA SERVICE CHARGES, Continued

#### 4.19.16. Directory Features

Single Appearance Directory Number, MA6	\$0.00
Secondary Directory Number, FGD	\$0.42
Non-Published Service, NP3	\$0.00
Additional Listing	\$4.73
Foreign Additional Listing, Rate Class 1 to 8 FAL	\$4.20
Foreign Additional Listing, Rate Class 1 to 8 FLT	\$4.20
Foreign Additional Listing, Rate Class 1G to 10G FAL	\$4.73
Foreign Additional Listing, Rate Class 1G to 10G FLT	\$4.73
Foreign Additional Listing, Rate Class 8A FAL	\$4.20
Foreign Additional Listing, Rate Class 8A FLT	\$2.75 □ 4.20



## SECTION 5 – CARRIER PRESUBSCRIPTION

### 5.1. GENERAL

Carrier Presubscription is a procedure whereby a Customer designates to the Company the carrier which the Customer wishes to be the carrier of choice for intraLATA and interLATA toll calls. Such calls are automatically directed to the designated carrier, without the need to use carrier access codes or additional dialing to direct the call to the designated carrier. Presubscription does not prevent a Customer who has presubscribed to an intraLATA or interLATA toll carrier from using carrier access codes or additional dialing to direct calls to an alternative long distance carrier on a per call basis.

### 5.2. PRESUBSCRIPTION OPTIONS

5.2.1. Customers may select the same carrier or separate carriers for intraLATA and interLATA long distance. The following options for long distance Presubscription are available:

- A. Customer selects the Company as the presubscribed carrier for intraLATA and InterLATA toll calls subject to presubscription.
- B. Customer may select the Company as the presubscribed carrier for intraLATA calls subject to presubscription and some other carrier as the presubscribed carrier for interLATA toll calls subject to presubscription.
- C. Customer may select a carrier other than the Company for intraLATA toll calls subject to presubscription and the Company for InterLATA toll calls subject to presubscription.
- D. Customer may select a carrier other than the Company for both intraLATA and interLATA toll calls subject to presubscription.
- E. Customer may select two different carriers, neither being the Company, for intraLATA and interLATA toll calls. One carrier to be the Customers' primary intraLATA interexchange carrier, the other carrier to be the Customer's primary interLATA interexchange carrier.
- F. Customer may select no presubscribed carrier for intraLATA toll calls subject to presubscription which will require the Customer to dial a carrier access code to route all intraLATA toll calls to the carrier of choice for each call.



## SECTION 5 – CARRIER PRESUBSCRIPTION, Continued

### 5.3. RULES AND REGULATIONS

- 5.3.1. Customers of record will retain their primary interexchange carrier(s) until they request that their dialing arrangements be changed.
- 5.3.2. Customers of record or new Customers may select from among Options A-F for intraLATA presubscription.
- 5.3.3. Customer may change their selected Option and/or presubscribed toll carrier at any time subject to charges specified in Section 5.1.5 below.

### 5.4. PRESUBSCRIPTION CHARGES

#### 5.4.1. Application of Charges

After a Customer's initial selection for a presubscribed toll carrier and as detailed above, for any charge thereafter, a Presubscription Charge, as set forth below, will apply. Customers who request a change in intraLATA and interLATA carriers with the same order will be assessed a single charge per line.

#### 5.4.2. Nonrecurring Charges

Per business facility	\$5.00
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## **SECTION 6 – EXCHANGE AND ZONE RATE CLASSES, LOCAL SERVICE AREAS AND EXTENDED AREA CALLING SERVICE LOCAL SERVICE ROUTES**

### **6.1. GENERAL**

The regulations and rates for Local Exchange Service as included in the Company's Service Guide are applicable to the Service Exchanges as specified in this section.

### **6.2. REGULATIONS**

The Company service area exchanges are shown below with their respective Local Calling Area Exchanges. Various usage plans are available for calling within the service exchange only, and from the service exchange to the local calling exchanges as explained in the local service description section of this Service Guide. Additional, optional expanded local calling plans are also available in the tariff.

### **6.3. MULTIZONE EXCHANGES**

In three highly populated areas of the state the exchanges, for tariff simplification purposes, have been consolidated under one unified name for each are, and they are as follows:

- A. The Newport News Metropolitan Exchange Area (NNMEA) embraces Newport News and certain suburban areas. The NNMEA comprises zones designated as follows: Hampton, Newport News, Peninsula and Poquoson.
- B. The Norfolk Metropolitan Exchange Area (NMEA) embraces Norfolk and certain suburban areas. The NMEA comprises zones designated as follows: Norfolk-Virginia Beach, Portsmouth, Princess Anne, Great Bridge and Hickory.
- C. The Washington Metropolitan Exchange Area (WMEA) embraces the District of Columbia and Certain Suburban areas in Virginia and Virginia. The WMEA comprises zones designated as follows: Alexandria-Arlington (Va.), Berwyn (Md.), Bethesda (Md.), Bowie-Glenn Dale (Md.), Capitol Heights (Md.), Clinton (Md.), Fairfax-Vienna (Va.), Falls Church-McLean (Va.), Hyattsville (Md.), Kensington (Md.), Layhill (Md.), Marlboro (Md.), Oxon Hill (Md.), Rockville (Md.), Silver Spring (Md.), and Washington D.C.



**SECTION 6 – EXCHANGE AND ZONE RATE CLASSES,  
LOCAL SERVICE AREAS AND EXTENDED AREA CALLING SERVICE LOCAL SERVICE  
ROUTES, Continued**

**6.4 SERVICE AREAS**

Exchange or Zone	Rate Class	Notes	Exchanges and Zones Included In Local Service Area
Alexandria – Arlington	8,8,8	4	All zones of the WMEA, Arcola (Verizon South Inc.), Braddock, Dulles (Verizon South Inc.), Dulles Metro (Verizon South Inc.) Engleside, Herndon, Leesburg, Lorton, (Verizon South Inc.), Lorton Metro (Verizon South Inc.)
Appalachia	4,3,4	4	Appalachia, Big Stone Gap, Norton, Pennington Gap, Wise
Ashland	8,7,8	4	Ashland, Bethia, Chester, Manakin, Mechanicsville, Midlothian, Richmond, Rockville, Sandston, Varina
Bedford	7,6,7	4	Bedford, Buchanan, Big Island, Lynchburg, Montvale, Roanoke, Stone Mountain
Belle Haven	4,3,4	4	Belle Haven, Eastville, Onancock
Bent Mountain	7,6,7	4	Bent Mountain, Locust Grove (Citizens Tel. Co-op.), Roanoke, Salem, Shawsville
Berryville	5,4,5	4	Berryville, Bluemont, Boyce, Stephens City, Upperville, Winchester
Bethia	8,7,8	4	Amelia (Amelia Tel. Corp.), Ashland, Bethia, Chester, Dinwiddie, Manakin, Mechanicsville, Midlothian, Petersburg, Powhatan, Richmond, Rockville, Sandston, Varina
Big Island	6,7,6	4	Bedford, Big Island, Lynchburg
Big Stone Gap	4,3,4	4	Appalachia, Big Stone Gap, Norton, Pennington Gap, Wise
Blacksburg	6,6,6	4	Blacksburg, Christiansburg, Dublin, Radford, Salem, Shawsville
Bluemont	6,7,6	4	Berryville, Bluemont, Catoctin, Leesburg, Middleburg, Mount Gilead, Upperville
Boyce	7,4,7	4	Berryville, Boyce, Stephens City, Upperville, Winchester



**SECTION 6 – EXCHANGE AND ZONE RATE CLASSES,  
LOCAL SERVICE AREAS AND EXTENDED AREA CALLING SERVICE LOCAL SERVICE  
ROUTES, Continued**

**6.4 SERVICE AREAS, Continued**

Exchange or Zone	Rate Class	Notes	Exchanges and Zones Included In Local Service Area
Braddock	8,8,8	4	Alexandria-Arlington, Arcola (Verizon South Inc.), Braddock, Dulles (Verizon South Inc.), Dulles Metro (Verizon South Inc.), Engleside, Fairfax -Vienna, Falls Church - McLean, Herndon, Leesburg, Lorton (Verizon South Inc.), Lorton Metro (Verizon South Inc.) Washington, D.C. (Verizon D.C.)
Brokenburg	6,7,6	4	Brokenburg, Fredericksburg, Mineral, Spotsylvania, Unionville
Buchanan	6,6,7	4	Bedford, Buchanan, Fincastle (R&B Telephone), Montvale, Troutville (R&B Telephone)
Calverton	7,3,7	4	Calverton, Hartwood, Remington, Warrenton
Cape Charles	8,7,8	4	Cape Charles, Eastville, Norfolk-Va. Beach Zone, Portsmouth
Cartersville	8,8,8	4	Cartersville, Cumberland, Farmville (Sprint/Centel), Fife, Powhatan
Catoctin	4,4,4	4	Bluemont, Catoctine, Leesburg
Charles City	7,7,8	4	Charles City, Enon, Hopewell, Providence Forge, Toano, Varina, Williamsburg
Chatham	6,4,6	4	Bachelors Hall (Sprint/Centel), Chatham, Danville
Chester	7,7,7	4	Ashland, Bethia, Chester, Enon, Hopewell, Manakin, Mechanicsville, Midlothian, Petersburg, Richmond, Rockville, Sandston, Varina
Chincoteague	2,2,2	4	Chincoteague, Temperanceville
Christiansburg	7,6,7	4	Alum Ridge (Citizens Tel. Co-op.), Blacksburg, Christiansburg, Dublin, Locust Grove(Citizens Tel. Co-op.), Radford, Roanoke, Salem, Shawsville Clinchco 3,2,3 4 12-1-93 Clinchco, Clintwood, Coeburn, Dante, Davenport, Haysi





**SECTION 6 – EXCHANGE AND ZONE RATE CLASSES,  
LOCAL SERVICE AREAS AND EXTENDED AREA CALLING SERVICE LOCAL SERVICE  
ROUTES, Continued**

**6.4 SERVICE AREAS, Continued**

Exchange or Zone	Rate Class	Notes	Exchanges and Zones Included In Local Service Area
Clintwood	7,4,7	4	Clinchco, Clintwood, Coeburn, Dante, Haysi, Pound, Wise
Clover	3,2,3	4	Clover, Halifax (Sprint/ Centel), South Boston (Sprint/ Centel)
Coeburn	7,4,7	4	Clinchco, Clintwood, Coeburn, Dante, Norton, St. Paul, Wise
Concord	6,7,6	4	Concord, Lynchburg, Rustburg (Sprint/Centel)
Craigsville	7,4,7	4	Craigsville, Staunton
Crigslerville	7,3,7	4	Criglersville, Culpeper, Madison, Orange, Shenandoah Park, Sperryville
Crows-Hematite	4,3,4	4	Clifton Forge (CFW Tel. Co.), Covington (CFW Tel. Co.), Crows-Hematite, White Sulphur Springs, W. Va. (Verizon-W. Va.)
Culpepper	6,6,6	4	Criglersville, Culpeper, Hartwood, Madison, Marshall, Orange, Remington, Sperryville, Unionville, Warrenton, Washington (Sprint/Centel)
Cumberland	8,8,8	4	Arvonias (Sprint/Centel), Buckingham (Sprint/Centel), Cartersville, Cumberland, Dillwyn (Sprint/Centel), Farmville (Sprint/Centel), Powhatan, Prospect (Sprint/Centel)
Cumberland Gap	7,3,7	4	Cumberland Gap, Tenn. (Bell South Telcom. Inc.), Cumberland Gap, Va., Fork Ridge, Tenn. (Bell South Telcom. Inc.), Jonesville, Lee, Middlesboro, Ky. (Bell South Telcom. Inc.), New Tazewell, Tenn. (Century Tel. of Claiborne, Inc.), Sharpe's Chapel, Tenn., (Century Tel. of Claiborne, Inc.)
Dante	4,3,4	4	Clinchco, Clintwood, Coeburn, Dante, Davenport, Lebanon, Saint Paul



**SECTION 6 – EXCHANGE AND ZONE RATE CLASSES,  
LOCAL SERVICE AREAS AND EXTENDED AREA CALLING SERVICE LOCAL SERVICE  
ROUTES, Continued**

**6.4 SERVICE AREAS, Continued**

Exchange or Zone	Rate Class	Notes	Exchanges and Zones Included In Local Service Area
Danville	7,4,7	4	Axton (Sprint/Centel), Bachelors Hall (Sprint/Centel), Chatham, Danville, Gatewood, N.C. (Bell South Telcom. Inc.), Milton, N.C. (Bell South Telcom.Inc.), Whitmell(Sprint/Centel) Davenport 7,4,7 4 12-1-93 Big Prater (Verizon South Inc.) Clinchco, Dante, Davenport, Grundy (Verizon South Inc.) Haysi, Honaker, Lebanon, Oakwood (Verizon South Inc.), Richlands (Verizon South Inc.)
Dinwiddie	8,8,8	4	Bethia, Dinwiddie, McKenney, Petersburg
Dublin	6,7,6	4	Blacksburg, Christiansburg, Dublin, Pulaski, Radford
Eastville	7,4,7	4	Belle Haven, Cape Charles, Eastville
Engleside	8,8,8	4	Alexandria-Arlington, Brad-dock, Dulles (Verizon South Inc.), Dulles Metro (Verizon South Inc.), Engleside, Fairfax-Vienna, Falls Church-McLean, Herndon, Lorton (Verizon South Inc.), Lorton Metro (Verizon South Inc.), Occoquan (Verizon South Inc.), Washington, D.C. (Verizon D.C.)
Enon	7,7,7	4	Charles City, Chester, Claremont, (Verizon South Inc.), Enon, Hopewell, Petersburg, Varina
Fairvax-Vienna Zone	8,8,8	4	All zones of the WMEA, Arcola (Verizon South Inc.), Braddock, Dulles (Verizon South Inc.), Dulles Metro (Verizon South Inc.), Engleside, Herndon, Leesburg, Lorton (Verizon South Inc.), Lorton Metro (Verizon South Inc.)
Falls Church-McLean Zone	8,8,8	4	All zones of the WMEA, Arcola (Verizon South Inc.), Braddock, Dulles (Verizon South Inc.), Dulles Metro (Verizon South Inc.), Engleside, Herndon, Leesburg, Lorton (Verizon South Inc.), Lorton Metro (Verizon South Inc.)



**SECTION 6 – EXCHANGE AND ZONE RATE CLASSES,  
LOCAL SERVICE AREAS AND EXTENDED AREA CALLING SERVICE LOCAL SERVICE  
ROUTES, Continued**

**6.4 SERVICE AREAS, Continued**

Exchange or Zone	Rate Class	Notes	Exchanges and Zones Included In Local Service Area
Fife	8,8,8	4	Cartersville, Fife, Goochland, Powhatan
Fredericksburg	6,6,6	4	Brokenburg, Chancellor (Verizon South Inc.), Fredericksburg, Hartwood, Port Royal (Verizon South Inc.), Spotsylvania, Stafford (Verizon South Inc.)
Gainesboro	7,7,7	4	Gainesboro, Gore, Winchester
Goochland	8,7,8	4	Fife, Goochland, Manakin, Powhatan, Richmond, Rockville
Gordonsville	7,7,7	4	Charlottesville (Sprint/Centel), Gordonsville, Louisa, Orange, Unionville
Gore	7,7,7	4	Capon Bridge, W. Va. (Citizens Telcom), Gainesboro, Gore, Winchester
Greenwood	6,6,6	4	Charlottesville (Sprint/Centel), Crozet (Sprint/Centel), Greenwood, Lovingston
Hampton	8,7,8	4	All zones of the NNMEA Zone, Gloucester (Verizon South Inc.) Hayes (Verizon South Inc.), (T) Norfolk -Va. Beach Zone, Portsmouth Zone, Suffolk, Toano, Williamsburg
Hartwood	6,6,6	4	Calverton, Culpeper, Fredericksburg, Hartwood, Remington, Stafford (Verizon South Inc.)
Haysi	2,2,2	4	Clinchco, Clintwood, Davenport, Haysi



**SECTION 6 – EXCHANGE AND ZONE RATE CLASSES,  
LOCAL SERVICE AREAS AND EXTENDED AREA CALLING SERVICE LOCAL SERVICE  
ROUTES, Continued**

**6.4 SERVICE AREAS, Continued**

Exchange or Zone	Rate Class	Notes	Exchanges and Zones Included In Local Service Area
Herndon	8,8,8	4	Alexandria-Arlington, Arcola (Verizon South Inc.), Braddock, Dulles (Verizon South Inc.), Dulles Metro (Verizon South Inc.), Engleside, Fairfax-Vienna, Falls Church -McLean, Herndon, Leesburg, Lorton (Verizon South Inc.), Lorton Metro (Verizon South Inc.), Washington, D.C. (Verizon D.C.)
Honaker	5,4,5	4	Davenport, Grundy, Honaker, Lebanon, Oakwood (Verizon South Inc.), Richlands (Verizon South Inc.), Tazewell (Verizon South Inc.)
Hopewell	8,8,8	4	Charles City, Chester, Claremont (Verizon South Inc.), Enon, Hopewell, Petersburg, Waverly
Jonesville	2,2,2	4	Cumberland Gap, Jonesville, Lee, Pennington Gap, St. Charles
Lebanon	5,3,5	4	Dante, Davenport, Honaker, Lebanon, Richlands (Verizon South Inc.), St. Paul
Lee	4,2,4	4	Cumberland Gap, Jonesville, Lee, Pennington Gap
Leesburg	8,7,8	4	Alexandria-Arlington, Arcola (Verizon South Inc.), Bluemont, Braddock, Catoctin, Dulles (Verizon South Inc.), Dulles Metro (Verizon South Inc.), Fairfax-Vienna, Falls Church-McLean, Herndon, Leesburg, Middleburg, Mount Gilead
Louisa	4,3,4	4	Gordonsville, Louisa, Mineral, Orange, Unionville
Lovingston	7,5,7	4	Charlottesville (Sprint/Centel), Greenwood, Lovingston, Piney River
Lynchburg	6,6,6	4	Altavista (Sprint/Centel), Bedford, Big Island, Concord, Hurt (Peoples Mutual Tel. Co., Inc.), Lynchburg, Stone Mountain



**SECTION 6 – EXCHANGE AND ZONE RATE CLASSES,  
LOCAL SERVICE AREAS AND EXTENDED AREA CALLING SERVICE LOCAL SERVICE  
ROUTES, Continued**

**6.4 SERVICE AREAS, Continued**

Exchange or Zone	Rate Class	Notes	Exchanges and Zones Included In Local Service Area
Madison	5,3,5	4	Criglersville, Culpeper, Madison, Orange, Shenandoah Park
Manakin	8,7,8	4	Ashland, Bethia, Chester, Goochland, Manakin, Mechanicsville, Midlothian, Powhatan, Richmond, Rockville, Sandston, Varina
Marshall	6,4,6	4	Culpeper, Marshall, Middleburg, The Plains, Upperville, Warrenton
McKenney	8,8,8	4	Dinwiddie, McKenney, Petersburg
Mechanicsville	7,7,7	4	Ashland, Bethia, Chester, Hanover (Verizon South Inc.), Manakin, Mechanisville, Midlothian, Old Church (Verizon South Inc.), Providence Forge, Richmond, Rockville, Sandston, Varina
Middleburg	6,5,6	4	Bluemont, Leesburg, Marshall, Middleburg, Mount Gilead, The Plains, Upperville
Midlothian	7,7,7	4	Amelia, (Amelia Tel. Corp.), Ashland, Bethia, Chester, Manakin, Mechanicsville, Midlothian, Powhatan, Richmond, Rockville, Sandston, Varina
Mineral	3,2,3	4	Brokenburg, Louisa, Mineral, Unionville
Montvale	7,6,7	4	Bedford, Buchanan, Montvale, Roanoke, Salem, Stone Mountain
Mount Gilead	5,5,5	4	Bluemont, Catocin, Leesburg, Middleburg, Mount Gilead, Upperville
Narrows	3,3,3	4	Narrows, Pearisburg, Peterstown, W. Va. (Verizon W. Va. Inc.)
Newport News Zone	8,7,8	4	Gloucester (Verizon South Inc.), Hayes (Verizon South Inc.), All zones of the NNMEA, Norfolk-Va. Beach Zone, Portsmouth Zone, Suffolk, Toano, Williamsburg



**SECTION 6 – EXCHANGE AND ZONE RATE CLASSES,  
LOCAL SERVICE AREAS AND EXTENDED AREA CALLING SERVICE LOCAL SERVICE  
ROUTES, Continued**

**6.4 SERVICE AREAS, Continued**

Exchange or Zone	Rate Class	Notes	Exchanges and Zones Included In Local Service Area
Norfolk-Virginia Beach Zone	8,7,8	4	All zones of the NMEA, Cape Charles, Knotts Is., N.C. (Verizon South Inc.), All zones of the NNMEA, Suffolk, Whaleyville
Norton	4,4,4	4	Appalachia, Big Stone Gap, Coeburn, Norton, Pound, Wise
Onancock	4,4,4	4	Belle Haven, Onancock, Parksley
Orange	5,4,5	4	Criglersville, Culpeper, Gordonsville, Louisa, Madison, Orange, Unionville
Parksley	4,4,4	4	Onancock, Parksley, Temperanceville
Pearisburg	2,2,2	4	Narrows, Pearisburg, Pembroke (Pembroke Tel. Coop.)
Peninsula Zone	8,7,8	4	All zones of the NNMEA, Gloucester (Verizon South Inc.), Hayes (Verizon South Inc.), Norfolk-Va. Beach Zone, Portsmouth Zone, Suffolk, Toano, Williamsburg
Pennington Gap	4,3,4	4	Appalachia, Big Stone Gap, Jonesville, Lee, Pennington Gap, Saint Charles
Petersburg	8,8,8	4	Bethia, Chester, Claremont (Verizon South Inc.), Dinwiddie, Enon, Hopewell, McKenney, Petersburg, Waverly
Piney River	6,6,6	4	Lovingston, Piney River
Poquoson Zone	8,7,8	4	Gloucester (Verizon South Inc.), Hayes (Verizon South Inc.), All zones of the NNMEA, Norfolk-Va. Beach Zone, Portsmouth Zone, Suffolk, Toano, Williamsburg
Portsmouth Zone	8,7,8	4	All zones of the NMEA, All zones of the NNMEA, Cape Charles, Knotts Is., N.C. (Verizon South Inc.), Suffolk, Whaleyville
Pound	5,4,5	4	Clintwood, Norton, Pound, Wise



**SECTION 6 – EXCHANGE AND ZONE RATE CLASSES,  
LOCAL SERVICE AREAS AND EXTENDED AREA CALLING SERVICE LOCAL SERVICE  
ROUTES, Continued**

**6.4 SERVICE AREAS, Continued**

Exchange or Zone	Rate Class	Notes	Exchanges and Zones Included In Local Service Area
Powhatan	8,7,8	4	Amelia (Amelia Tel. Corp.), Bethia, Cartersville, Cumberland, Fife, Goochland, Manakin, Midlothian, Powhatan, Richmond
Providence Forge	8,7,8	4	Charles City, Mechanicsville, Providence Forge, Richmond, Sandston, Toano, Varina, West Point, Williamsburg
Pulaski	3,3,5	4	Dublin, Pulaski
Radford	6,5,6	4	Blacksburg, Christiansburg, Dublin, Radford
Remington	6,4,6	4	Calverton, Culpeper, Hartwood, Remington, Warrenton
Richmond S.E. N.E. S.W. N.W.	7,7,7	4	Amelia (Amelia Tel. Corp.), Ashland, Bethia, Chester, Goochland, Hanover (Verizon South Inc.), Manakin, Mechanicsville, Midlothian, Powhatan, Providence Forge, Richmond, Rockville, Sandston, Varina
Roanoke	7,6,7	4	Bedford, Bent Mountain, Boones Mill (Sprint/Centel), Burnt Chimney (Sprint/Centel), Christiansburg, Eagle Rock (R&B Telephone), Fincastle (R&B Telephone), Montvale, New Castle (New Castle Tel. Co.), Roanoke, Salem, Shawsville, Stone Mountain, Troutville (R&B Telephone)
Rockville	8,7,8	4	Ashland, Bethia, Chester, Goochland, Manakin, Mechanicsville, Midlothian, Richmond, Rockville, Sandston, Varina
Saint Charles	2,2,2,	4	Jonesville, Pennington Gap, Saint Charles
Saint Paul	3,2,3	4	Coeburn, Dante, Lebanon, Saint Paul
Salem	7,6,7	4	Bent Mountain, Blacksburg, Christiansburg, Montvale, New Castle (New Castle Tel. Co.), Roanoke, Salem, Shawsville, Troutville (R&B Telephone)



**SECTION 6 – EXCHANGE AND ZONE RATE CLASSES,  
LOCAL SERVICE AREAS AND EXTENDED AREA CALLING SERVICE LOCAL SERVICE  
ROUTES, Continued**

**6.4 SERVICE AREAS, Continued**

Exchange or Zone	Rate Class	Notes	Exchanges and Zones Included In Local Service Area
Sandston	7,7,7	4	Ashland, Bethia, Chester, Manakin, Mechanicsville, Midlothian, Providence Forge, Richmond, Rockville, Sandston, Varina
Shawsville	7,6,7	4	Bent Mountain, Blacksburg, Christiansburg, Roanoke, Salem, Shawsville
Shenandoah Park	3,3,3	4	Criglersville, Luray (Sprint/ Centel), Madison, Shenandoah Park, Sperryville, Stanley(Sprint/Centel)
Sperryville	5,3,5	4	Criglersville, Culpeper, Shenandoah Park, Sperryville, Washington, Va. (Sprint/ Centel)
Spotsylvania	6,5,6	4	Brokenburg, Chancellor(Verizon South Inc.), Fredericksburg, Ladysmith, Spotsylvania
Stauton	5,5,5	4	Craigsville, New Hope (New Hope Tel. Co.), Raphine, Staunton
Stephens City	5,5,5	4	Berryville, Boyce, Stephens City, Winchester
Stone Mountain	7,6,7	4	Bedford, Burnt Chimney (Sprint/Centel), Lynchburg, Montvale, Roanoke, Stone Mountain
Suffolk	8,7,8	4	All zones of the NNMEA, Chuckatuck (Verizon South Inc.), Holland (Verizon South Inc.), Norfolk-Va. Beach Zone, Portsmouth Zone, Suffolk, Whaleyville
Tangier	3,3,3	4	Tangier
Temperanceville	4,4,4	4	Chincoteague, Parksley, Pocomoke, Md. (Verizon Md.), Temperanceville
The Plains	4,3,4	4	Marshall, Middleburg, The Plains, Warrenton
Toano	7,6,7	4	All Zones of the NNMEA, Charles City, Providence Forge, Toano, West Point, Williamsburg
Unionville	7,7,7	4	Brokenburg, Culpeper, Gordons- ville, Louisa, Mineral, Orange, Unionville
Upperville	5,4,5	4	Berryville, Bluemont, Boyce, Marshall, Middleburg, Mount Gilead, Upperville, Warrenton





**SECTION 6 – EXCHANGE AND ZONE RATE CLASSES,  
LOCAL SERVICE AREAS AND EXTENDED AREA CALLING SERVICE LOCAL SERVICE  
ROUTES, Continued**

**6.4 SERVICE AREAS, Continued**

Exchange or Zone	Rate Class	Notes	Exchanges and Zones Included In Local Service Area
Varina	7,7,7	4	Ashland, Bethia, Charles City, Chester, Enon, Manakin, Mechanicsville, Midlothian, Providence Forge, Richmond, Rockville, Sandston, Varina
Warrenton	6,4,6	4	Calverton, Culpeper, Marshall, Remington, The Plains, Upperville, Warrenton
Waverly	8,8,8	4	Claremont (Verizon South Inc.), Dendron (Verizon South Inc.) Hopewell, Petersburg, Wakefield (Verizon South Inc.), Waverly
West Point	8,8,8	4	King and Queen (Verizon South Inc.), Providence Forge, Toano, West Point, Williamsburg
Whaleyville	8,7,8	4	Holland (Verizon South Inc.), Norfolk-Va. Beach Zone, Portsmouth Zone, Suffolk, Whaleyville
Williamsburg	7,6,7	4	All zones of the NNMEA, Charles City, Providence Forge, Toano, West Point, Williamsburg
Winchester	5,4,5	4	Berryville, Boyce, Gainesboro, Gore, Stephens City, Winchester
Wise	4,3,4	4	Appalachia, Big Stone Gap, Clintwood, Coeburn, Norton, Pound, Wise

The first Rate Class number denotes the applicable Rate Class for Dial Tone Lines with Monthly Usage Options, except as otherwise specified following, or Message Rate Services.

The second Rate Class number denotes the applicable Rate Class for Measured Rate Services and Dial Tone Lines with Exchange Flat/Measured Rate Monthly Usage Options.

The third Rate Class number denotes the applicable Rate Class for Message Rate Hotel and Hospital Private Branch Exchange.



**SECTION 6 – EXCHANGE AND ZONE RATE CLASSES,  
LOCAL SERVICE AREAS AND EXTENDED AREA CALLING SERVICE LOCAL SERVICE  
ROUTES, Continued**

**6.5. EXTENDED AREA CALLING SERVICE LOCAL SERVICE ROUTES**

<u>Exchange or Zone</u>	<u>Exchanges or Zones in Extended Calling Area</u>
Alexandria - Arlington	Dale City, Haymarket, Independent Hill Manassas, Nokesville, Occoquan, Triangle
Ashland	Beaverdam, Gum Tree, Montpelier
Belle Haven	Cape Charles
Braddock	Haymarket, Independent Hill, Nokesville, Occoquan, Triangle
Cape Charles	Belle Haven
Charles City	Richmond
Engleside	Dale City, Independent Hill, Triangle
Enon	Disputanta, Richmond, Waverly
Fairfax – Vienna	Dale City, Haymarket, Independent Hill Manassas, Nokesville, Occoquan, Triangle
Falls Church – McLean	Dale City, Haymarket, Independent Hill, Manassas, Nokesville, Occoquan, Triangle
Herndon	Haymarket, Manassas, Nokesville
Richmond	Beaverdam, Charles City, Enon, Gum Tree, Montpelier
Waverly	Enon



## SECTION 7 - FEDERAL GOVERNMENT SERVICE AGREEMENTS

### 7.1. GENERAL

The Company may enter into contracts for the use of all authorized Federal agencies; authorized federal contractors; agency-sponsored universities and laboratories; and when authorized by law or regulation, state, local and tribal governments, and other organizations. All organizations listed in General Service Administration (GSA) Order ADM 4800.2E (as updated) are eligible.

### 7.2. ENTERPRISE INFRASTRUCTURE SERVICES (EIS)

In addition to services covered elsewhere in this Service Guide, the Company may offer services pursuant to the EIS contractual agreement.

#### A. Terms and Conditions

1. EIS Services are only available pursuant to the EIS contractual agreement.
2. The Company reserves the right to limit the locations where services will be offered.

#### B. Rates and Charges

1. The nonrecurring charge below applies for the installing, connecting or moving of EIS Services.
2. If the Company continues to provide service after the expiration of the customer's term without a further agreement, the customer's monthly recurring term rate shall continue to apply until the customer enters into a new service agreement or the service is disconnected.
3. The following maximum rates and charges apply.

	NONRECURRING CHARGE	MONTHLY RATE
• Commercial Analog Business Lines (POTS)	ICB	ICB
• Analog PBX Trunks	ICB	ICB
• Digital PBX Trunks	ICB	ICB
• ISDN Basic rate Interface (BRI)	ICB	ICB
• ISDN Primary rate Interface (PRI)	ICB	ICB