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October 4, 2004

Ms. Beth W. Salak, Director
Division of Competitive Markets and Enforcement
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Dear Ms. Salak:

Attached are copies of new tariff pages filed as part of our Verizon Florida Inc. General Services Tariff. See Attachment A for a listing of the impacted tariff sheets.

The purpose of this filing is to grandfather or discontinue offering some custom calling vertical features to new customers. Existing customers may continue the service but are not allowed moves, additions or changes to their existing service.

If you require additional information, please contact Carlton A. Ball at (813) 483-2529.

Sincerely,
David M. Christian
Assistant Vice President
Regulatory Affairs Florida

DMC:sv
Attachments

Verizon Florida General Service Tariff

Section A13

3rd Revised Page 10.0.0.2
9th Revised Page 11.0.2
3rd Revised Page 11.0.3
23 Revised Page 11.1
9th Revised Page 11.2
6th Revised Page 11.2.1
6th Revised Page 11.2.2
2nd Revised Page 11.2.3
22nd Revised Page 11.3

Section A113

15th Revised Contents Page
Original Page 1.0.4
Original Page 1.0.5
Original Page 1.0.6

Verizon proposes to commence a series of filings beginning with this one to grandfather from our Florida tariffs. This will enable Verizon to focus on a more streamlined product set from both the perspective of delivering excellent customer service and recommending to our customers the most cost effective and technologically advanced products.

With this filing, Verizon is proposing to grandfather in Florida 23 products

(6 Business products that impact access lines and 10 that impact Residence, 2 Business data products, 1 Residence data product, and 4 features) in order to eliminate obsolete services, reduce database, installation and maintenance costs, unclutter the tariffs/product offering by no longer offering products with low demand or products/offers that have been replaced with better solutions.

As customers contact us for any reason or as our sales teams interface with customers, our employees have been trained to mention the grandfathering when the customer gives them permission to review and discuss their records. Since several categories of products are involved with this filing, we primarily want our sales teams and our customers to understand the general concept of grandfathering and to expect that this will be a very proactive method that we will embrace more frequently to more effectively manage our product portfolio and support our customers' needs.

The following is the script that will be used with our customers.

Verizon has been reviewing its products and services to identify those which have been replaced by more effective ones. If Verizon determines that it has developed better telecommunications solutions for new users, it supports the new services and no longer offers the antiquated services. However, Verizon recognizes that certain customers have grown used to their current service, and may prefer not to make a change. To address these customers, Verizon may "grandfather" their service; that is, allow these existing subscribers to continue to subscribe to their old service.

Being "Grandfathered" means that if you already have the product, you may keep it at your current location. But if you have never ordered the product, you cannot add it to your account.

If you remove this service or move your physical address, you will not be able to add this product back to your account. You also cannot transfer this product to someone else.

What you purchased a while back may have suited your needs, application, and budget at that time. Today we think we have better solutions. Let me review your account and make some suggestions on how we can improve your service.

The additional spreadsheets in this document provide a summary of the products impacted, an explanation of what each service is, the exact tariff name, tariff reference, current NRC, current monthly rate, in service units for 12/03 and 7/04 for Business units, Consumer units, and a total, the rationale for the grandfathering, and a representative replacement service for each.

DRAFT EXECUTIVE SUMMARY FORMAT (8/30/04)

Product Name	Explanation of What the Service is	Exact Name per the Tariff	Tariff Reference Section, Page, etc.	Current NRC	Current Monthly Rate	IOSC	Number of Business Units in Service 12/03	Number of Consumer Units in Service 12/03	Total Number of Units in Service 12/03	Number of Business Units in Service 7/04	Number of Consumer Units in Service 7/04	Number of Units in Service 7/04	Rationale for Grandfathering	Alternative or Replacement Service	Description of Replacement Service	Tariff Reference Section, Page, etc.	
1	WATS	WATS provides for directly dialed telephone calling from a WATS termination by way of the WATS access line and the public switched network to other locations in the same subscription area as that in which the access line terminates.	Wide Area Telecommunications (WATS) - Access Line Charges	FL General Services Tariff, Section A19.4.2, Page 5	\$0.00	\$38.00	16528, 16624, 16545, 16547, 16648, 13254	126	1	127	127	0	127	No demand, low in-service. More competitive offer is available	In Wats - LD's Toll Free Product OutWATS - Easy Savings Flat Rate Plan for Business.	In WATS - 800 Service Out WATS - Discount Calling Plan that provides intraLATA toll calling at a discounted rate.	Verizon Long Distance IntraState Tariff
2	Easy Savings Plan for Business - Monthly	Provides a discount on GTE IntraLATA Toll Service IntraState IntraLATA calls. The discount applies when the customer meets and/or exceeds the required GTE IntraLATA Toll usage dollar amount.	Verizon Easy Savings Plan for Business - Month to Month Discount	FL General Services Tariff, Section A18.10.7.5 (a), Page 20.3	\$0.00	\$0.00	19146	2,723	14	2,737	2,251	7	2,258	Declining service, low in-service. More competitive offer is available	Easy Savings Flat Rate Plan for Business	Discount Calling Plan that provides intraLATA toll calling at a discounted rate.	FL General Services Tariff, Section A18.10.9.3, Page 20.7
3	Easy Savings Plan for Business - 1 Year	Provides a discount on GTE IntraLATA Toll Service IntraState IntraLATA calls. The discount applies when the customer meets and/or exceeds the required GTE IntraLATA Toll usage dollar threshold.	Verizon Easy Savings Plan for Business - 1-Year Discount	FL General Services Tariff, Section A18.10.7.5 (a), Page 20.3	\$0.00	\$0.00	19147	455	2	457	409	1	410	Declining service, low in-service. More competitive offer is available	Easy Savings Flat Rate Plan for Business	Discount Calling Plan that provides intraLATA toll calling at a discounted rate.	FL General Services Tariff, Section A18.10.9.3, Page 20.7
5	Easy Savings Plan for Business - 3 Year	Provides a discount on GTE IntraLATA Toll Service IntraState IntraLATA calls. The discount applies when the customer meets and/or exceeds the required GTE IntraLATA Toll usage dollar threshold.	Verizon Easy Savings Plan for Business - 3-Year Discount	FL General Services Tariff, Section A18.10.7.5 (a), Page 20.3	\$0.00	\$0.00	19148	2,020	8	2,028	1,754	6	1,760	No demand or in-service. More competitive offer is available	Easy Savings Flat Rate Plan for Business	Discount Calling Plan that provides intraLATA toll calling at a discounted rate.	FL General Services Tariff, Section A18.10.9.3, Page 20.7
6	Easy Savings Plan - Early Termination Charge - 1 Year	In the event the GTE Easy Savings for Business is terminated by the business customer prior to completion of the term period, the customer shall be liable for the Early Termination Charge.	Verizon Easy Savings Plan for Business Early Termination Charge - One Year Term	FL General Services Tariff, Section A18.10.7.4 (d), Page 20.3	\$100.00	\$0.00	19151	0	0	0	0	0	0	No demand or in-service. More competitive offer is available	Easy Savings Flat Rate Plan for Business	Discount Calling Plan that provides intraLATA toll calling at a discounted rate.	FL General Services Tariff, Section A18.10.9.3, Page 20.7
8	Easy Savings Plan - Early Termination Charge - 3 Year	In the event the GTE Easy Savings for Business is terminated by the business customer prior to completion of the term period, the customer shall be liable for the Early Termination Charge.	Verizon Easy Savings Plan for Business Early Termination Charge - Three Year Term	FL General Services Tariff, Section A18.10.7.4 (d), Page 20.3	\$300.00	\$0.00	19152	0	0	0	0	0	0	No demand or in-service. More competitive offer is available	Easy Savings Flat Rate Plan for Business	Discount Calling Plan that provides intraLATA toll calling at a discounted rate.	FL General Services Tariff, Section A18.10.9.3, Page 20.7
	Scan Alert	Polled alarm monitoring service that utilizes POTS lines	Scan Alert Alarm Transport Service	FL Gen Svcs Tariff A13, Page 45	\$90 \$500 \$50	\$70 \$34 \$9 \$6		6	2	8	4	1	5	Declining product, low in-service	Alarm company CPE		

DRAFT EXECUTIVE SUMMARY FORMAT (8//30/04)

Product Name	Explanation of What the Service is	Exact Name per the Tariff	Tariff Reference Section, Page, etc.	Current NRC	Current Monthly Rate	IOISC	Number of Business Units in Service 12/03	Number of Consumer Units in Service 12/03	Total Number of Units in Service 12/03	Number of Business Units in Service 7/04	Number of Consumer Units in Service 7/04	Number of Units in Service 7/04	Rationale for Grandfathering	Alternative or Replacement Service	Description of Replacement Service	Tariff Reference Section, Page, etc.
Residential ISDN-BRI	Switched digital service for Internet access & WAH	Digital (ISDN) Single Line Services	FL Gen Svcs Tariff A10, Page 69	None	\$10 - 200		Not Applicable	374	374	Not Applicable	288	288	Low In Service; Decreasing Demand; DSL deployment and cable modem provide customer alternatives; high cost of back office functions	DSL, Dial-up or Cable Modem		
X.25/InfoPath	Packet switching	Local Packet Network Switching Service	FL Gen Svcs Tariff A10, Page 75	\$110	\$40 - 360	13051, 13113, 13165, 14009, 17470, 55053, 55054, 55055, 55056, 55057, 55058, 75761	91	0	91	94	0	94	Low demand; Low in Service	Customers are replacing X.25 lines with an Internet Backbone	Internet Backbone solutions are provided by Verizon and many competitors	Not regulated

DRAFT EXECUTIVE SUMMARY FORMAT (8/30/04)

Product Name	Explanation of What the Service is	Exact Name	Tariff Reference Section, Page, etc.	Current NRC	Current Monthly Rate	IOISC	Number of Business Units in Service 12/03	Number of Consumer Units in Service 12/03	Total Number of Units in Service 12/03	Number of Business Units in Service 7/04	Number of Consumer Units in Service 7/04	Number of Units in Service 7/04	Rationale for Grandfathering	Alternative or Replacement Service	Description of Replacement Service	Tariff Reference Section, Page, etc.
Priority Call	Allows a customer to program up to twelve (12) numbers of selected callers enabling the customer to distinguish certain incoming calls from all others by a distinctive ring tone.	Priority Call	PUC #A13 Sheets 11.1 through 11.3	14.00Biz 11.00 Res	5.00 Biz 5.00 Res	40712Bus, 40702Res, 01433Res	48	262,371	262,419	38	221,237	221,275	Declining service, unpopular service on a standalone basis. Special phone numbers must be maintained by customer. Made redundant by Caller ID.	Caller ID	Permits customer to receive name and tel no.	PUC #A13 21st revised Sheet 11.3
Call Block	Allows a customer to block incoming calls from a maximum of twelve (12) numbers.	Call Block	PUC #A13 Sheets 11.1 through 11.3	14.00Biz 11.00 Res	5.00 Biz 5.00 Res	40714Bus 40704Res, 01403Res	1864	302,117	303,981	1,542	260,572	262,114	Declining service, unpopular service on a standalone basis. Special phone numbers must be maintained by customer. Made redundant by Caller ID.	Caller ID	Permits customer to receive name and tel no.	PUC #A13 21st revised Sheet 11.3
Caller ID - Number Only	Provides for the display of an incoming telephone number on a customer provided display device	Caller ID - Number Only	PUC #A13 21st revised Sheet 11.3	14.00Biz 11.00 Res	11.00 Biz 7.00 Res	40767Bus 41005Res, 01422Res	852	2,658	3,510	762	2,250	3,012	Declining service, service unpopular on a standalone basis, declining standalone sales.	Caller ID	Permits customer to receive name and tel no.	PUC #A13 21st revised Sheet 11.3
Do Not Disturb	Allows a customer to select up to twelve (12) telephone numbers from which calls are to be received.	Do Not Disturb	PUC #A13 Sheets 11.1 through 11.3	14.00Biz 11.00 Res	4.00 Biz 4.00 Res	40716Bus 40706Res, 01428Res	48	270,828	270,876	23	228,086	228,109	Declining service, unpopular service on a standalone basis. Special phone numbers must be maintained by customer. Made redundant by Caller ID.	Caller ID	Permits customer to receive name and tel no.	PUC #A13 21st revised Sheet 11.3

DRAFT EXECUTIVE SUMMARY FORMAT (8/30/04)

Product Name	Explanation of What the Service is	Exact Name	Tariff Reference Section, Page, etc.	Current NRC	Current Monthly Rate	IOSC	Number of Business Units in Service 12/03	Number of Consumer Units in Service 12/03	Total Number of Units in Service 12/03	Number of Business Units in Service 7/04	Number of Consumer Units in Service 7/04	Number of Units in Service 7/04	Rationale for Grandfathering	Alternative or Replacement Service	Description of Replacement Service	Tariff Reference Section, Page, etc.
LOCAL CALLING PLAN - BASIC	Provides measured rate calling only. Rotary Service.	Basic Calling Plan	A3.16		\$6.75 (One Party) \$9.25 (Rotary)	10246, 10679	0	338	338	0	271	271	Declining service, unpopular service. Available only in perirphal exchanges; Not priced well, low sales. Better toll rates are available. Flat rate line + Sensible Minute better on low end, Freedom on high end.	Message Rate Service or Flat Rate Service plus Sensible Minute	Exchange service \$0.10/call (not incl ECS areas)	A3.2.2
RESIDENCE LINE+COMMUNITY CALL PLAN	Flat rate in originating exchange, measured for all other calls in expanded local calling area.	Community Calling Plan	A3.16		LCP Cat II: \$8.50 (One Party) LCP Cat IV: \$9.50 (One Party) LCP Cat II: \$11.00 (Rotary) LCP Cat IV: \$12.00 (Rotary)	19577, 10242	0	684	684	0	523	523	Declining service, unpopular service. Available only in perirphal exchanges; Not priced well, low sales. Better toll are available. 1FR + Sen better on low end, Freedom on high end.	Flat Rate Service and Sensible Mintue or Verizon Regional Package	Exch line with \$0.10/min toll or Unlimited usage. Regional Package is a bundled offering including Local, ECS, and Toll.	A3.2.2/ A18.10.6; A13.14.3.C(4)
RESIDENCE LINE+COMMUNITY PLUS PLAN	Flat rate in originating exchange and other specified other exchanges, measured for all other calls in expanded local calling area.	Community Plus Plan	A3.16		LCP Cat II: \$11.50 (One Party) LCP Cat IV: \$13.25 (One Party) LCP Cat II: \$15.50 (Rotary) LCP Cat IV: \$17.25 (Rotary)	21673, 10243	1	6,294	6,295	1	1,985	1,986	Available only in perirphal exchanges; Not priced well, low sales. Better toll rates are available. Flat rate line + Sensible Minute better on low end, Freedom on high end.	Flat Rate Service and Sensible Mintue or Verizon Regional Package	Exch line with \$0.10/min toll or Unlimited usage. Regional Package is a bundled offering including Local, ECS, and Toll.	A3.2.2/ A18.10.6; A13.14.3.C(4)
RESIDENCE LINE + PREMIUM CALL PLAN	Flat rate to all exchanges within the expanded local calling area.	Premium Calling Plan	A3.16		\$34.00 (One Party) \$38.00 (Rotary)	10669, 10245	0	248	248	0	161	161	Declining service, unpopular service. Available only in perirphal exchanges; Not priced well, low sales. Better toll are available. 1FR + Sen better on low end, Freedom on high end.	Flat Rate Service and Sensible Mintue or Verizon Regional Package	Exch line with \$0.10/min toll or Unlimited usage. Regional Package is a bundled offering including Local, ECS, and Toll.	A3.2.2/ A18.10.6; A13.14.3.C(4)
RESIDENCE LINE - MEASURED RATE	Business-rate pricing for certain Residential ECS routes.	ECS Exchanges	See A3.15, p 17.1 Note 1		\$7.10 (Measured) \$11.53 (Flat)	27472 (Measured) 27470 (Flat)	9	84,350	84,359	1	75,065	75,066	Declining service. Non-standard arrangement, Business usage pricing is more expensive than Residential usage pricing.	Regular Exchange Service with Extended Calling Service	Regular Exchange Service with Extended Calling Service	A3.15.3.a
RESIDENCE LINE - ROTARY	Hunting arrangement for three or fewer residential lines.	Main Station w/Rotary Service	A3.2		\$10.00-\$16.50	11757, 27471, 99974, 27473	7	101,978	101,985	0	1,619	1,619	Declining service, unpopular service. Declining service. Not strategic.	Regular Exchange Service with Call Forward Busy Line Don't Answer	Regular Exchange Service with Call Forward Busy Line / Don't Answer	A3.2/A13.14.2.A(1)

DRAFT EXECUTIVE SUMMARY FORMAT (8/30/04)

Product Name	Explanation of What the Service is	Exact Name	Tariff Reference Section, Page, etc.	Current NRC	Current Monthly Rate	IOSC	Number of Business Units in Service 12/03	Number of Consumer Units in Service 12/03	Total Number of Units in Service 12/03	Number of Business Units in Service 7/04	Number of Consumer Units in Service 7/04	Number of Units in Service 7/04	Rationale for Grandfathering	Alternative or Replacement Service	Description of Replacement Service	Tariff Reference Section, Page, etc.
DIAL DATA LINK SERVICE	Access line to allow data transmission to 4.8kbps.	Dial DataLink Service	A13.16		\$5 NRC / \$2.50 MRC	10501, 10503	925	244	1,169	764	201	965	Declining service, unpopular service. Technologically obsolete.	Regular Exchange Service	Regular Exchange Service	A3.2
RESIDENCE FOREIGN EXCHANGE SERVICE	Exchange service furnished from an exchange other than the one from which the customer would normally be served.	FX Service	A9.1		\$45 Terminating charge, \$0.559/min term access. Not incl DTL.	11292	585	1	586	502	0	502	Declining service, unpopular service. This is only one element of FX Service. Non Grandfathered customers must also buy two Special Access lines and pay usage, which makes FX service a very expensive and therefore unpopular proposition.	Incoming Calls: Verizon Regional Package with Plan K (Marketed as "Verizon Freedom"). Outgoing Calls: Away From Home.	TX Gen Exchng Section 16, Sheet 42; Verizon Long Distance No. 1, Section 3.6.10; Verizon Long Distance No. 1, Section 4.1.4	
RESIDENCE - RESERVED TELEPHONE NUMBER	Telephone numbers reserved by customers for future use.	Reserved Telephone Number	A13.9		Service Charge per Section 4.	00901	1,626	71	1,697	1,626	126	1,752	Low demand, unpopular service. Not strategic.	None at this time.	na	na
EASY SAVINGS PLAN	Discount on Intrastate, Intra-LATA MTS toll rates: \$0-\$9.99: 0% \$10-\$24.99: 10% \$25-over 25%	Easy Savings Plan	A18.10.5		\$0.00	19144, 19195, 19196, 19197, 19198, 44438, 44439	8	31,453	31,461	5	25,990	25,995	Unpopular service. Sensible Minute \$0.10/min always provides a better rate than Easy Savings discount.	Sensible Minute	\$0.10/min Intrastate, Intra-LATA toll rate.	A18.10.6

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

.1 General (Continued)

h. Choice Pac

- (1) Choice Pac offers a monthly discount on specific Verizon calling services when the customer orders three (3) or more services. The discount percentage is applied to the total of the individual service rates subscribed to by the customer.

Choice Pac is available to all business customers. The discounted services must be billed on the same business account.

Any service may be substituted for another, or additional services may be ordered at a later date. The combination of services is not important to the discount, only the number of services.

If the customer removes an eligible service(s) so that the total subscribed to for this package is less than three (3), the discount percentage will not apply and the individual service rates as specified in Sections A13.14.3 and A13.14.4 of this Tariff will apply.

- (2) The following services are eligible for the Choice Pac discount offering.¹

Busy Redial
 * 69

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Call Forwarding
 Call Waiting/Cancel Call Waiting
 Caller ID

(M)

Distinctive Ring
 Select Call Forwarding
 Speed Dialing (8-Code)
 Speed Dialing (30-Code)
 Three-Way Calling

(M)

- (3) The applicable monthly discount for Choice Pac is 30%.

- (4) Service charges are not applicable:

- when an order is placed which qualifies the customer for the Choice Pac discount, or
- when a Choice Pac customer repackages his services, provided he retains at least three (3) services specified in Section A13.14.1h.(2).

- (5) If the customer places an order which would normally require the application of any other service charge(s) on the same order, then all normally applicable charges apply, including the Network Access Change charge.

¹ Anonymous Call Block is not included toward the threshold. However, the rate will be discounted if the threshold quantity is met.

(M) Material has been moved to Section A113, Page 1.0.4,

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A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

.3 Rates (Continued)

b. Packaged Services (Continued)

	<u>Monthly Rate</u>		<u>IOSC</u>
	<u>Residence</u>	<u>Business</u>	
(1) Big Deal Calling Services Option A ¹ (Includes Anonymous Call Block, Busy Redial, * 69, Call Block, Call Forwarding, Call Waiting/Cancel Call Waiting, Call Waiting ID, Caller ID, Distinctive Ring, Do Not Disturb, Select Call Forwarding, Speed Dialing 8, Three-Way Calling And Priority Call)	\$ 16.00	\$ -	03850
(2) Big Deal Calling Service Option B ¹ (Includes * 69, Call Block, Call Forwarding, Call Waiting/Cancel Call Waiting and Three-Way Calling)	9.00	-	03851

c. Bundled Local Service

Bundled Local Service provides local flat-rate service (including Extended Calling Service), IntraLATA long distance (only Verizon Regional Package Extrasm and Verizon Regional Packagesm), and a choice of vertical options at one monthly rate to residential customers. (Bundled Local Service is not available to Lifeline Service customers.)

Bundled Local Service is available to residential customers in four bundled packages: Verizon Local Packagesm, Verizon Local Package Extrasm, Verizon Regional Package Extrasm and Verizon Regional Packagesm. (These four bundled packages are not compatible with each other, with other packaged services or with ISDN.)

	<u>Monthly Rate</u>	
(1) <u>Verizon Local Package^{sm2,8}</u> Local Service (including Extended Calling Service) ³ Local Directory Assistance Unlimited ⁴ Up to 3 Vertical Options (see following list)	\$27.95	
(2) <u>Verizon Local Package Extra^{sm2,8}</u> Local Service (including Extended Calling Service) ³ Local Directory Assistance Unlimited ⁴ 4 - 10 Vertical Options (see following list)	30.95	(C)

Note 1: Nonrecurring charges, specified in Section A4, are not applicable when Big Deal Calling Services are established or discontinued.

Note 2: Nonrecurring charges, specified in Section A4, are not applicable when Verizon Local Packagesm, Verizon Local Package Extrasm, Verizon Regional Package Extrasm or Verizon Regional Packagesm are established or discontinued.

Note 3: Residential service and Extended Calling Service (ECS) are provided in A3 of this tariff.

Note 4: Local Directory Assistance is provided in A3.10 of this tariff.

Note 5: The Verizon Five Cents Plansm is available to Residential Customers subscribing to Verizon Local Package Extrasm and Verizon Local Packagesm.

(M) Material has been moved to Section A113, Page 1.0.4.

ALAN F. CIAMPORCERO, PRESIDENT
 TAMPA, FLORIDA

EFFECTIVE: October 19, 2004
 ISSUED: October 4, 2004

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A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

.3 Rates (Continued)

c. Bundled Local Service (Continued)

	Monthly Rate	
(3) Verizon Regional Package Extra ^{sm2 5}	39.95	
Local Service (including Extended Calling Service) ³		
Local Directory Assistance Unlimited ⁴		
Up to 10 Vertical Options (see following list)		(C)
IntraLATA Long Distance (only 1+ direct-dialed) ⁶		
Call Intercept		
Home Voice Mail ⁷ (excludes One Point Voice Mail)		
(4) Verizon Regional Package ^{sm25}	\$34.95	
Local Service (including Extended Calling Service) ³		
Unlimited IntraLATA Long Distance (only 1+ direct-dialed) ⁶		
Up to 4 Vertical Options (Caller ID, Call Waiting/Cancel Call Waiting, Three Way Calling, and Speed Dialing 8 or Speed Dialing 30)		
Home Voice Mail ⁷ (excludes One Point Voice Mail)		

The following vertical options are available for the residential customer to choose from:⁸

- Anonymous Call Block
- Busy Redial
- * 69
- Call Forwarding
- Call Waiting/Cancel Call Waiting
- Caller ID
- Distinctive Ring
- Select Call Forwarding
- Speed Dialing – 8 and Speed Dialing – 30
- Three-Way Calling

Note 1: These vertical options are described in A13.14 of this tariff.

Note 2: Nonrecurring charges, specified in Section A4, are not applicable when Verizon Local Packagesm, Verizon Local Package Extrasm, Verizon Regional Package Extrasm or Verizon Regional Packagesm are established or discontinued.

Note 3: Residential service and Extended Calling Service (ECS) are provided in A3 of this tariff.

Note 4: Local Directory Assistance is provided in A3.10 of this tariff.

Note 5: Verizon Regional Package Extrasm and Verizon Regional Packagesm are not available with any other IntraLATA long distance calling plan.

Note 6: Only applies when presubscribed to Verizon Florida for IntraLATA Long Distance.

Note 7: Home Voice Mail is a non-regulated service.

Note 8: These vertical options are described in A13.14 of this tariff.

(M) Material previously appeared on Page 11.1

(M¹) Material has been moved to Section A113, Page 1.0.4.

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A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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.4 Custom Calling Local Area Signaling Service**a. Conditions**

- (1.) Custom Calling Local Area Signaling Service is a group of Verizon calling services offered to single line residential and single line business customers subscribing to one party local exchange service.
- (2.) The service is subject to available facilities and limited to central offices specifically equipped to provide such service. Custom Calling Local Area Signaling Service services are applicable only to local calls placed to/from compatible central offices within the same local calling area offering the service.
- (3.) Operator assisted calls are designed to override the screening list features for emergency purposes.
- (4.) Coin phones will not be enabled with Custom Calling Local Area Signaling Service services, just as they are not enabled with other Verizon calling services. They will operate with the Custom Calling Local Area Signaling Service system, however, and interaction with all the features will be permitted.
- (5.) When a CCLASS service or package is ordered subsequent to the installation of its associated exchange line, the Network Access Change Charge shall be waived for up to sixty (60) days from the initial request for service.
- (6.) Satisfaction Guarantee

If at anytime the customer notifies Verizon Florida he is not satisfied with the service(s) and wishes to discontinue the service(s), the customer will be entitled to a full refund of one (1) month's monthly recurring charge (MRC), or portion thereof if subscription is less than 30 days. This refund will be applied as a credit on the customer's bill. Each customer will be entitled to the credit one time per service. Verizon will remove the service from the customer's account.

The Satisfaction Guarantee will apply to all Verizon calling services/features listed in Section A13.14 of this Tariff.

(M) Material has been moved to Page 11.0.3

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A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

.4 Custom Calling Local Area Signaling Service (Continued)

b. Description (Continued)

(3.) Select Call Forwarding is an arrangement which permits a customer to prespecify telephone numbers (maximum of 12) from which incoming calls are to be forwarded. During the period that Select Call Forwarding is activated, only calls from the prespecified numbers will be forwarded.

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(4.) Call Trace allows a customer to automatically activate a trace record of the last incoming call. By activating the Call Trace feature, the customer automatically authorizes Verizon Florida to store the results of any and all traces initiated by the customer in the Telephone Company's switching office, and to release the results of such traces directly to the customer's serving law enforcement agency upon a further request by the customer. The results of such traces will be released to the appropriate law enforcement agency only upon such a further request by the customer. The trace record will provide only the incoming telephone number and no way identifies the person(s) actually placing the call(s). The customer acknowledges their understanding that under no circumstances will trace results be provided directly to the customer. The customer must contact the Company within ten (10) days after activating a call trace or the trace record will automatically be deleted from the system.

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At the customer's request, the "per activation" feature will be blocked on all lines at no charge. (GSEC: CTSBLK)

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(M) Material has been moved to Section A113, Page 1.0.5.

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A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

.4 Custom Calling Local Area Signaling Service (Continued)

b. Description (Continued)

(M)
 |
 (M)

- (5.) Selective Blocking (Per Call) allows a single-line customer to mark a call "private". This is accomplished on an as needed basis by dialing a preassigned access code prior to making a call. This action must be repeated each time a call is made to prevent the delivery of the telephone number. (T)

This feature is available on all lines without presubscription, and at no charge.

Feature Interactions:

* 69 - The terminating central office will recognize this "private" marking and cause the voice announcement system to say the number cannot be announced.

Call Block - The terminating central office will recognize this "private" marking and if the number is entered onto the screening list automatically (not by dialing the digits), the voice announcement system will say the number cannot be announced during the screen list editing review. The calling number, however, will be matched against the customer's screening list and routed accordingly.

Caller ID-Number Only- The terminating central office will recognize this "private" marking and transmit that signal to the display device, which in turn will display "P", "PRIVATE", OR "PRIVATE NUMBER" or such similar indicator on that call.

Call Trace - This service is unaffected, and will record the calling number.

- (6.) Complete Blocking (Per Line) allows a single-line customer to mark his number "private" on all calls without dialing an activation code. To unblock and pass his number, the customer must dial *82 before each call. When the calling party hangs up, his line reverts back to Complete Blocking. (T)

This service is available only to established shelters of domestic violence intervention agencies and law enforcement agency offices (including lines located at the residences of law enforcement employees with written authorization from the law enforcement agency) and must be established/removed via a service order.

Feature Interactions are the same as in Item (9.) above.

- (7.) Anonymous Call Block is an arrangement that allows a called party to reject calls from parties that have marked their calls "private". When Anonymous Call Block is activated, such calls will be routed to an announcement which tells the calling party that the called party will not accept calls from callers who have chosen to prevent the display of their telephone numbers. The calling party will be instructed to hang up and place the call again, without activating the blocking feature. Customers may activate or deactivate this arrangement by dialing a preassigned activation code. (T)

This feature will be available, subject to the availability of facilities at no charge to Call Block customers. A charge will apply to non-Call Block customers who subscribe to the Anonymous Call Block feature.

(M) Material has been moved to Section A113, Page 1.0.5.

(N)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

.4 Custom Calling Local Area Signaling Service (Continued)

b. Description (Continued)

- (8.) Caller ID is an arrangement that permits a customer with local exchange service to receive the name, as well as the telephone number, associated with the calling party for calls placed to the customer. The calling telephone number and name will be forwarded from the terminating central office to compatible customer-provided display equipment associated with the customer's local exchange service. If the calling telephone number and name is not available for forwarding to the called party, a message indicating that unavailability will be forwarded. The calling party can prevent the Caller ID customer from seeing the calling telephone name and number display by activating Selective Blocking (per call). When the calling party uses this blocking capability, the Caller ID customer will receive an indication on the Caller ID equipment that the display of the calling telephone name and number has been suppressed. (C)(T)

A maximum of 15 characters is allowed for transmission of the calling party's Directory Name.

- (9.) Call Waiting ID alerts the customer that there is another call by providing a call waiting tone and the display unit or screen phone will display the number of the calling party. At that time, the customer can decide whether to answer the call or not. (T)

(a.) Utilization of this feature requires the use of a Call Waiting-ID compatible display unit or screen phone station at the customer's premises. The installation and maintenance of this CPE is the responsibility of the customer.

(b.) The Company assumes no liability, and will be held harmless, for any incompatibility between the customer's equipment and this feature.

(c.) All terms and conditions, including rates, for the other features associated with the line are as described in the feature-specific sections of this Tariff. Those features must be ordered separately.

(d.) This service is furnished on a where-available basis and is subject to the availability of facilities. The service is only available to single-line business and residence customers. It is not available to CentraNet, DID or Coin Telephone services. It will be available only to certain types of PBX systems depending on the customer's equipment, as well as the central office limitations.

(e.) To use this feature, the customer must not have Cancel Call Waiting activated.

(f.) Customers wishing to have Call Waiting ID must also subscribe to Call Waiting/Cancel Call Waiting and Caller ID. (C)

(g.) The customer must request Call Waiting ID although there are no additional charges for this feature.

(h.) Service charges as specified in Section A4 will apply if the customer orders Call Waiting/Cancel Call Waiting and/or Caller ID. If the customer already subscribes to both services (Call Waiting/Cancel Call Waiting and Caller ID), no service charges shall apply. (C)

- (10.) Call Waiting ID Deluxe^{1, 2} allows customers the following options for handling new incoming calls while engaged on an existing call: (T)

- Put the current call on hold and answer the waiting call.
- Connect the waiting call to a "I'm busy – call back later" announcement.
- Forward the waiting call to voice mail (or some other location).³
- Connect the waiting call to a "please hold" announcement, then place the waiting call on hold.
- Join the waiting call to the current call in progress.

Note¹ A customer must subscribe to Caller ID and Call Waiting/Cancel Call Waiting in order to be eligible for this service.

Note² Utilization of this feature requires the use of a Call Waiting ID Deluxe compatible display unit or screen phone station at the customer's premises. The installation and maintenance of this equipment is the responsibility of the customer.

Note³ Customers must subscribe to Central Office Based Voice Mail or Call Forwarding – Don't Answer for the option to be applicable.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

.4 Custom Calling Local Area Signaling Service (Continued)

b. Description (Continued)

- (11.) Call Intercept is an optional enhancement to Caller ID. It provides residence Caller ID customers (C) (T) with informed choices about accepting or rejecting unidentified calls by requiring identification of the calling party as a condition of call completion. The unidentified caller is prompted by a recorded message to record a person or business name. Once recorded, Call Intercept calls the subscribing customer's line and displays the words "Call Intercept" on the caller ID box. When the customer answers, Call Intercept plays the recorded name. The subscriber then (1) accepts the call, (2) declines the call and plays an announcement to the caller, (3) refuses a sales call and plays the sales screening announcement, (4) sends the call to voice mail, or (5) listens to the name recording again. If the customer is not home or chooses to not answer, Call Intercept connects the caller to an answering device or plays a message that the subscriber is not available. PIN numbers are available to subscribers for use by family or friends which allow Call Intercept screening to be bypassed and cause the words "Priority Caller" to be displayed on the caller ID box.

Conditions for provisioning:

- (a) Call Intercept is provided only to residence customers.
- (b) Call Intercept is provided only to customers who subscribe to Caller ID. (C)
- (c) Call Intercept is provided only from Advanced Intelligent Network (AIN) capable central offices and is offered where technically available.
- (d) Customers cannot have Call Intercept and Enhanced Call Forwarding on the same line.
- (e) Customer cannot have Call Intercept and Remote Call Forwarding on the same line.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

.4 Custom Calling Local Area Signaling Service (Continued)

c. Rates

(1.) The following charges are for the services only and are in addition to applicable charges for service. Service Charges apply as set forth in Section A4 of this tariff, except as shown herein.

(a.) Residence

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	
Busy Redial ²			
Per line	\$ 5.00	NOTE 1	
Per activation ^{6,7}	-	\$.95	
* 69 ²			
Per line	5.00	NOTE 1	
Per activation ^{6,7}	-	.95	(M)
			(M)
Select Call Forwarding, per line	5.00	NOTE 1	
			(M)
Call Trace ² :			
Per line	5.00	NOTE 1	
Per activation ⁶	-	3.50	
			(M)
Selective Blocking (per call)	-	-	
Complete Blocking (per line)	-	-	
Anonymous Call Block ³	3.00	NOTE 1	
Caller ID,			
per line	7.95	NOTE 1	
Call Waiting ID, per line	-	NOTE 8	
Call Intercept ⁴	5.00	(none)	

(b.) Business

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	
Busy Redial ^{2,9}			
Per line	\$ 6.00	NOTE 1	
Per activation ^{6,7}	-	\$.95	
* 69 ^{2,9}			
Per line	6.00	NOTE 1	
Per activation ^{6,7}	-	.95	(M)
			(M)
Select Call Forwarding ⁹ , per line	6.00	NOTE 1	
			(M)
Call Trace ² :			
Per line	6.50	NOTE 1	
Per activation ⁶	-	3.50	
			(M)
Selective Blocking (per call)	-	-	
Complete Blocking (per line)	-	-	
Anonymous Call Block ^{3,5}	1.00	NOTE 1	
Caller ID ⁹ ,			
per line	12.00	NOTE 1	
Call Waiting ID, per line	-	NOTE 8	

Note 1: Service Charges apply as set forth in Sections A4.

Note 2: The customer may subscribe to this feature as follows:

- 1) On a per line basis which allows an unlimited number of activations; or 2) on a per activation basis which can be activated at any time. The per activation charge is only applicable for successful activations.

Note 3: Anonymous Call Block will be available, subject to the availability of facilities, at no charge to Call Block customers.

Note 4: Call Intercept will have a monthly recurring charge of \$4.00 per line when it is purchased as part of Big Deal Calling Service Option A or Local Package.

Note 5: Anonymous Call Block is not included toward the Choice Pac threshold. The rate, however, will be discounted if the threshold quantity is met.

Note 6: At the customer's request, the "per activation" service will be blocked on all lines at no charge.

Note 7: The maximum monthly "per activation" charges are limited to the first fifteen (15) activations of a service per month, i.e., the maximum monthly "per activation" charges shall not exceed \$14.25. Activations beyond fifteen (15) per month will not be billed.

Note 8: Service charges as specified in Section A4 will apply if the customer orders Call Waiting/Cancel Call Waiting and/or Caller ID Number Only or Caller ID. If the customer already subscribes to both services (Call Waiting/Cancel Call Waiting and Caller ID-Number Only or Caller ID), no service charges shall apply.

Note 9: Refer to Section A13.14.1h. for Choice Pac offer and applicable rate discount.

(M) Material has been moved to Section A113, Page 1.0.6.

(N)

A113. OBSOLETE MISCELLANEOUS SERVICE ARRANGEMENTS

CONTENTS

	Page No.	
A113.1 <u>Custom Calling Services</u>		
A113.1.1 Rates	1	
A113.1.2 Verizon Calling Services	1.0.4	(N)
A113.2 <u>Extension Line Channels</u>	1.1	
A113.2.1 General	1.1	
A113.2.2 Rates	1.1	
A113.3 <u>Network Facilities for Use with Public Announcement Service</u>	2	
A113.3.1 General	2	
A113.3.2 Rates and Charges	3	
A113.4 <u>Information System Access Lines</u>	4	
A113.4.1 General	4	
A113.4.2 Regulations	4	
A113.4.3 Rates and Charges	4	
A113.5 <u>Enhanced Call Forwarding</u>	4	
A113.5.1 Rates and Charges	4	
A113.6 <u>Custom Routing Service - Flexible Call Forwarding</u>	5	
A113.6.1 General	5	
A113.6.2 Rates and Charges	5	
A113.7 <u>Special Billing Services</u>		
A113.7.1 Individual Punched Cards	6	
A113.7.2 Machine Tape Records	6	
A113.7.3 Instant Call Accounting	7	
A113.8 <u>Custom Routing Service</u>	9	
A113.8.1 General	9	
A113.8.2 Regulations	10	
A113.8.3 Custom Routing Service-Group Optional Features	14	
A113.8.4 Application of Rates	14	
A113.8.5 Rates and Charges	16	
A113.9 <u>Redirect Service</u>	19	
A113.9.1 General	19	
A113.9.2 Regulations	19	
A113.9.3 Feature Descriptions	21	
A113.9.4 Application of Rates	22	
A113.9.5 Rates and Charges	22	

A113. OBSOLETE MISCELLANEOUS SERVICE ARRANGEMENTS

A113.14 Verizon Calling Services

Obsolete. The features listed below are grandfathered within the Choice Pac, Verizon Local Package, and Verizon Local Package Extra will be continued for existing customers only. No moves, additions or changes of these features may be made to existing Choice Pac Service, Verizon Local Package, and Verizon Local Package Extra. (N)

.1 General (M)

h. Choice Pac features below grandfathered to existing customers (C)

(2) The following services are eligible for the Choice Pac discount offering to existing customers only. (C)

- Call Block
 - Caller ID-Number Only
 - Priority Call
- (M)

.2 Rates (M¹)

a. Bundled Local Service

The following vertical options are grandfathered to existing Verizon Local Package and Verizon Local Package Extra customers: (C)
(C)

- Call Block
 - Do Not Disturb
 - Priority Call
- (M¹)

(M) Material previously appeared on Page 10.0.0.2, Section A13.

(M¹) Material previously appeared on Page 11.1, Section A13.

(N)
(N)

A113. OBSOLETE MISCELLANEOUS SERVICE ARRANGEMENTS

A113.14 Verizon Calling Services (continued) (M)

Obsolete. The features listed below are grandfathered within the Custom Calling Local Area Signaling Service and will be continued for existing customers only. No moves, additions or changes may be made to these existing features. (N)

.4 Custom Calling Local Area Signaling Service (M)

a. Description of select features grandfathered within Custom Calling Local Area Signaling Service. (N)

(1.) Priority Call allows a customer to program up to twelve (12) telephone numbers of selected callers enabling the customer to distinguish certain incoming calls from all others by a distinctive ring tone. If a customer also subscribes to Call Waiting, calls from the selected numbers will be distinguished by a special Call Waiting tone. (M)

(2.) Call Block allows a customer to block incoming calls from a maximum of 12 telephone numbers. The customer also can block incoming calls placed from the last calling number even if the number is unknown to the customer. Blocked calls are routed to a recorded announcement which specifies that the called party is not accepting calls.

Customers subscribing to this service may be able to automatically reject all calls that have been marked "P", "PRIVATE", "PRIVATE NUMBER", or such similar indicator by the person calling. It is not necessary to subscribe to Caller ID-Number Only to use this Call Block feature. With this feature activated (Anonymous Call Block), the called party's telephone will not ring. The person calling, whose identification is blocked, will receive a message to hang up and call back with his number unblocked.

(3.) Do Not Disturb allows a customer to select up to 12 customer telephone numbers from which calls are to be received. All other calls are intercepted and routed to a recorded announcement that informs the caller the customer is not accepting calls. Calls from numbers outside the specified exchanges will ring normally.

(4.) Caller ID-Number Only is an arrangement which permits a customer with local Exchange Service other than foreign central office service to receive the calling telephone number for calls placed to the customer. The calling telephone number will be forwarded from the terminating central office to compatible customer provided display equipment associated with a customer's local Exchange Service. The calling telephone number will be delivered during the first silent interval of ringing. If the calling telephone number is not available for forwarding to the called party, the customer's display device will record the time of day and date, and show "OUT OF AREA" and in some cases, dashes (--- ----), for the non-available numbers. The calling telephone number is unavailable from calls made from non-SS7 offices, some large PABX systems, and from some cellular radio calls, and currently from interexchange carrier calls. Compatible customer provided display equipment is required for this service.

Any customer subscribing to Caller ID-Number Only will be responsible for the provision of a display device which will be located on the customer's premises. The installation, repair, and technical capability of that equipment to function in conjunction with the feature specified herein will be the responsibility of the customer. The Company assumes no liability and will be held harmless for any incompatibility of this equipment to perform satisfactorily with the network features described herein. (M)

Telephone numbers are not available on operator handled or credit card calls. (M¹)

Telephone numbers transmitted via Caller ID-Number Only are intended solely for the use of the Caller ID-Number Only subscriber. Resale of this information is prohibited by this Tariff. (M¹)

(M) Material previously appeared on Page 11.2, Section A13. (N)

(M)¹ Material previously appeared on Page 11.2.1, Section A13. (N)

A113. OBSOLETE MISCELLANEOUS SERVICE ARRANGEMENTS

A113.14 Verizon Calling Services (continued)

.4 Custom Calling Local Area Signaling Service (Continued)

b. Rates

(M)

- (1.) The following charges are for the services only and are in addition to applicable charges for service. Service Charges apply as set forth in Section A4 of this tariff, except as shown herein. The features listed below are grandfathered and will be continued for existing customers only. No moves, additions or changes may be made to these existing features.

(C)
(C)

(a.) Residence

(M)

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Priority Call, per line	\$ 5.00	NOTE 1
Call Block, per line	\$ 5.00	NOTE 1
Do Not Disturb, per line	\$ 4.00	NOTE 1
Caller ID-Number Only, per line	\$ 7.00	NOTE 1

(b.) Business

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Priority Call ⁹ , per line	\$ 5.00	NOTE 1
Call Block ⁹ , per line	5.00	NOTE 1
Do Not Disturb, per line	4.00	NOTE 1
Caller ID-Number Only ⁹ , per line	11.00	NOTE 1

(M)

Note 1: Service Charges apply as set forth in Sections A4.

Note 9: Refer to Section A13.14.1h. for Choice Pac offer and applicable rate discount.

(M) Material moved from Section A13.14, Page 11.3

(N)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

.1 General (Continued)

h. Choice Pac

- (1) Choice Pac offers a monthly discount on specific Verizon calling services when the customer orders three (3) or more services. The discount percentage is applied to the total of the individual service rates subscribed to by the customer.

Choice Pac is available to all business customers. The discounted services must be billed on the same business account.

Any service may be substituted for another, or additional services may be ordered at a later date. The combination of services is not important to the discount, only the number of services.

If the customer removes an eligible service(s) so that the total subscribed to for this package is less than three (3), the discount percentage will not apply and the individual service rates as specified in Sections A13.14.3 and A13.14.4 of this Tariff will apply.

- (2) The following services are eligible for the Choice Pac discount offering.¹

- Busy Redial
- * 69
- ~~Call Block~~ (M)
- Call Forwarding
- Call Waiting/Cancel Call Waiting
- Caller ID
- ~~Caller ID Number Only~~ (M)
- Distinctive Ring
- Select Call Forwarding
- Speed Dialing (8-Code)
- Speed Dialing (30-Code)
- Three-Way Calling
- ~~Priority Call~~ (M)

- (3) The applicable monthly discount for Choice Pac is 30%.
- (4) Service charges are not applicable:
 - when an order is placed which qualifies the customer for the Choice Pac discount, or
 - when a Choice Pac customer repackages his services, provided he retains at least three (3) services specified in Section A13.14.1h.(2).
- (5) If the customer places an order which would normally require the application of any other service charge(s) on the same order, then all normally applicable charges apply, including the Network Access Charge charge.

1 Anonymous Call Block is not included toward the threshold. However, the rate will be discounted if the threshold quantity is met.

(M) Material has been moved to Section A113, Page, 1.0.4.

(N)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

.3 Rates (Continued)

b. Packaged Services (Continued)

		<u>Monthly Rate</u>		
		<u>Residence</u>	<u>Business</u>	<u>IOSC</u>
(1)	Big Deal Calling Services Option A ¹ (Includes Anonymous Call Block, Busy Redial, * 69, Call Block, Call Forwarding, Call Waiting/Cancel Call Waiting, Call Waiting ID, Caller ID, Distinctive Ring, Do Not Disturb, Select Call Forwarding, Speed Dialing 8, Three-Way Calling And Priority Call)	\$ 16.00	\$ -	03850
(2)	Big Deal Calling Service Option B ¹ (Includes * 69, Call Block, Call Forwarding, Call Waiting/Cancel Call Waiting and Three-Way Calling)	9.00	-	03851

c. Bundled Local Service

Bundled Local Service provides local flat-rate service (including Extended Calling Service), IntraLATA long distance (only Verizon Regional Package Extrasm and Verizon Regional Packagessm), and a choice of vertical options at one monthly rate to residential customers. (Bundled Local Service is not available to Lifeline Service customers.)

Bundled Local Service is available to residential customers in four bundled packages: Verizon Local Packagesm, Verizon Local Package Extrasm, Verizon Regional Package Extrasm and Verizon Regional Packagesm. (These four bundled packages are not compatible with each other, with other packaged services or with ISDN.)

		<u>Monthly Rate</u>	
(1)	<u>Verizon Local Package</u> ^{sm2,8} Local Service (including Extended Calling Service) ³ Local Directory Assistance Unlimited ⁴ Up to 3 Vertical Options (see following list)	\$27.95	
(2)	<u>Verizon Local Package Extra</u> ^{sm2,8} Local Service (including Extended Calling Service) ³ Local Directory Assistance Unlimited ⁴ 4 - 130 Vertical Options (see following list)	30.95	(C)

Note 1: Nonrecurring charges, specified in Section A4, are not applicable when Big Deal Calling Services are established or discontinued. (T)

Note 2: Nonrecurring charges, specified in Section A4, are not applicable when Verizon Local Packagesm, Verizon Local Package Extrasm, Verizon Regional Package Extrasm or Verizon Regional Packagesm are established or discontinued. (T)

Note 3: Residential service and Extended Calling Service (ECS) are provided in A3 of this tariff. (T)

Note 4: Local Directory Assistance is provided in A3.10 of this tariff. (T)

Note 5: ~~Verizon Regional Package Extrasm and Verizon Regional Packagessm are not available with any other IntraLATA long distance calling plan.~~

Note 6: ~~Only applies when pre-subscribed to Verizon Florida for IntraLATA Long Distance.~~

Note 7: ~~Home Voice Mail is a non-regulated service.~~

Note 85: The Verizon Five Cents Plansm is available to Residential Customers subscribing to Verizon Local Package Extrasm and Verizon Local Packagesm.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

.3 Rates (Continued)

c. Bundled Local Service (Continued)

	Monthly Rate	
(3) Verizon Regional Package Extra sm 2,5	39.95	
Local Service (including Extended Calling Service) ³		
Local Directory Assistance Unlimited ⁴		
Up to 130 Vertical Options (see following list)		(C)
IntraLATA Long Distance (only 1+ direct-dialed) ⁶		
Call Intercept		
Home Voice Mail ⁷ (excludes One Point Voice Mail)		
(4) Verizon Regional Package sm 2,5	\$34.95	
Local Service (including Extended Calling Service) ³		
Unlimited IntraLATA Long Distance (only 1+ direct-dialed) ⁶		
Up to 4 Vertical Options (Caller ID, Call Waiting/Cancel Call Waiting, Three Way Calling, and Speed Dialing 8 or Speed Dialing 30)		
Home Voice Mail ⁷ (excludes One Point Voice Mail)		

The following vertical options are available for the residential customer to choose from:¹

_____ - Anonymous Call Block		(M)
_____ - Busy Redial		
_____ - * 69		
_____ - Call Block		(M) ¹
_____ - Call Forwarding		
_____ - Call Waiting/Cancel Call Waiting		
_____ - Caller ID		
_____ - Distinctive Ring		(M) ¹
_____ - Do Not Disturb		
_____ - Select Call Forwarding		
_____ - Speed Dialing – 8 and Speed Dialing – 30		
_____ - Three-Way Calling		
_____ - Priority Call		(M) (M) ¹

Note 1: Nonrecurring charges, specified in Section A4, are not applicable when Big Deal Calling Services are established or discontinued.

Note 2: Nonrecurring charges, specified in Section A4, are not applicable when Verizon Local Packagesm, Verizon Local Package Extrasm, Verizon Regional Package Extrasm or Verizon Regional Packagesm are established or discontinued.

Note 3: Residential service and Extended Calling Service (ECS) are provided in A3 of this tariff.

Note 4: Local Directory Assistance is provided in A3.10 of this tariff.

Note 5: Verizon Regional Package Extrasm and Verizon Regional Packagesm are not available with any other IntraLATA long distance calling plan.

Note 6: Only applies when presubscribed to Verizon Florida for IntraLATA Long Distance.

Note 7: Home Voice Mail is a non-regulated service.

Note 8~~+~~: These vertical options are described in A13.14 of this tariff.

(M) (T)

(M) Material previously appeared on Page 11.1.

(N)

(M)¹ Material has been moved to Section A113, Page 1.0.4.

(N)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

~~.3~~ Rates (Continued)

(M)

~~c.~~ Bundled Local Service (Continued)

The following vertical options are available for the residential customer to choose from:¹

- ~~Anonymous Call Block~~
- ~~Busy Redial~~
- ~~* 69~~
- ~~Call Block~~
- ~~Call Forwarding~~
- ~~Call Waiting/Cancel Call Waiting~~
- ~~Caller ID~~
- ~~Distinctive Ring~~
- ~~Do Not Disturb~~
- ~~Select Call Forwarding~~
- ~~Speed Dialing — 8 and Speed Dialing — 30~~
- ~~Three Way Calling~~
- ~~Priority Call~~

.4 Custom Calling Local Area Signaling Service

(M)

a. Conditions

- (1.) Custom Calling Local Area Signaling Service is a group of Verizon calling services offered to single line residential and single line business customers subscribing to one party local exchange service.
- (2.) The service is subject to available facilities and limited to central offices specifically equipped to provide such service. Custom Calling Local Area Signaling Service services are applicable only to local calls placed to/from compatible central offices within the same local calling area offering the service.
- (3.) Operator assisted calls are designed to override the screening list features for emergency purposes.
- (4.) Coin phones will not be enabled with Custom Calling Local Area Signaling Service services, just as they are not enabled with other Verizon calling services. They will operate with the Custom Calling Local Area Signaling Service system, however, and interaction with all the features will be permitted.
- (5.) When a CCLASS service or package is ordered subsequent to the installation of its associated exchange line, the Network Access Charge Charge shall be waived for up to sixty (60) days from the initial request for service.
- (6.) Satisfaction Guarantee

If at anytime the customer notifies Verizon Florida he is not satisfied with the service(s) and wishes to discontinue the service(s), the customer will be entitled to a full refund of one (1) month's monthly recurring charge (MRC), or portion thereof if subscription is less than 30 days. This refund will be applied as a credit on the customer's bill. Each customer will be entitled to the credit one time per service. Verizon will remove the service from the customer's account.

The Satisfaction Guarantee will apply to all Verizon calling services/features listed in Section A13.14 of this Tariff.

Note 1: These vertical options are described in A13.14 of this tariff.

(M)

(M) Material has been moved to Page 11.0.3

(N)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

.4 Custom Calling Local Area Signaling Service (Continued)

b. Description (Continued)

~~(3.) Priority Call allows a customer to program up to twelve (12) telephone numbers of selected callers enabling the customer to distinguish certain incoming calls from all others by a distinctive ring tone. If a customer also subscribes to Call Waiting, calls from the selected numbers will be distinguished by a special Call Waiting tone.~~ (M)

~~(4.) Call Block allows a customer to block incoming calls from a maximum of 12 telephone numbers. The customer also can block incoming calls placed from the last calling number even if the number is unknown to the customer. Blocked calls are routed to a recorded announcement which specifies that the called party is not accepting calls.~~

~~Customers subscribing to this service may be able to automatically reject all calls that have been marked "P", "PRIVATE", "PRIVATE NUMBER", or such similar indicator by the person calling. It is not necessary to subscribe to Caller ID Number Only to use this Call Block feature. With this feature activated (Anonymous Call Block), the called party's telephone will not ring. The person calling, whose identification is blocked, will receive a message to hang up and call back with his number unblocked.~~ (M)

~~(35.) Select Call Forwarding is an arrangement which permits a customer to prespecify telephone numbers (maximum of 12) from which incoming calls are to be forwarded. During the period that Select Call Forwarding is activated, only calls from the prespecified numbers will be forwarded.~~ (T)

~~(6.) Do Not Disturb allows a customer to select up to 12 customer telephone numbers from which calls are to be received. All other calls are intercepted and routed to a recorded announcement that informs the caller the customer is not accepting calls. Calls from numbers outside the specified exchanges will ring normally.~~ (M)
(M)
(M)

~~(47.) Call Trace allows a customer to automatically activate a trace record of the last incoming call. By activating the Call Trace feature, the customer automatically authorizes Verizon Florida to store the results of any and all traces initiated by the customer in the Telephone Company's switching office, and to release the results of such traces directly to the customer's serving law enforcement agency upon a further request by the customer. The results of such traces will be released to the appropriate law enforcement agency only upon such a further request by the customer. The trace record will provide only the incoming telephone number and no way identifies the person(s) actually placing the call(s). The customer acknowledges their understanding that under no circumstances will trace results be provided directly to the customer. The customer must contact the Company within ten (10) days after activating a call trace or the trace record will automatically be deleted from the system.~~ (T)

~~At the customer's request, the "per activation" feature will be blocked on all lines at no charge. (GSEC: CTSBLK)~~

~~(8.) Caller ID Number Only is an arrangement which permits a customer with local Exchange Service other than foreign central office service to receive the calling telephone number for calls placed to the customer. The calling telephone number will be forwarded from the terminating central office to compatible customer provided display equipment associated with a customer's local Exchange Service. The calling telephone number will be delivered during the first silent interval of ringing. If the calling telephone number is not available for forwarding to the called party, the customer's display device will record the time of day and date, and show "OUT OF AREA" and in some cases, dashes (---), for the non available numbers. The calling telephone number is unavailable from calls made from non SS7 offices, some large PABX systems, and from some cellular radio calls, and currently from interexchange carrier calls. Compatible customer provided display equipment is required for this service.~~ (M)

~~Any customer subscribing to Caller ID Number Only will be responsible for the provision of a display device which will be located on the customer's premises. The installation, repair, and technical capability of that equipment to function in conjunction with the feature specified herein will be the responsibility of the customer. The Company assumes no liability and will be held harmless for any incompatibility of this equipment to perform satisfactorily with the network features described herein.~~ (M)

(M) Material has been moved to Section A113, Page 1.0.5.

(N)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

.4 Custom Calling Local Area Signaling Service (Continued)

b. Description (Continued)

~~(8.) Caller ID Number Only (Continued)~~

(M)

 Telephone numbers are not available on operator handled or credit card calls.

 Telephone numbers transmitted via Caller ID Number Only are intended solely for the use of the Caller ID-Number Only subscriber. Resale of this information is prohibited by this Tariff.

(M)

(95.) Selective Blocking (Per Call) allows a single-line customer to mark a call "private". This is accomplished on an as needed basis by dialing a preassigned access code prior to making a call. This action must be repeated each time a call is made to prevent the delivery of the telephone number. (T)

This feature is available on all lines without presubscription, and at no charge.

Feature Interactions:

* 69 - The terminating central office will recognize this "private" marking and cause the voice announcement system to say the number cannot be announced.

Call Block - The terminating central office will recognize this "private" marking and if the number is entered onto the screening list automatically (not by dialing the digits), the voice announcement system will say the number cannot be announced during the screen list editing review. The calling number, however, will be matched against the customer's screening list and routed accordingly.

Caller ID-Number Only- The terminating central office will recognize this "private" marking and transmit that signal to the display device, which in turn will display "P", "PRIVATE", OR "PRIVATE NUMBER" or such similar indicator on that call.

Call Trace - This service is unaffected, and will record the calling number.

(406.) Complete Blocking (Per Line) allows a single-line customer to mark his number "private" on all calls without dialing an activation code. To unblock and pass his number, the customer must dial *82 before each call. When the calling party hangs up, his line reverts back to Complete Blocking. (T)

This service is available only to established shelters of domestic violence intervention agencies and law enforcement agency offices (including lines located at the residences of law enforcement employees with written authorization from the law enforcement agency) and must be established/removed via a service order.

Feature Interactions are the same as in Item (9.) above.

(447.) Anonymous Call Block is an arrangement that allows a called party to reject calls from parties that have marked their calls "private". When Anonymous Call Block is activated, such calls will be routed to an announcement which tells the calling party that the called party will not accept calls from callers who have chosen to prevent the display of their telephone numbers. The calling party will be instructed to hang up and place the call again, without activating the blocking feature. Customers may activate or deactivate this arrangement by dialing a preassigned activation code. (T)

This feature will be available, subject to the availability of facilities at no charge to Call Block customers. A charge will apply to non-Call Block customers who subscribe to the Anonymous Call Block feature.

(M) Material has been moved to Section A113, Page 1.0.5.

(N)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

.4 Custom Calling Local Area Signaling Service (Continued)

b. Description (Continued)

(428.) ~~Caller ID~~ is an arrangement that is provided as an enhancement to ~~Caller ID Number Only~~ and permits a (C) (T) customer with local exchange service to receive the name, as well as the telephone number, associated with the calling party for calls placed to the customer. The calling telephone number and name will be forwarded from the terminating central office to compatible customer-provided display equipment associated with the customer's local exchange service. If the calling telephone number and name is not available for forwarding to the called party, a message indicating that unavailability will be forwarded. The calling party can prevent the Caller ID customer from seeing the calling telephone name and number display by activating Selective Blocking (per call). When the calling party uses this blocking capability, the Caller ID customer will receive an indication on the Caller ID equipment that the display of the calling telephone name and number has been suppressed.

A maximum of 15 characters is allowed for transmission of the calling party's Directory Name.

(439.) Call Waiting ID alerts the customer that there is another call by providing a call waiting tone and the display unit (T) or screen phone will display the number of the calling party. At that time, the customer can decide whether to answer the call or not.

(a.) Utilization of this feature requires the use of a Call Waiting-ID compatible display unit or screen phone station at the customer's premises. The installation and maintenance of this CPE is the responsibility of the customer.

(b.) The Company assumes no liability, and will be held harmless, for any incompatibility between the customer's equipment and this feature.

(c.) All terms and conditions, including rates, for the other features associated with the line are as described in the feature-specific sections of this Tariff. Those features must be ordered separately.

(d.) This service is furnished on a where-available basis and is subject to the availability of facilities. The service is only available to single-line business and residence customers. It is not available to CentraNet, DID or Coin Telephone services. It will be available only to certain types of PBX systems depending on the customer's equipment, as well as the central office limitations.

(e.) To use this feature, the customer must not have Cancel Call Waiting activated.

(f.) Customers wishing to have Call Waiting ID must also subscribe to Call Waiting/Cancel Call Waiting and ~~Caller ID Number Only~~ or Caller ID. (C)

(g.) The customer must request Call Waiting ID although there are no additional charges for this feature.

(h.) Service charges as specified in Section A4 will apply if the customer orders Call Waiting/Cancel Call Waiting and/or ~~Caller ID Number Only~~ or Caller ID. If the customer already subscribes to both services (Call (C) Waiting/Cancel Call Waiting and ~~Caller ID Number Only~~ or Caller ID), no service charges shall apply.

(4410.) Call Waiting ID Deluxe^{1, 2} allows customers the following options for handling new incoming calls while engaged (T) on an existing call:

- Put the current call on hold and answer the waiting call.
- Connect the waiting call to a "I'm busy – call back later" announcement.
- Forward the waiting call to voice mail (or some other location).³
- Connect the waiting call to a "please hold" announcement, then place the waiting call on hold.
- Join the waiting call to the current call in progress.

Note¹ A customer must subscribe to Caller ID and Call Waiting/Cancel Call Waiting in order to be eligible for this service.

Note² Utilization of this feature requires the use of a Call Waiting ID Deluxe compatible display unit or screen phone station at the customer's premises. The installation and maintenance of this equipment is the responsibility of the customer.

Note³ Customers must subscribe to Central Office Based Voice Mail or Call Forwarding – Don't Answer for the option to be applicable.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

.4 Custom Calling Local Area Signaling Service (Continued)

b. Description (Continued)

- (116.) Call Intercept is an optional enhancement to ~~Caller ID Number Only~~ and Caller ID. It provides (C)(T) residence Caller ID customers with informed choices about accepting or rejecting unidentified calls by requiring identification of the calling party as a condition of call completion. The unidentified caller is prompted by a recorded message to record a person or business name. Once recorded, Call Intercept calls the subscribing customer's line and displays the words "Call Intercept" on the caller ID box. When the customer answers, Call Intercept plays the recorded name. The subscriber then (1) accepts the call, (2) declines the call and plays an announcement to the caller, (3) refuses a sales call and plays the sales screening announcement, (4) sends the call to voice mail, or (5) listens to the name recording again. If the customer is not home or chooses to not answer, Call Intercept connects the caller to an answering device or plays a message that the subscriber is not available. PIN numbers are available to subscribers for use by family or friends which allow Call Intercept screening to be bypassed and cause the words "Priority Caller" to be displayed on the caller ID box.

Conditions for provisioning:

- (a) Call Intercept is provided only to residence customers.
- (b) Call Intercept is provided only to customers who subscribe to ~~Caller ID Number Only~~ or Caller (C) ID.
- (c) Call Intercept is provided only from Advanced Intelligent Network (AIN) capable central offices and is offered where technically available.
- (d) Customers cannot have Call Intercept and Enhanced Call Forwarding on the same line.
- (e) Customer cannot have Call Intercept and Remote Call Forwarding on the same line.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

.4 Custom Calling Local Area Signaling Service (Continued)

c. Rates

(1.) The following charges are for the services only and are in addition to applicable charges for service. Service Charges apply as set forth in Section A4 of this tariff, except as shown herein.

(a.) Residence

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	
Busy Redial ²			
Per line	\$ 5.00	NOTE 1	
Per activation ^{6,7}	-	\$.95	
* 69 ²			
Per line	5.00	NOTE 1	
Per activation ^{6,7}	-	.95	
Priority Call, per line	5.00	NOTE 1	(M)
Call Block, per line	5.00 (1)	NOTE 1	(M)
Select Call Forwarding, per line	5.00	NOTE 1	
Do Not Disturb, per line	4.00	NOTE 1	(M)
Call Trace ² :			
Per line	5.00	NOTE 1	
Per activation ⁶	-	3.50	
Caller ID Number Only, per line	7.00	NOTE 1	(M)
Selective Blocking (per call)	-	-	
Complete Blocking (per line)	-	-	
Anonymous Call Block ³	3.00	NOTE 1	
Caller ID, per line	7.95	NOTE 1	
Call Waiting ID, per line	-	NOTE 8	
Call Intercept ⁴	5.00	(none)	

(b.) Business

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	
Busy Redial ^{2,9}			
Per line	\$ 6.00	NOTE 1	
Per activation ^{6,7}	-	\$.95	
* 69 ^{2,9}			
Per line	6.00	NOTE 1	
Per activation ^{6,7}	-	.95	
Priority Call ⁹ , per line	5.00	NOTE 1	(M)
Call Block ⁹ , per line	5.00	NOTE 1	(M)
Select Call Forwarding ⁹ , per line	6.00	NOTE 1	
Do Not Disturb, per line	4.00	NOTE 1	(M)
Call Trace ² :			
Per line	6.50	NOTE 1	
Per activation ⁶	-	3.50	
Caller ID Number Only ⁹ , per line	11.00	NOTE 1	(M)
Selective Blocking (per call)	-	-	
Complete Blocking (per line)	-	-	
Anonymous Call Block ^{3,5}	1.00	NOTE 1	
Caller ID ⁹ , per line	12.00	NOTE 1	
Call Waiting ID, per line	-	NOTE 8	

Note 1: Service Charges apply as set forth in Sections A4.

Note 2: The customer may subscribe to this feature as follows:

- 1) On a per line basis which allows an unlimited number of activations; or 2) on a per activation basis which can be activated at any time. The per activation charge is only applicable for successful activations.

Note 3: Anonymous Call Block will be available, subject to the availability of facilities, at no charge to Call Block customers.

Note 4: Call Intercept will have a monthly recurring charge of \$4.00 per line when it is purchased as part of Big Deal Calling Service Option A or Local Package.

Note 5: Anonymous Call Block is not included toward the Choice Pac threshold. The rate, however, will be discounted if the threshold quantity is met.

Note 6: At the customer's request, the "per activation" service will be blocked on all lines at no charge.

Note 7: The maximum monthly "per activation" charges are limited to the first fifteen (15) activations of a service per month, i.e., the maximum monthly "per activation" charges shall not exceed \$14.25. Activations beyond fifteen (15) per month will not be billed.

Note 8: Service charges as specified in Section A4 will apply if the customer orders Call Waiting/Cancel Call Waiting and/or Caller ID Number Only or Caller ID. If the customer already subscribes to both services (Call Waiting/Cancel Call Waiting and Caller ID Number Only or Caller ID), no service charges shall apply. (C)

Note 9: Refer to Section A13.14.1h. for Choice Pac offer and applicable rate discount.

(M) Material has been moved to Section A113, Page 1.0.6.

(N)

A113. OBSOLETE MISCELLANEOUS SERVICE ARRANGEMENTS

CONTENTS

	Page No.	
A113.1 <u>Custom Calling Services</u>		
A113.1.1 Rates	1	
A113.1.2 Verizon Calling Services	1.0.4	(N)
A113.2 <u>Extension Line Channels</u>	1.1	
A113.2.1 General	1.1	
A113.2.2 Rates	1.1	
A113.3 <u>Network Facilities for Use with Public Announcement Service</u>	2	
A113.3.1 General	2	
A113.3.2 Rates and Charges	3	
A113.4 <u>Information System Access Lines</u>	4	
A113.4.1 General	4	
A113.4.2 Regulations	4	
A113.4.3 Rates and Charges	4	
A113.5 <u>Enhanced Call Forwarding</u>	4	
A113.5.1 Rates and Charges	4	
A113.6 <u>Custom Routing Service - Flexible Call Forwarding</u>	5	
A113.6.1 General	5	
A113.6.2 Rates and Charges	5	
A113.7 <u>Special Billing Services</u>		
A113.7.1 Individual Punched Cards	6	
A113.7.2 Machine Tape Records	6	
A113.7.3 Instant Call Accounting	7	
A113.8 <u>Custom Routing Service</u>	9	
A113.8.1 General	9	
A113.8.2 Regulations	10	
A113.8.3 Custom Routing Service-Group Optional Features	14	
A113.8.4 Application of Rates	14	
A113.8.5 Rates and Charges	16	
A113.9 <u>Redirect Service</u>	19	
A113.9.1 General	19	
A113.9.2 Regulations	19	
A113.9.3 Feature Descriptions	21	
A113.9.4 Application of Rates	22	
A113.9.5 Rates and Charges	22	

A113. OBSOLETE MISCELLANEOUS SERVICE ARRANGEMENTS

A113.1.2 Verizon Calling Services

Obsolete. The features listed below are grandfathered within the Choice Pac, Verizon Local Package, and Verizon Local Package Extra bundled packages will be continued for existing customers only. No moves, additions or changes of these features may be made to existing Choice Pac Service, Verizon Local Package, and Verizon Local Package Extra. (N)

.1 General (M)

h. Choice Pac features below grandfathered to existing customers (C)

(2) The following services are eligible for the Choice Pac discount offering to existing customers only. (C)

- Call Block
 - Caller ID-Number Only
 - Priority Call
- (M)

.2 Rates (M¹)

a. Bundled Local Service

The following vertical options are grandfathered to existing Verizon Local Package and Verizon Local Package Extra customers: (C)

- Call Block
 - Do Not Disturb
 - Priority Call
- (M¹)

(M) Material previously appeared on Page 10.0.0.2, Section A13.

(M¹) Material previously appeared on Page 11.1, Section A13.

(N)
(N)

A113. OBSOLETE MISCELLANEOUS SERVICE ARRANGEMENTS

A113.1.2 Verizon Calling Services (continued) (M)

Obsolete. The features listed below are grandfathered within the Custom Calling Local Area Signaling Service and will be continued for existing customers only. No moves, additions or changes may be made to these existing features. (N)

.4 Custom Calling Local Area Signaling Service (M)

a. Description of select features grandfathered within Custom Calling Local Area Signaling Service. (N)

(1.) Priority Call allows a customer to program up to twelve (12) telephone numbers of selected callers enabling the customer to distinguish certain incoming calls from all others by a distinctive ring tone. If a customer also subscribes to Call Waiting, calls from the selected numbers will be distinguished by a special Call Waiting tone. (M)

(2.) Call Block allows a customer to block incoming calls from a maximum of 12 telephone numbers. The customer also can block incoming calls placed from the last calling number even if the number is unknown to the customer. Blocked calls are routed to a recorded announcement which specifies that the called party is not accepting calls.

Customers subscribing to this service may be able to automatically reject all calls that have been marked "P", "PRIVATE", "PRIVATE NUMBER", or such similar indicator by the person calling. It is not necessary to subscribe to Caller ID-Number Only to use this Call Block feature. With this feature activated (Anonymous Call Block), the called party's telephone will not ring. The person calling, whose identification is blocked, will receive a message to hang up and call back with his number unblocked.

(3.) Do Not Disturb allows a customer to select up to 12 customer telephone numbers from which calls are to be received. All other calls are intercepted and routed to a recorded announcement that informs the caller the customer is not accepting calls. Calls from numbers outside the specified exchanges will ring normally.

(4.) Caller ID-Number Only is an arrangement which permits a customer with local Exchange Service other than foreign central office service to receive the calling telephone number for calls placed to the customer. The calling telephone number will be forwarded from the terminating central office to compatible customer provided display equipment associated with a customer's local Exchange Service. The calling telephone number will be delivered during the first silent interval of ringing. If the calling telephone number is not available for forwarding to the called party, the customer's display device will record the time of day and date, and show "OUT OF AREA" and in some cases, dashes (--- ----), for the non-available numbers. The calling telephone number is unavailable from calls made from non-SS7 offices, some large PABX systems, and from some cellular radio calls, and currently from interexchange carrier calls. Compatible customer provided display equipment is required for this service.

Any customer subscribing to Caller ID-Number Only will be responsible for the provision of a display device which will be located on the customer's premises. The installation, repair, and technical capability of that equipment to function in conjunction with the feature specified herein will be the responsibility of the customer. The Company assumes no liability and will be held harmless for any incompatibility of this equipment to perform satisfactorily with the network features described herein. (M)

Telephone numbers are not available on operator handled or credit card calls. (M¹)

Telephone numbers transmitted via Caller ID-Number Only are intended solely for the use of the Caller ID-Number Only subscriber. Resale of this information is prohibited by this Tariff. (M¹)

(M) Material previously appeared on Page 11.2, Section A13. (N)

(M)¹ Material previously appeared on Page 11.2.1, Section A13. (N)

A113. OBSOLETE MISCELLANEOUS SERVICE ARRANGEMENTS

A113.1.2 Verizon Calling Services (continued)

.4 Custom Calling Local Area Signaling Service (Continued)

b. Rates

(1.) The following charges are for the services only and are in addition to applicable charges for service. Service Charges apply as set forth in Section A4 of this tariff, except as shown herein. The features listed below are grandfathered and will be continued for existing customers only. No moves, additions or changes may be made to these existing features.

(a.) Residence

	Monthly Rate	Nonrecurring Charge
Priority Call, per line	\$ 5.00	NOTE 1
Call Block, per line	\$ 5.00	NOTE 1
Do Not Disturb, per line	\$ 4.00	NOTE 1
Caller ID-Number Only, per line	\$ 7.00	NOTE 1

(b.) Business

	Monthly Rate	Nonrecurring Charge
Priority Call ⁹ , per line	\$ 5.00	NOTE 1
Call Block ⁹ , per line	5.00	NOTE 1
Do Not Disturb, per line	4.00	NOTE 1
Caller ID-Number Only ⁹ , per line	11.00	NOTE 1

Note 1: Service Charges apply as set forth in Sections A4.

Note 9: Refer to Section A13.14.1h. for Choice Pac offer and applicable rate discount.

(M) Material moved from Section A13.14, Page 11.3

(M)

(C)

(C)

(M)

(M)

(N)