

REGULATIONS AND SCHEDULE OF CHARGES  
APPLYING TO LOCAL EXCHANGE  
COMMUNICATIONS SERVICES WITHIN  
THE COMMONWEALTH OF VIRGINIA

This tariff is on file with the Virginia State Corporation Commission and can be viewed at their Division of Communications located in the Tyler Building – 9<sup>th</sup> Floor, 1300 East Main Street, Richmond, Virginia 23219. In addition, this tariff is available for review at the Company’s principal place of business: One Lumos Plaza, Waynesboro, VA 22980.

Toll Free Number: 833-467-3472

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By:

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Waynesboro, VA 22980

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**CHECK SHEET**

Pages of this tariff are Effective: June 26, 2008 as of the date shown at the bottom of the respective page(s). Original and revised pages as named below comprise all changes from the original tariff and are currently in effect as of the date on the bottom of this page.

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### EXPLANATION OF SYMBOLS

The following symbols shall be used in this tariff for the purpose indicated below:

- (C) To signify changed regulation.
- (D) To signify discontinued rate or regulation.
- (I) To signify increased rate.
- (M) To signify a move in the location of text.
- (N) To signify new rate or regulation.
- (R) To signify reduced rate.
- (S) To signify reissued matter.
- (T) To signify a change in text but no change in rate or regulation.

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**TARIFF FORMAT**

- A. Page Numbering** - Page numbers appear in the upper right corner of the page. Pages are numbered sequentially. However, new pages are occasionally added to the tariff. When a new page is added between pages already in effect, a decimal is added. For example, a new page added between pages 14 and 15 would be 14.1.
- B. Page Revision Numbers** - Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current page version on file with the Commission. For example, the 4th Revised Page 14 cancels the 3rd Revised Page 14. Because of various suspension periods, deferrals, etc. the Commission follows in its tariff approval process, the most current page number on file with the Commission is not always the page in effect. Consult the Check Sheet for the page currently in effect.
- C. Paragraph Numbering Sequence** - There are nine levels of paragraph coding. Each level of coding is subservient to the next higher level:
- 2.
  - 2.1
  - 2.1.1
  - 2.1.1.A.
  - 2.1.1.A.1.
  - 2.1.1.A.1.(a)
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  - 2.1.1.A.1.(a).I.(i).
  - 2.1.1.A.1.(a).I.(i).(1).
- D. Check Sheets** - When a tariff filing is made with the Commission, an updated Check Sheet accompanies the tariff filing. The Check Sheet lists the pages contained in the tariff, with a cross-reference to the current revision number. When new pages are added, the Check Sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (\*). There will be no other symbols used on this page if these are the only changes made to it (i.e., the format, etc. remain the same, just revised revision levels on some pages.) The tariff user should refer to the latest Check Sheet to find out if a particular page is the most current on file with the Commission.

### APPLICATION OF TARIFF

This tariff sets forth the service offerings, rates, terms and conditions applicable to the furnishing of intrastate end-user local exchange communications services to Business Customers by FiberNet of Virginia, Inc. d/b/a Segra, hereinafter referred to as the Company, to Customers within the Commonwealth of Virginia. FiberNet services are furnished subject to the availability of facilities and subject to the terms and conditions set forth herein.

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**SECTION 1 - DEFINITIONS**

**Advance Payment** B Payment of all or part of a charge required before the start of service.

**Authorization Code** - A numerical code, one or more of which may be assigned to a Customer, to enable Carrier to identify the origin of service of the Customer so it may rate and bill the call. All authorization codes shall be the sole property of Carrier and no Customer shall have any property or other right or interest in the use of any particular authorization code. Automatic numbering identification (ANI) may be used as or in connection with the authorization code.

**Authorized User** - A person, corporation or other entity who is authorized by the Company Customer to utilize service provided by the Company to the customer. The customer is responsible for all charges incurred by an Authorized

**Automatic Numbering Identification (ANI)** - A type of signaling provided by a local exchange telephone company which automatically identifies the local exchange line from which a call originates.

**FiberNet** B FiberNet of Virginia, Inc. d/b/a Segra, issuer of this tariff.

**Commission** - Refers to the Virginia State Corporation Commission

**Common Carrier** - An authorized company or entity providing telecommunications services to the public

**Company** B FiberNet of Virginia, Inc. d/b/a Segra, the issuer of this tariff.

**Customer** - The person, firm or corporation that orders service and is responsible for the payment of charges and compliance with the terms and conditions of this tariff.

**Customer Premises** - A location designated by the Customer for the purposes of connecting to the Company=s services.

**Customer Terminal Equipment** - Terminal equipment provided by the Customer.

**SECTION 1 - DEFINITIONS, (CONT'D.)**

**Deposit** - Refers to a cash or equivalent of cash security held as a guarantee for payment of the charges.

**End Office** - The LEC switching system office or serving wire center where Customer station loops are terminated for purposes of interconnection to each other and/or to trunks.

**Equal Access** - A form of dialed access provided by local exchange companies whereby interexchange calls dialed by the Customer are automatically routed to the Company network. Presubscribed Customers may also route interexchange calls to the Company network by dialing an access code supplied by the Company.

**Exchange Telephone Company or Telephone Company** - Denotes any individual, partnership, association, joint-stock company, trust, or corporation authorized by the appropriate regulatory bodies to engage in providing public switched communication service throughout an exchange area, and between exchange areas within the LATA.

**Individual Case Basis (ICB)** B A service arrangement in which the regulations, rates and charges are developed based on the specific circumstances of the Customer's situation.

**IXC or Interexchange Carrier**- A long distance telecommunications services provider.

**Interruption** - The inability to complete calls due to equipment malfunctions or human errors.

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**SECTION 1 - DEFINITIONS, (CONT'D.)**

**Joint User** - A person, firm or corporation designated by the Customer as a user of local exchange service furnished to the Customer by the Company, and to whom a portion of the charges for such facilities are billed under a joint use arrangement.

**LATA** - A Local Access and Transport Area established pursuant to the Modification of Final Judgment entered by the United States District Court for the District of Columbia in Civil Action No. 82-0192; or any other geographic area designated as a LATA in the National Exchange Carrier Association, Inc. Tariff F.C.C. No. 4, or its successor tariff(s).

**LEC** - Local Exchange Company refers to the dominant, monopoly local telephone company in the area also served by the Company.

**Local Calling** - A completed call or telephonic communication between a calling Station and any other Station within the local service area of the Calling Station.

**Monthly Recurring Charges** - The monthly charges to the Customer for services, facilities and equipment, which continue for the agreed upon duration of the service.

**MOU** - Minutes of Use.

**NECA** - National Exchange Carriers Association.

**Non-Recurring Charge (NRC)** - The initial charge, usually assessed on a one-time basis, to initiate and establish service.

**PIN** - Personal Identification Number. See Authorization Code.

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**SECTION 1 - DEFINITIONS, (CONT'D.)**

**Point of Presence (POP)** - Point of Presence

**Premises** - The space occupied by a Customer or authorized user in a building or buildings or contiguous property not separated by a public right of way.

**Recurring Charges** - Monthly charges to the Customer for services, and equipment, which continues for the agreed upon duration of the service.

**Service** - Any means of service offered herein or any combination thereof.

**Service Commencement Date** - The first day following the date on which the Company notifies the Customer that the requested service or facility is available for use, unless extended by the Customer's refusal to accept service which does not conform to standards set forth in the Service order or this tariff, in which case the Service Commencement Date is the date of the Customer's acceptance of service. The parties may mutually agree on a substitute Service Commencement Date.

**Service Order** - The written or verbal request for Company services by the Customer and the Company in the format devised by the Company. A Service Order initiates the respective obligations of the parties as set forth therein and pursuant to this tariff.

**Services** - The Company telecommunications services offered on the Company network.

**Shared Inbound Calls** - Refers to calls that are terminated via the Customer's Company-provided local exchange line.

**Shared Outbound Calls** - Refers to calls in Feature Group (FGD) exchanges whereby the Customer's local telephone lines are presubscribed by the Company to the Company outbound service such that "1 + 10-digit number" calls are automatically routed to the Company or an IXC network. Calls to stations within the Customer's LATA may be placed by dialing "10XXX" or "101XXXX" with 1 + 10-digit number."

**SECTION 1 - DEFINITIONS, (CONT'D.)**

**Station** - The network control signaling unit and any other equipment provided at the Customer premises that enables the Customer to establish communications connections and to effect communications through such connections.

**Subscriber** - The person, firm, partnership, corporation, or other entity who orders telecommunications service from the Company. Service may be ordered by, or on behalf of, those who own, lease or otherwise manage the pay telephone, PBX, or other switch vehicle from which an End User places a call utilizing the services of the Company.

**Switched Access Origination/Termination** - Where access between the Customer and the interexchange carrier is provided on local exchange company Feature Group circuits and the connection to the Customer is a LEC-provided access line. The cost of switched Feature Group access is billed to the interexchange carrier.

**Terminal Equipment** - Any telecommunications equipment other than the transmission or receiving equipment installed at a Company location.

**Usage Charges** - Charges for minutes or messages traversing over local exchange facilities.

**User or End User** - A Customer, Joint User, or any other person authorized by a Customer to use service provided under this tariff.

## SECTION 2 - REGULATIONS

### 2.1 Undertaking of the Company

#### 2.1.1 Scope

The Company undertakes to furnish communications service pursuant to the terms of this tariff in connection with one-way and/or two-way information transmission between points within the Commonwealth of Virginia.

Customers and users may use services and facilities provided under this tariff to obtain access to services offered by other service providers. The Company is responsible under this tariff only for the services and facilities provided hereunder, and it assumes no responsibility for any service provided by any other entity that purchases access to the Company network in order to originate or terminate its own services, or to communicate with its own customers.

#### 2.1.2 Shortage of Equipment or Facilities

- A. The Company reserves the right to limit or to allocate the use of existing facilities, or of additional facilities offered by the Company, when necessary because of lack of facilities, or due to some other cause beyond the Company's control.
- B. The furnishing of service under this tariff is subject to the availability on a continuing basis of all the necessary facilities and is limited to the capacity of the Company's facilities as well as facilities the Company may obtain from other carriers to furnish service from time to time as required at the sole discretion of the Company.

**SECTION 2 – REGULATIONS, (CONT'D.)**

**2.1 Undertaking of the Company, (Cont'd.)**

**2.1.3 Terms and Conditions**

- A.** Service is offered on monthly or on a term basis. Rates for service may vary by call type and/or term commitment. Penalties may apply for early termination of the term agreement.
- B.** Customers may be required to enter into written service orders that shall contain or reference a specific description of the service ordered, the rates to be charged, the duration of the services, and the terms and conditions in this tariff. Customers will also be required to execute any other documents as may be reasonably requested by the Company.
- C.** Except as otherwise stated in the tariff, at the expiration of an initial term specified in each Service Order, or in any extension thereof, service shall be renewed automatically for a one (1) year term, unless the Customer provides notice of intent not to renew such agreement at least thirty (30) days prior to the end of the initial or any additional term. Any termination shall not relieve the Customer of its obligation to pay any charges incurred under the service order and this tariff prior to termination. The rights and obligations that by their nature extend beyond the termination of the term of the service order shall survive such termination.

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**SECTION 2 – REGULATIONS, (CONT'D.)**

**2.1 Undertaking of the Company, (Cont'd.)**

**2.1.3 Terms and Conditions, (Cont'd.)**

- D.** Service may be terminated upon written notice to the Customer if:
  - .1 the Customer is using the service in violation of this tariff; or
  - .2 the Customer is using the service in violation of the law.
- E.** This tariff shall be interpreted and governed by the laws of the Commonwealth of Virginia regardless of its choice of laws provision.
- F.** No person or entity shall be required to make any payment, incur any penalty, monetary or otherwise, or purchase any services in order to have the right to obtain service directly from the Company.
- G.** To the extent that either the Company or any other telephone company exercises control over available cable pairs, conduit, duct space, raceways, or other facilities needed by the other to reach a person or entity, the party exercising such control shall make them available to the other on terms equivalent to those under which the Company makes similar facilities under its control available to its customers. At the reasonable request of either party, the Company and the other telephone company shall join the attempt to obtain from the owner of the property access for the other party to serve a person or entity.

**SECTION 2 – REGULATIONS, (CONT'D.)**

**2.1 Undertaking of the Company, (Cont'd.)**

**2.1.4 Limitation on Liability**

- A.** Except as otherwise stated in this section, the liability of the Company for damages arising out of either: (1) the furnishing of its services, including but not limited to mistakes, omissions, interruptions, delays, or errors, or other defects, representations, or use of these services or (2) the failure to furnish its service, whether caused by acts or omission, shall be limited to the extension of allowances to the Customer for interruptions in service as set forth in Section 2.10 of this tariff.
- B.** Except for the extension of allowances to the Customer for interruptions in service as set forth in Section 2.10 of this tariff, the Company shall not be liable to a Customer or third party for any direct, indirect, special, incidental, reliance, consequential, exemplary or punitive damages, including, but not limited to, loss of revenue or profits, for any reason whatsoever, including, but not limited to, any act or omission, failure to perform, delay, interruption, failure to provide any service or any failure in or breakdown of facilities associated with the service.
- C.** The liability of the Company for errors in billing that result in overpayment by the Customer shall be limited to a credit equal to the dollar amount erroneously billed or, in the event that payment has been made and service has been discontinued, to a refund of the amount erroneously billed.

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**SECTION 2 – REGULATIONS, (CONT'D.)**

**2.1 Undertaking of the Company, (Cont'd.)**

**2.1.4 Limitations on Liability, (Cont'd.)**

- D.** The Company shall be indemnified and saved harmless by the Customer from and against all loss, liability, damage and expense due to:
- .1 Any act or omission of: (a) the Customer, (b) any other entity furnishing service, equipment or facilities for use in conjunction with services or facilities provided by the Company; or (c) common carriers or warehousemen, except as contracted by the Company;
  - .2 Any delay or failure of performance or equipment due to causes beyond the Company's control, including but not limited to, acts of God, fires, floods, earthquakes, hurricanes, or other catastrophes; national emergencies, insurrections, riots, wars or other civil commotions; strikes, lockouts, work stoppages or other labor difficulties; criminal actions taken against the Company; unavailability, failure or malfunction of equipment or facilities provided by the Customer or third parties; and any law, order, regulation or other action of any governing authority or agency thereof;
  - .3 Any unlawful or unauthorized use of the Company's facilities and services;
  - .4 Libel, slander, invasion of privacy or infringement of patents, trade secrets, or copyrights arising from or in connection with the material transmitted by means of Company-provided facilities or services; or by means of the combination of Company-provided facilities or services;
  - .5 Breach in the privacy or security of communications transmitted over the Company's facilities;

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**SECTION 2 – REGULATIONS, (CONT'D.)**

**2.1 Undertaking of the Company, (Cont'd.)**

**2.1.4 Limitations on Liability, (Cont'd.)**

**D. Cont'd.**

- .6 Changes in any of the facilities, operations or procedures of the Company that render any equipment, facilities or services provided by the Customer obsolete, or require modification or alteration of such equipment, facilities or services, or otherwise affect their use or performance, except where reasonable notice is required by the Company and is not provided to the Customer, in which event the Company's liability is limited as set forth in paragraph A of this Subsection 2.1.4.
- .7 Defacement of or damage to Customer premises resulting from the furnishing of services or equipment on such premises or the installation or removal thereof, except where damage is due to the gross negligence of the Company and/or its authorized agents;
- .8 Injury to property or injury or death to persons, including claims for payments made under Workers' Compensation law or under any plan for employee disability or death benefits, arising out of, or caused by, any act or omission of the Customer, or the construction, installation, maintenance, presence, use or removal of the Customer's facilities or equipment connected, or to be connected to the Company's facilities;
- .9 Any noncompletion of calls due to network busy conditions;
- .10 Any calls not actually attempted to be completed during any period that service is unavailable;
- .11 And any other claim resulting from any act or omission of the Customer or patron(s) of the Customer relating to the use of the Company's services or facilities.

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**SECTION 2 – REGULATIONS, (CONT'D.)****2.1 Undertaking of the Company, (Cont'd.)****2.1.4 Limitations on Liability, (Cont'd.)**

- E.** The Company does not guarantee nor make any warranty with respect to installations provided by it for use in an explosive atmosphere.
- F.** The Company makes no warranties or representations, EXPRESS OR IMPLIED, either in fact or by operation of law, statutory or otherwise, including warranties of merchantability or fitness for a particular use, except those expressly set forth herein.
- G.** Failure by the Company to assert its rights pursuant to one provision of this tariff does not preclude the Company from asserting its rights under other provisions.
- H.** **Directory Errors** - In the absence of gross negligence or willful misconduct, no liability for damages arising from errors or mistakes in or omissions of directory listings, or errors or mistakes in or omissions of listing obtainable from the directory assistance operator, including errors in the reporting thereof, shall attach to the Company. An allowance for errors or mistakes in or omissions of published directory listings or for errors or mistakes in or omissions of listing obtainable from the directory assistance operator shall be at the monthly tariff rate for each listing, or in the case of a free or no-charge directory listing, credit shall equal two times the monthly tariff rate for an additional listing, for the life of the directory or the charge period during which the error, mistake or omission occurs.

**SECTION 2 – REGULATIONS, (CONT'D.)**

**2.1 Undertaking of the Company, (Cont'd.)**

**2.1.4 Limitations on Liability, (Cont'd.)**

**I. With respect to Emergency Number 911 Service:**

- .1 This service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies. The 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 or death of any person or persons, and 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 service, of (2) installation, operation, failure to operate, maintenance, removal, presence, condition, local or use of any equipment and facilities furnishing this service.
  
- .2 Neither is the Company responsible for any infringement, nor 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 the 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 arise out of the negligence or other wrongful act of the Company, the Customer, its users, agencies or municipalities, or the employees or agents of any one of them.

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**SECTION 2 – REGULATIONS, (CONT'D.)****2.1 Undertaking of the Company, (Cont'd.)****2.1.4 Limitations on Liability, (Cont'd.)****I. With respect to Emergency Number 911 Service, (Cont'd.)**

- .3 When a Customer with a nonpublished telephone number, as defined herein, places a call to the emergency 911 service, the 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 emergency 911 service upon request of such governmental authority. By subscribing to service under this tariff, the Customer acknowledges and agrees with the release of information as described above.

**2.1.5 Notification of Service-Affecting Activities**

The Company will provide the Customer reasonable notification of service-affecting activities that may occur in normal operation of its business. Such activities may include, but are not limited to, equipment or facilities additions, removals or rearrangements and routine preventative maintenance. Generally, such activities are not specific to an individual Customer but affect many Customers' services. No specific advance notification period is applicable to all service activities. The Company will work cooperatively with the Customer to determine the reasonable notification requirements. With some emergency or unplanned service-affecting conditions, such as an outage resulting from cable damage, notification to the Customer may not be possible.

**SECTION 2 – REGULATIONS, (CONT'D.)**

**2.1 Undertaking of the Company, (Cont'd.)**

**2.1.6 Provision of Equipment and Facilities**

- A.** The Company shall use reasonable efforts to make available services to a Customer on or before a particular date, subject to the provisions of and compliance by the Customer with, the regulations contained in this tariff. The Company does not guarantee availability by any such date and shall not be liable for any delays in commencing service to any Customer.
- B.** The Company shall use reasonable efforts to maintain only the facilities and equipment that it furnishes to the Customer. The Customer may not, nor may the Customer permit others to, rearrange, disconnect, remove, attempt to repair, or otherwise interfere with any of the facilities or equipment installed by the Company, except upon the written consent of the Company.
- C.** The Company may substitute, change or rearrange any equipment or facility at any time and from time to time, but shall not thereby alter the technical parameters of the service provided the Customer.
- D.** Equipment the Company provides or installs at the Customer Premises for use in connection with the services the Company offers shall not be used for any purpose other than that for which it was provided by the Company.

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**SECTION 2 – REGULATIONS, (CONT'D.)**

**2.1 Undertaking of the Company, (Cont'd.)**

**2.1.6 Provision of Equipment and Facilities, (Cont'd.)**

- E.** The Customer shall be responsible for the payment of service charges as set forth herein for visits by the Company's agents or employees to the Premises of the Customer when the service difficulty or trouble report results from the use of equipment or facilities provided by any party other than the Company, including but not limited to the Customer.
- F.** The Company shall not be responsible for the installation, operation, or maintenance of any Customer-provided communications equipment. Where such equipment is connected to the facilities furnished pursuant to this tariff, the responsibility of the Company shall be limited to the furnishing of facilities offered under this tariff and to the maintenance and operation of such facilities. Subject to this responsibility, the Company shall not be responsible for:

  - .1 the transmission of signals by Customer-provided equipment or for the quality of, or defects in, such transmission; or
  - .2 the reception of signals by Customer-provided equipment.

**SECTION 2 – REGULATIONS, (CONT'D.)**

**2.1 Undertaking of the Company, (Cont'd.)**

**2.1.7 Non-routine Installation**

At the Customer's request, installation and/or maintenance may be performed outside the 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 to the Company will apply. If installation 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.

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**SECTION 2 – REGULATIONS, (CONT'D.)****2.1 Undertaking of the Company, (Cont'd.)****2.1.8 Special Construction****A. General**

Subject to the agreement of the Company and to all of the regulations contained in this tariff, special construction of facilities may be undertaken on a reasonable efforts basis at the request of the Customer. Special construction is that construction undertaken:

- .1 where facilities are not presently available, and there is no other requirement for the facilities so constructed;
- .2 of a type other than that which the Company would normally utilize in the furnishing of its services;
- .3 over a route other than that which the Company would normally utilize in the furnishing of its services;
- .4 in a quantity greater than that which the Company would normally construct;
- .5 on an expedited basis;
- .6 on a temporary basis until permanent facilities are available;
- .7 involving abnormal costs; or
- .8 in advance of its normal construction.

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**SECTION 2 – REGULATIONS, (CONT'D.)**

**2.1 Undertaking of the Company, (Cont'd.)**

**2.1.8 Special Construction (Cont'd.)**

**B. Basis for Charges**

Where the Company arranges for a facility or 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:

- \$ non-recurring type charges;
- \$ recurring type charges;
- \$ termination liabilities; or
- \$ combinations thereof

Charges are based on cost plus a reasonable administrative fee minus any credit for reuse or salvage.

**2.1.9 Ownership of Facilities**

Title to all facilities provided in accordance with this tariff remains in the Company, its agents or contractors.

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**SECTION 2 – REGULATIONS, (CONT'D.)****2.2 Prohibited Uses**

- 2.2.1** The services the Company offers shall not be used for any unlawful purpose or for any use as to which the Customer has not obtained all required governmental approvals, authorizations, licenses, consents and permits.
- 2.2.2** The Company may require applicants for service who intend to use the Company's offerings for resale and/or for shared use to file a letter with the Company confirming that their use of the Company's offerings complies with relevant laws and Virginia State Corporation Commission regulations, policies, orders, and decisions.
- 2.2.3** The Company may require a Customer to immediately shut down its transmission of signals if said transmission is causing interference to others.
- 2.2.4** A customer, joint user, or authorized user may not assign, or transfer in any manner, the service or any rights associated with the service without the written consent of the Company. The Company will permit a Customer to transfer its existing service to another entity if the existing Customer has paid all charges owed to the Company for regulated communications services. Such a transfer will be treated as a disconnection of existing service and installation of new service, and non-recurring installation charges as stated in this tariff will apply.

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**SECTION 2 – REGULATIONS, (CONT'D.)****2.3 Obligations of the Customer****2.3.1 General**

The Customer shall be responsible for:

- A.** the payment of all applicable charges pursuant to this tariff;
- B.** damage to or loss of the Company's facilities or equipment caused by the acts or omissions of the Customer; or the noncompliance by the Customer, with these regulations; or by fire or theft or other casualty on the Customer Premises, unless caused by the negligence or willful misconduct of the employees or agents of the Company;
- C.** providing at no charge, as specified from time to time by the Company, any needed personnel, equipment space and power to operate Company facilities and equipment installed on the premises of the Customer, and the level of heating and air conditioning necessary to maintain the proper operating environment on such premises;
- D.** obtaining, maintaining, and otherwise having full responsibility for all rights-of-way and conduits necessary for installation of fiber optic cable and associated equipment used to provide Communication Services to the Customer from the cable building entrance or property line to the location of the equipment space described in 2.3.1.C of this tariff. Any and all costs associated with obtaining and maintaining the rights-of-way described herein, including the costs of altering the structure to permit installation of the Company-provided facilities, shall be borne entirely by, or may be charged by the Company to, the Customer. The Company may require the Customer to demonstrate its compliance with this section prior to accepting an order for service;

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**SECTION 2 – REGULATIONS, (CONT'D.)****2.3 Obligations of the Customer, (Cont'd.)****2.3.1 General, (Cont'd.)**

- E.** providing a safe place to work and complying with all laws and regulations regarding the working conditions on the premises at which Company employees and agents shall be installing or maintaining the Company's facilities and equipment. The Customer may be required to install and maintain Company facilities and equipment within a hazardous area if, in the Company's opinion, injury or damage to the Company's employees or property might result from installation or maintenance by the Company. The Customer shall be responsible for identifying, monitoring, removing and disposing of any hazardous material (e.g. asbestos) prior to any construction or installation work;
- F.** complying with all laws and regulations applicable to, and obtaining all consents, approvals, licenses and permits as may be required with respect to, the location of Company facilities and equipment in any Customer premises or the rights-of-way for which Customer is responsible under Section 2.3.1.D of this tariff; and granting or obtaining permission for Company agents or employees to enter the premises of the Customer at any time for the purpose of installing, inspecting, maintaining, repairing, or upon termination of service as stated herein, removing the facilities or equipment of the Company;
- G.** not creating, or allowing to be placed, any liens or other encumbrances on the Company's equipment or facilities; and
- H.** making Company facilities and equipment available periodically for maintenance purposes at a time agreeable to both the Company and the Customer. No allowance will be made for the period during which service is interrupted for such purposes.

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**SECTION 2 – REGULATIONS, (CONT'D.)****2.3 Obligations of the Customer, (Cont'd.)****2.3.2 Liability of the Customer**

- A.** The Customer will be liable for damages to the facilities of the Company and for all incidental and consequential damages caused by the negligent or intentional acts or omissions of the Customer, its officers, employees, agents, invites, or contractors where such acts or omissions are not the direct result of the Company's negligence or intentional misconduct.
- B.** To the extent caused by any negligent or intentional act of the Customer as described in Section 2.3.2.A, preceding, the Customer shall indemnify, defend and hold harmless the Company from and against all claims, actions, damages, liabilities, costs and expenses, for (1) any loss, destruction or damage to property of any third party, and (2) any liability incurred by the Company to any third party pursuant to this or any other tariff of the Company, or otherwise, for any interruption of, interference to, or other defect in any service provided by the Company to such third party.
- C.** The Customer shall not assert any claim against any other Customer or user of the Company's services for damages resulting in whole or in part from or arising in connection with the furnishing of service under this tariff including but not limited to mistakes, omissions, interruptions, delays, errors or other defects or misrepresentations, whether or not such other Customer or user contributed in any way to the occurrence of the damages, unless such damages were caused solely by the negligent or intentional act or omission of the other Customer or user and not by any act or omission of the Company. Nothing in this tariff is intended either to limit or to expand Customer's right to assert any claims against third parties for damages of any nature other than those described in the preceding sentence.

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**SECTION 2 – REGULATIONS, (CONT'D.)****2.4 Customer Equipment and Channels****2.4.1 General**

A User may transmit or receive information or signals via the facilities of the Company. The Company's services are designed primarily for the transmission of voice-grade telephonic signals, except as otherwise stated in this tariff. A User may transmit any form of signal that is compatible with the Company's equipment, but the Company does not guarantee that its services will be suitable for purposes other than voice-grade telephonic communication except as specifically stated in this tariff.

**2.4.2 Station Equipment**

- A.** Terminal equipment on the User's Premises and the electric power consumed by such equipment shall be provided by and maintained at the expense of the User. The User is responsible for the provision of wiring or cable to connect its terminal equipment to the Company Point of Connection.
- B.** The Customer is responsible for ensuring 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 shall be such as not to cause damage to the Company-provided equipment and wiring or injury to the Company's employees or to other persons. Any additional protective equipment required to prevent such damage or injury shall be provided by the Company at the Customer's expense.

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**SECTION 2 – REGULATIONS, (CONT'D.)****2.4 Customer Equipment and Channels, (Cont'd.)****2.4.3 Network Interface Device**

The Network Interface Device (NID) permits access to the Company's network. All wiring on the Customer's premises that is connected to the Company's network shall connect to the network through the Company-provided NID. Any necessary maintenance, repair or upgrade work to the NID shall be the responsibility of only the company. The company will make the decision whether to place the NID inside or outside the Customer premises. In the event the Customer requests that the NID be placed in a location other than the location selected by the Company, any additional cost to the Company will be charged to the Customer. Additionally, the Customer shall be responsible for premises wiring, which is not provided by the Company, that is connected to the NID.

**2.4.4 Maintenance Visit Charge (MVC)**

An MVC, a/k/a Trouble Location Charge, describes that process where the Company determines whether the trouble reported by the Customer is due to the Company or to the Customer. A Network Interface Device (NID) is one form of a Company Service demarcation point that provides a customer with a test point where he/she can pretest service conditions before initiating a trouble report to the Company. Where a NID exists, if the Company is able to test for Dial Tone at the NID and the problem proves to be beyond the NID and/or the Company is unable to test for dial tone, then no trouble location 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 trouble location charge will be applicable regardless of the dial tone test results or whether a NID exists or not.

**2.4.5 Access to Customer's Premises**

The Customer shall be responsible for making arrangements or obtaining permission for safe and reasonable access for company employees or agents of the Company to enter the premises of the Customer or any joint user or customer of the Customer at any reasonable hour for the purpose of inspecting, repairing, testing, or removing any part of the Company's facilities.

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**SECTION 2 – REGULATIONS, (CONT'D.)**

**2.4 Customer Equipment and Channels, (Cont'd.)**

**2.4.6 Interconnection of Facilities**

- A.** Any special interface equipment necessary to achieve compatibility between the facilities and equipment of the Company used for furnishing Communication Services and the channels, facilities, or equipment of others shall be provided at the Customer's expense.
- B.** Communication Services may be connected to the services or facilities of other communications carriers only when authorized by, and in accordance with, the terms and conditions of the tariffs of the other communications carriers that are applicable to such connections.
- C.** Facilities furnished under this tariff may be connected to Customer-provided terminal equipment in accordance with the provisions of this tariff. All such terminal equipment shall be registered by the Federal Communications Commission pursuant to Part 68 of Title 47, Code of Federal Regulations; and all User-provided wiring shall be installed and maintained in compliance with those regulations.
- D.** Users may interconnect communications facilities that are used in whole or in part for interstate communications to services provided under this tariff only to the extent that the user is an "End User" as defined in Section 69.2(m), Title 47, Code of Federal Regulations (1992 edition).

**SECTION 2 – REGULATIONS, (CONT'D.)**

**2.4 Customer Equipment and Channels, (Cont'd.)**

**2.4.7 Inspections**

- A.** Upon suitable notification to the Customer, and at a reasonable time, the Company may make such tests and inspections as may be necessary to determine that the Customer is complying with the requirements set forth in Section 2.4.2.B of this tariff for the installation, operation, and maintenance of Customer-provided facilities, equipment, and wiring in the connection of Customer-provided facilities and equipment to Company-owned facilities and equipment.
- B.** If the protective requirements for Customer-provided equipment are not being complied with, the Company may take such action as it deems necessary to protect its facilities, equipment, and personnel. The Company will notify the Customer promptly if there is any need for further corrective action. Within ten days of receiving this notice, the Customer must take this corrective action and notify the Company of the action taken. If the Customer fails to do this, the Company may take whatever additional action is deemed necessary, including the suspension of service, to protect its facilities, equipment and personnel from harm.

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**SECTION 2 – REGULATIONS, (CONT'D.)**

**2.5 Payment Arrangements**

**2.5.1 Payment for Service**

The Customer is responsible for the payment of all charges for facilities and services furnished by the Company to the Customer and to all Authorized Users by the Customer, regardless of whether those services are used by the Customer itself or are resold to or shared with other persons.

The Customer is responsible for payment of any sales, use, gross receipts, excise, access, TRS, Rights-of-Way or other local, state, federal and 911 taxes, charges or surcharges (however designated) (excluding taxes on Company's net income) imposed on or based upon the provision, sale or use of Network Services. These items will be billed as separate line items on the bill.

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**SECTION 2 – REGULATIONS, (CONT'D.)****2.5 Payment Arrangements, (Cont'd.)****2.5.2 Billing and Collection of Charges**

The Customer is responsible for payment of all charges incurred by the Customer or other Authorized Users for services and facilities furnished to the Customer by the Company.

- A.** Non-recurring charges are due and payable from the customer within 30 days after the invoice date, unless otherwise agreed to in advance.
- B.** The Company shall present invoices for Recurring Charges monthly to the Customer, in advance of the month in which service is provided, and Recurring Charges shall be due and payable within 30 days after the invoice date. When billing is based on customer usage, charges will be billed monthly for the preceding billing periods.
- C.** When service does not begin on the first day of the month, or end on the last day of the month, the charge for the fraction of the month in which service was furnished will be calculated on a pro rata basis. For this purpose, every month is considered to have 30 days.
- D.** Billing of the Customer by the Company will begin on the Service Commencement Date, which is the first day following the date on which the Company notifies the Customer that the service or facility is available for use, except that the Service Commencement Date may be postponed by mutual agreement of the parties, or if the service or facility does not conform to standards set forth in this tariff or the Service Order. Billing accrues through and includes the day that the service, circuit, arrangement or component is discontinued.

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**SECTION 2 – REGULATIONS, (CONT'D.)****2.5 Payment Arrangements, (Cont'd.)****2.5.2 Billing and Collection of Charges, (Cont'd.)**

- E. Late Payment:** 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 charges billed as local taxes multiplied by 1.5 percent.
- F. Return Check Charge:** The Customer will be assessed a returned check charge of twenty five dollars (\$25.00) for each check submitted by the Customer to the Company that a financial institution refuses to honor. This charge includes the company's bank charge plus a Company administrative fee.
- G.** Customers have up to 90 days (commencing 5 days after remittance of the bill) to initiate a dispute over charges or to receive credits. If the Customer and the company are unable to resolve the dispute to their mutual satisfaction, the Customer may file a complaint with the Virginia Corporation Commission in accordance with the Commission's rules of procedure. The address of the Commission is as follows:
- Virginia State Corporation Commission  
Communications Division  
Tyler Building  
1300 E. Main Street  
Richmond, VA 23219  
Telephone: (804) 371-9420  
Facsimile: (804) 371-9069
- H.** If service is disconnected by the Company in accordance with Section 2.6 following and later restored, restoration of service will be subject to all applicable installation charges.

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**SECTION 2 – REGULATIONS, (CONT'D.)****2.5 Payment Arrangements, (Cont'd.)****2.5.3 Advance Payments**

To safeguard its interests, the Company may require a Customer to make an advance payment before services and facilities are furnished. The advance payment will not exceed an amount equal to the non-recurring charge(s) and one month's charges for the service or facility. In addition, where special construction is involved, the advance payment may also include an amount equal to the estimated non-recurring charges for the special construction and recurring charges (if any) for a period to be set between the Company and the Customer. The advance payment will be credited to the Customer's initial bill. An advance payment may be required in addition to a deposit.

**SECTION 2 – REGULATIONS, (CONT'D.)**

**2.5 Payment Arrangements, (Cont'd.)**

**2.5.4 Deposits**

The Company may require a deposit from Customers to protect against uncollectable accounts. The maximum amount of any deposit shall not exceed the equivalent of the customers estimated liability for two (2) months usage.

Payment of a deposit by the Customer does not relieve the Customer of the responsibility to make timely payments on the account with the Company.

The Company will pay interest on deposits held longer than ninety (90) days, to accrue from the date the deposit is made until it has been refunded, or until a reasonable effort has been made to effect refund. The Commission shall notify the Company in January of each year of the interest rate prevailing for that year.

At the option of the Customer making a security deposit, the Company shall annually make either direct payment to the Customer of all accrued interest, or shall credit same to the Customer account. Customer deposits may be refunded by a utility at any time.

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**SECTION 2 – REGULATIONS, (CONT'D.)****2.6 Discontinuance of Service**

- 2.6.1** Upon nonpayment of regulated noncompetitive tariffed services owing to the Company, the Company may, by giving ten (10) days written notice to the Customer, discontinue or suspend service without incurring any liability.

Non-payment of tariffed services, regulated by the Virginia State Corporation Commission, billed on a Customer local service account may result in disconnection of that Customer's local telephone service. Examples of services which nonpayment of will not result in the disconnection of local service are: toll services (inter or intraLATA), voice mail, Internet, paging and any charges not billed on behalf of the Company, i.e., charges billed for long distance carriers and non-telecommunications carriers; and federally-imposed customer charges and taxes (and certain state and local charges and taxes) such as the Subscriber Line Charge, Local Number Portability charge, and E911 tax. The Company will note on the Customer bill those items that non-payment of may lead to disconnection of local telephone service.

- 2.6.2** Upon violation of any of the other material terms or conditions for furnishing service the Company may, by giving 30 days' prior notice in writing to the Customer, discontinue or suspend service without incurring any liability if such violation continues during that period.
- 2.6.3** Upon condemnation of any material portion of the facilities used by the Company to provide service to a Customer or if a casualty renders all or any material portion of such facilities inoperable beyond feasible repair, the Company, by notice to the Customer, may discontinue or suspend service without incurring any liability.

**SECTION 2 – REGULATIONS, (CONT'D.)**

**2.6 Discontinuance of Service, (Cont'd.)**

- 2.6.4** Upon the Customer's insolvency, assignment for the benefit of creditors, filing for bankruptcy or reorganization, or failing to discharge an involuntary petition within the time permitted by law, the Company may immediately discontinue or suspend service without incurring any liability.
- 2.6.5** Upon any governmental prohibition or required alteration of the services to be provided or any violation of an applicable law or regulation, the Company may immediately discontinue service without incurring any liability.
- 2.6.6** In the event of fraudulent use of the Company's network, the Company will discontinue service without notice and/or seek legal recourse to recover all costs involved in enforcement of this provision.
- 2.6.7** Upon the Company's discontinuance of service to the Customer under Section 2.6.1 or 2.6.2, the Company, in addition to all other remedies that may be available to the Company at law or in equity or under any other provision of this tariff, may declare all future monthly and other charges that would have been payable by the Customer during the remainder of the term for which such services would have otherwise been provided to the Customer to be immediately due and payable (discounted to present value at six percent).

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**SECTION 2 – REGULATIONS, (CONT'D.)****2.7 Cancellation of Application for Service**

- 2.7.1.** Where the Company permits a Customer to cancel an application for service prior to the start of service or prior to any special construction, no charges will be imposed except for those specified below.
- 2.7.2** Where, prior to cancellation by the Customer, the Company incurs any expenses in installing the service or in preparing to install the service that it otherwise would not have incurred, a charge equal to the costs incurred by the Company, less net salvage, shall apply, but in no case shall this charge exceed the sum of the charge for the minimum period of services ordered, including installation charges, and all charges others levy against the Company that would have been chargeable to the Customer had service commenced (all discounted to present value at six percent).
- 2.7.3** Where the Company incurs any expense in connection with special construction, or where special arrangements of facilities or equipment have begun, before the Company receives a cancellation notice, a charge equal to the costs incurred by the Company, less net salvage, applies. In such cases, the charge will be based on such elements as the cost of the equipment, facilities, and material, the cost of installation, engineering, labor, and supervision, general and administrative expense, other disbursements, depreciation, maintenance, taxes, provision for return on investment, and any other costs associated with the special construction or arrangements.
- 2.7.4** The special charges described in 2.7.1 through 2.7.3 will be calculated and applied on a case-by-case basis.

**SECTION 2 – REGULATIONS, (CONT'D.)**

**2.8 Changes in Service Requested**

If the Customer makes or requests material changes in circuit engineering, equipment specifications, service parameters, premises locations, or otherwise materially modifies any provision of the application for service, the Customer's installation fee shall be adjusted accordingly.

**SECTION 2 – REGULATIONS, (CONT'D.)**

**2.9 Cancellation by Customer**

Customers may cancel service verbally or in writing. The company shall hold the Customer responsible for payment of all charges, including fixed fees, surcharges, etc., which accrue up to the cancellation date. Customers that cancel the primary local exchange line will have the entire Account disconnected, including any secondary line and all associated features. In the event the Customer executes a term commitment agreement with the Company, the Customer must cancel service and terminate the agreement in accordance with the agreement terms.

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**SECTION 2 – REGULATIONS, (CONT'D.)****2.10 Allowances for Interruptions in Service**

Interruptions in service that are not due to the negligence of, or noncompliance with the provisions of this tariff by, the Customer or the operation or malfunction of the facilities, power or equipment provided by the Customer, will be credited to the Customer as set forth in 2.10.1 for the part of the service that the interruption affects.

**2.10.1 General**

- A.** A credit allowance will be given when service is interrupted, except as specified below. A service is interrupted when it becomes inoperative to the Customer, e.g., the Customer is unable to transmit or receive, because of a failure of a component furnished by the Company under this tariff.
- B.** An interruption period begins when the Customer reports a service, facility or circuit to be inoperative and, if necessary, releases it for testing and repair. An interruption period ends when the service, facility or circuit is operative and restored to the Customer. In the event of major interruptions, restoration to each customer may not be practicable.
- C.** If the Customer reports a service, facility or circuit to be interrupted but declines to release it for testing and repair, or refuses access to its premises for test and repair by the Company, the service, facility or circuit is considered to be impaired but not interrupted. No credit allowances will be made for a service, facility or circuit considered by the Company to be impaired.

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**SECTION 2 – REGULATIONS, (CONT'D.)**

**2.10 Allowances for Interruptions in Service, (Cont'd.)**

**2.10.2 Limitations of Allowances**

No credit allowance will be made for any interruption in service:

- A.** Due to the negligence of or noncompliance with the provisions of this tariff by any person or entity other than the Company, including but not limited to the Customer;
- B.** Due to the failure of power, equipment, systems, connections or services not provided by the Company;
- C.** Due to circumstances or causes beyond the reasonable control of the Company;
- D.** During any period in which the Company is not given full and free access to its facilities and equipment for the purposes of investigating and correcting interruptions;
- E.** A service will not be deemed to be interrupted if a Customer continues to voluntarily make use of the such service. If the service is interrupted, the Customer can get a service credit, use another means of communications provided by the Company (pursuant to Section 2.6.3), or utilize another service provider;

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**SECTION 2 – REGULATIONS, (CONT'D.)**

**2.10 Allowances for Interruptions in Service, (Cont'd.)**

**2.10.2 Limitations of Allowances, (Cont'd.)**

- F.** During any period when the Customer has released service to the Company for maintenance purposes or for implementation of a Customer order for a change in service arrangements;
- G.** That occurs or continues due to the Customer's failure to authorize replacement of any element of special construction; and
- H.** That was not reported to the Company within thirty (30) days of the date that service was affected.

**2.10.3 Use of Another Means of Communications**

If the Customer elects to use another means of communications during the period of interruption, the Customer must pay the charges for the alternative service used.

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**SECTION 2 – REGULATIONS, (CONT'D.)**

**2.10 Allowances for Interruptions in Service, (Cont'd.)**

**2.10.4 Application of Credits for Interruptions in Service**

- A.** Credits for interruptions in service that is provided and billed on a flat rate basis for a minimum period of at least one month, beginning on the date that billing becomes Effective: June 26, 2008, shall in no event exceed an amount equivalent to the proportionate charge to the Customer for the period of service during which the event that gave rise to the claim for a credit occurred. A credit allowance is applied on a pro rata basis against the rates specified hereunder and is dependent upon the length of the interruption. Only those facilities on the interrupted portion of the circuit will receive a credit.
- B.** For calculating credit allowances, every month is considered to have thirty (30) days.
- C.** A credit allowance will be given for interruptions of thirty (30) minutes or more. Two or more interruptions of fifteen (15) minutes or more during any one 24-hour period shall be combined into one cumulative interruption.

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**SECTION 2 – REGULATIONS, (CONT'D.)****2.10 Allowances for Interruptions in Service, (Cont'd.)****2.10.4 Application of Credits for Interruptions in Service, (Cont'd.)****D. Interruptions of 24 Hours or Less**

<b>Length of Interruption</b>	<b>Amount of Service To Be Credited</b>
Less than 30 minutes	None
30 minutes up to but not including 3 hours	1/10 Day
3 hours up to but not including 6 hours	1/5 Day
6 hours up to but not including 9 hours	2/5 Day
9 hours up to but not including 12 hours	3/5 Day
12 hours up to but not including 15 hours	4/5 Day
15 hours up to but not including 24 hours	One Day

**E. Interruptions Over 24 Hours and Less Than 72 Hours**

Interruptions over 24 hours and less than 72 hours will be credited 1/5 day for each 3-hour period or fraction thereof. No more than one full day's credit will be allowed for any period of 24 hours.

**F. Interruptions Over 72 Hours**

Interruptions over 72 hours will be credited 2 days for each full 24-hour period. No more than thirty (30) days credit will be allowed for any one month period.

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**SECTION 2 – REGULATIONS, (CONT'D.)****2.10 Allowances for Interruptions in Service, (Cont'd.)****2.10.5 Cancellation For Service Interruption**

Cancellation or termination for service interruption is permitted only if any circuit experiences a single continuous outage of 8 hours or more or cumulative service credits equaling 16 hours in a continuous 12-month period. The right to cancel service under this provision applies only to the single circuit that has been subject to the outage or cumulative service credits.

**2.11 Use of Customer's Service by Others****2.11.1 Joint Use Arrangements**

Joint use arrangements will be permitted for all services provided under this tariff. From each joint use arrangement, one member will be designated as the Customer responsible for the manner in which the joint use of the service will be allocated. The Company will accept orders to start, rearrange, relocate, or discontinue service only from the designated Customer. Without affecting the Customer's ultimate responsibility for payment of all charges for the service, each joint user shall be responsible for the payment of the charges billed to it.

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**SECTION 2 – REGULATIONS, (CONT'D.)****2.12 Cancellation of Service/Termination Liability**

If a Customer, subscribing to a service for a specified contractual term, cancels a Service Order or terminates services prior to completion of the contracted term for any reason whatsoever other than a service interruption (as defined in Section 2.10.5 above), the Customer agrees to pay to the Company termination liability charges as defined below. These charges shall become due as of the Effective: June 26, 2008 date of the cancellation or termination and be payable within the period, set forth in Section 2.5.2.

The Customer's termination liability for cancellation of service shall be equal to:

- 2.12.1** all unpaid Non-Recurring charges and out-of-pocket expenses reasonably expended by the Company to establish service to the Customer; plus
- 2.12.2** any disconnection, early cancellation or termination charges reasonably incurred and paid to third parties by the Company on behalf of the Customer; plus
- 2.12.3** 50% of all remaining Recurring Charges specified in the applicable Service Order Tariff or written service agreement for the balance of the then current term; minus
- 2.12.4** a reasonable allowance for costs avoided by the Company as a direct result of the Customer's cancellation.

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**SECTION 2 – REGULATIONS, (CONT'D.)**

**2.13 Transfers and Assignments**

Neither the Company nor the Customer may assign or transfer its rights or duties in connection with the services and facilities provided by the Company without the written consent of the other party, except that the Company may assign its rights and duties:

- 2.13.1** to any subsidiary, parent company or affiliate of the Company; or
- 2.13.2** pursuant to any sale or transfer of substantially all the assets of the Company; or
- 2.13.3** pursuant to any financing, merger or reorganization of the Company.

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**SECTION 2 – REGULATIONS, (CONT'D.)**

**2.14 Notices and Communications**

- 2.14.1** The Customer shall designate on the Service Order an address to which the Company shall mail or deliver all notices and other communications, except that the Customer may also designate a separate address to which the Company's bills for service shall be mailed.
- 2.14.2** The Company shall designate on the Service Order an address to which the Customer shall mail or deliver all notices and other communications, except that Company may designate a separate address on each bill for service to which the Customer shall mail payment on that bill.
- 2.14.3** All notices or other communications required to be given pursuant to this tariff will be in writing. Notices and other communications of either party, and all bills mailed by the Company, shall be presumed to have been delivered to the other party on the third business day following placement of the notice, communication or bill with the U.S. Mail or a private delivery service, prepaid and properly addressed, or when actually received or refused by the addressee, whichever occurs first.
- 2.14.4** The Company or the Customer shall advise the other party of any changes to the addresses designated for notices, other communications or billing, by following the procedures for giving notice set forth herein.

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**SECTION 2 – REGULATIONS, (CONT'D.)****2.15 Universal Emergency Telephone Number Service (911 Service)**

Universal Emergency Telephone Number Service (911 Service) allows customers to reach appropriate emergency services including police, fire and hospital medical services. 911 has the ability to selectively route an emergency call to the primary 911 provider so that it reaches the correct emergency service located closest to the caller. In addition, the customer=s address and telephone information will be displayed to the person handling the 911 call.

**2.15.1** This tariff 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.

**2.15.2** 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.

**2.15.3** 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.

**2.15.4** 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.

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**SECTION 2 – REGULATIONS, (CONT'D.)****2.15 Universal Emergency Telephone Number Service (911 Service), (Cont=d.)**

**2.15.5** 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. The Public Safety Agency agrees, 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. The Public Safety Agency also agrees 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.

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**SECTION 3 – SERVICE AREAS****3.1 General**

Local exchange services are provided, subject to availability of facilities and equipment, in areas currently served by the following Incumbent LEC:

- 1) Verizon Virginia, Inc.
- 2) Verizon South, Inc.

The regulations and rates for Local Exchange Service as included in this tariff are applicable to the Service Exchanges as specified in Section 3.2 following.

**3.2 Service Area Exchanges**

**3.2.1** 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 portion of the tariff. Additional optional expanded local calling plans are also available in the tariff.

**3.2.2** In three highly populated areas of the state the exchanges, for tariff simplification purposes, have been consolidated under one unified name for each area. 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 and Portsmouth, which are served by this Company; Princess Anne, Great Bridge and Hickory, which are served by GTE South, Inc.
- C.** The Washington Metropolitan Exchange Area (WMEA) embraces the District of Columbia and certain suburban areas in Virginia and Maryland. 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.).

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**SECTION 3 – SERVICE AREAS, (CONT'D.)****3.2 Service Area Exchanges, (Cont'd.)****3.2.3 Exchange Rate Classes and Local Calling Exchanges****A. Verizon Virginia, Inc. Service Areas**

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.

<u>Exchange</u>	<u>Rate Class</u>	<u>Local Calling Exchanges</u>
Alexandria-Arlington	8,8	All zones of the WMEA, Arcola, Braddock, Catocin, Dulles, Dulles Metro, Engleside, Herndon, Leesburg, Lorton, Lorton Metro
Appalachia	4,3	Appalachia, Big Stone Gap, Norton, Pennington Gap, Wise
Ashland	8,7	Ashland, Bethia, Chester, Hanover, Manakin, Mechanicsville, Midlothian, Richmond, Rockville, Sandston, Varina
Bedford	7,6	Bedford, Buchanan, Big Island, Lynchburg, Montvale, Roanoke, Stone Mountain
Belle Haven	4,3	Belle Haven, Eastville, Onancock
Bent Mountain	7,6	Bent Mountain, Locust Grove, Roanoke, Salem, Shawsville
Berryville	6,5	Berryville, Bluemont, Boyce, Stephens City, Upperville, Winchester
Bethia	8,7	Amelia, Ashland, Bethia, Chester, Dinwiddie, Manakin, Mechanicsville, Midlothian, Petersburg, Powhatan, Richmond, Rockville, Sandston, Varina

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**SECTION 3 – SERVICE AREAS, (CONT'D.)**
**3.2 Service Area Exchanges, (Cont'd.)****3.2.3 Exchange Rate Classes and Local Calling Exchanges, (Cont'd.)****A. Verizon Virginia, Inc. Service Areas, (Cont'd.)**

<u>Exchange</u>	<u>Rate Class</u>	<u>Local Calling Exchanges</u>
Big Island	6,5	Allwood, Bedford, Big Island, Lynchburg
Big Stone Gap	5,3	Appalachia, Big Stone Gap, Norton, Pennington Gap, Wise
Blacksburg	6,6	Blacksburg, Christiansburg, Dublin, Pearisburg, Radford, Salem, Shawsville
Bluemont	6,5	Berryville, Bluemont, Catoclin, Leesburg, Middleburg, Mount Gilead, Upperville
Boyce	6,5	Berryville, Boyce, Stephens City, Upperville, Winchester
Braddock	8,8	Alexandria-Arlington, Arcola, Braddock, Dale City, Dulles, Dulles Metro, Engleside, Fairfax - Vienna, Falls Church - McLean, Herndon, Leesburg, Lorton, Lorton Metro, Manassas, Washington, D.C.
Brokenburg	6,6	Brokenburg, Chancellor, Fredericksburg, Ladysmith, Mineral, Spotsylvania, Unionville
Buchanan	7,6	Bedford, Big Island, Buchanan, Fincastle, Montvale, Roanoke, Troutville
Calverton	5,3	Calverton, Hartwood, Haymarket, Nokesville, Remington, Triangle, Warrenton
Cape Charles	8,7	Cape Charles, Eastville, Great Bridge, Hickory, Norfolk-Va. Beach Zone, Portsmouth, Princess Anne
Cartersville	8,8	Cartersville, Cumberland, Farmville, Fife, Powhatan
Catoclin	5,5	Alexandria-Arlington, Bluemont, Catoclin, Fairfax-Vienna, Falls Church-McLean, Herndon, Leesburg, Mount Gilead

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**SECTION 3 – SERVICE AREAS, (CONT'D.)****3.2 Service Area Exchanges, (Cont'd.)****3.2.3 Exchange Rate Classes and Local Calling Exchanges, (Cont'd.)****A. Verizon Virginia, Inc. Service Areas, (Cont'd.)**

<u>Exchange</u>	<u>Rate Class</u>	<u>Local Calling Exchanges</u>
Charles City	8,7	Charles City, Claremont, Enon, Hopewell, Providence Forge, Toano, Varina, Williamsburg
Chatham	6,4	Bachelors Hall, Chatham, Danville, Whitmell
Chester	8,7	Ahsland, Bethia, Chester, Enon, Hopewell, Manakin, Mechanicsville, Midlothian, Petersburg, Richmond, Rockville, Sandston, Varina
Chincoteague	3,2	Chincoteague, Temperanceville
Christiansburg	7,6	Alum Ridge, Blacksburg, Christiansburg, Dublin, Locust Grove, Pulaski, Radford, Roanoke, Salem, Showsville
Clinchco	3,2	Clinchco, Clintwood, Coeburn, Dante, Davenport, Haysi
Clintwood	5,4	Clinchco, Clintwood, Coeburn, Dante, Haysi, Pound, Wise
Clover	3,2	Barnesville, Charlotte, Court House, Clover, Drakes Branch, Halifax, South Boston
Coeburn	<b>5,4</b>	Clinchco, Clintwood, Coeburn, Dante, Norton, St. Paul, Wise
Concord	6,6	Appomattox, Concord, Gladstone, Lynchburg, Pamplin, Rustburg
Craigsville	6,4	Craigsville, Staunton
Criglersville	6,4	Criglersville, Culpeper, Madison, Orange, Shenandoah Park, Sperryville

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**SECTION 3 – SERVICE AREAS, (CONT'D.)****3.2 Service Area Exchanges, (Cont'd.)****3.2.3 Exchange Rate Classes and Local Calling Exchanges, (Cont'd.)****A. Verizon Virginia, Inc. Service Areas, (Cont'd.)**

<u>Exchange</u>	<u>Rate Class</u>	<u>Local Calling Exchanges</u>
Crows-Hematite	4,3	Clifton Forge, Covington, Crows-Hematite, Pots Creek, White Sulphur Springs, W. Va
Culpeper	7,6	Criglersville, Chancellor, Culpeper, Hartwood, Madison, Marshall, Orange, Remington, Sperryville, Unionville, Warrenton, Washington
Cumberland	8,8	Arvonnia, Buckingham, Cartersville, Cumberland, Dillwyn, Farmville, Powhatan, Prospect
Cumberland Gap	5,3	Cumberland Gap, Tenn., Cumberland Gap, Va., Fork Ridge, Tenn., Jonesville, Middleboro, Ky., Pennington Gap, New Tazewell, Tenn., Sharpe's Chapel, Tenn.
Dante	5,3	Clinchco, Clintville, Coeburn, Dante, Davenport, Haysi, Lebanon, Saint Paul
Danville	5,5	Axton, Bachelors Hall, Chatham, Danville, Gatewood, N.C., Milton, N.C., Whitmell
Davenport	5,4	Big Prater, Clinchco, Dante, Davenport, Grundy, Haysi, Honaker, Jewell Ridge, Lebanon, Oakwood, Richlands
Dinwiddie	8,8	Bethia, Dinwiddie, Disputanta, McKenney, Petersburg, Stony Creek
Dublin	6,5	Blacksburg, Christiansburg, Dublin, Pearisburg, Pulaksi, Radford
Eastville	5,5	Belle Haven, Cape Charles, Eastville
Engleside	8,8	Alexandria-Arlington, Braddock, Dulles, Dulles Metro, Engleside, Fairfax-Vienna, Falls Church-McLean, Herndon, Lorton, Lorton Metro, Occoquan, Washington, D.C.

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**SECTION 3 – SERVICE AREAS, (CONT'D.)**
**3.2 Service Area Exchanges, (Cont'd.)****3.2.3 Exchange Rate Classes and Local Calling Exchanges, (Cont'd.)****A. Verizon Virginia, Inc. Service Areas, (Cont'd.)**

<u>Exchange</u>	<u>Rate Class</u>	<u>Local Calling Exchanges</u>
Enon	7,7	Charles City, Chester, Claremont, Enon, Hopewell, Petersburg, Varina
Fairfax-Vienna	8,8	All zones of the WMEA, Arcola, Braddock, Catoctin, Dulles, Dulles Metro, Engleside, Herndon, Leesburg, Lorton, Lorton Metro
Falls Church McLean	8,8	All zones of the WMEA, Arcola, Braddock, Catoctin, Dulles. Dulles Metro, Engleside, Herndon, Leesburg, Lorton, Lorton Metro
Fife	8,8	Cartersville, Fife, Goochland, Louisa, Mineral, Powhatan
Fredericksburg	6,6	Bowling Green, Brokenburg, Chancellor, Colonial Beach, Fredericksburg, Hartwood, King George, Port Royal, Spotsylvania, Stafford
Gainesboro	5,5	Gainesboro, Gore, Winchester
Goochland	8,7	Fife, Goochland, Manakin, Mineral, Powhatan, Richmond, Rockville
Gordonsville	7,5	Charlottesville, Gordonsville, Louisa, Orange, Unionville
Gore	6,5	Capon Bridge, W. Va., Gainesboro, Gore, Winchester
Greenwood	6,6	Charlottesville, Crozet, Greenwood, Lovingston
Hampton	8,7	All zones of the NNMEA Zone, Chuckatuck, Crittendenm, Gloucester, Great Bridge, Hayes, Hickory, Norfolk-Va. Beach Zone, Portsmouth Zone, Princess Anne, Smithfield, Suffolk, Surry, Toano, Williamsburg, Windsor.

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**SECTION 3 – SERVICE AREAS, (CONT'D.)****3.2 Service Area Exchanges, (Cont'd.)****3.2.3 Exchange Rate Classes and Local Calling Exchanges, (Cont'd.)****A. Verizon Virginia, Inc. Service Areas, (Cont'd.)**

<u>Exchange</u>	<u>Rate Class</u>	<u>Local Calling Exchanges</u>
Hartwood	7,6	Calverton, Chancellor, Culpeper, Fredericksburg, Hartwood, Remington, Stafford, Triangle
Haysi	2,2	Big Prater, Clinchco, Clintwood, Dante, Davenport, Haysi, Honaker, Lebanon, Maxie, Richlands
Herndon	8,8	Alexandria-Arlington, Arcola, Braddock, Catoctin, Dulles, Dulles Metro, Engleside, Fairfax-Vienna, Falls Church-McLean, Herndon, Leesburg, Lorton, Lorton Metro, Washington, D.C.
Honaker	5,4	Davenport, Grundy, Haysi, Honaker, Jewell Ridge, Lebanon, Oakwood, Richlands, Tazewell
Hopewell	8,8	Charles City, Chester, Claremont, Disputanta, Enon, Hopewell, Petersburg, Waverly
Jonesville	3,2	Cumberland Gap, Jonesville, Pennington Gap, St. Charles
Lebanon	5,4	Dante, Davenport, Haysi, Honaker, Jewell Ridge, Lebanon, Richlands, St. Paul
Leesburg	8,7	Alexandria-Arlington, Arcola, Bluemont, Braddock, Catoctin, Dulles, Dulles Metro, Fairfax-Vienna, Falls Church-McLean, Herndon, Leesburg, Middleburg, Mount Gilead
Louisa	5,3	Fife, Gordonsville, Louisa, Mineral, Orange, Unionville
Lovingston	7,5	Amherst, Charlottesville, Gladstone, Greenwood, Lovingston, Piney River, Sweet Briar

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**SECTION 3 – SERVICE AREAS, (CONT'D.)****3.2 Service Area Exchanges, (Cont'd.)****3.2.3 Exchange Rate Classes and Local Calling Exchanges, (Cont'd.)****A. Verizon Virginia, Inc. Service Areas, (Cont'd.)**

<u>Exchange</u>	<u>Rate Class</u>	<u>Local Calling Exchanges</u>
Lynchburg	6,6	Allwood, Altavista, Amherst, Appomattox, Bedford, Big Island, Concord, Gladstone, Gretna, Hurt, Lynchburg, Pamplin, Rustburg, Stone Mountain, Sweet Briar
Madison	6,4	Criglersville, Culpeper, Madison, Orange, Shenandoah Park
Manakin	8,7	Ashland, Bethia, Chester, Goochland, Manakin, Mechanicsville, Midlothian, Powhatan, Richmond, Rockville, Sandston, Varina
Marshall	6,5	Culpeper, Marshall, Middleburg, The Plains, Upperville, Warrenton
McKenney	8,8	Ablerta, Dinwiddie, Emporia, McKenney, Petersburg, Stony Creek
Mechanicsville	7,7	Ashland, Bethia, Chester, Dawn, Hanover, Manakin, Mechanicsville, Midlothian, Old Church, Providence Forge, Richmond, Rockville, Sandston, Varina
Middleburg	6,5	Arcola, Bluemont, Haymarket, Leesburg, Marshall, Middleburg, Mount Gilead, The Plains, Upperville
Midlothian	7,7	Amelia, Ashland, Bethia, Chester, Manakin, Mechanicsville, Midlothian, Powhatan, Richmond, Rockville, Sandston, Varina
Mineral	3,2	Brokenburg, Fife, Goochland, Ladysmith, Louisa, Mineral, Unionville
Montvale	7,6	Bedford, Buchanan, Montvale, Roanoke, Salem, Stone Mountain
Mount Gilead	6,5	Bluemont, Catocin, Leesburg, Middleburg, Mount Gilead, Upperville

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**SECTION 3 – SERVICE AREAS, (CONT'D.)****3.2 Service Area Exchanges, (Cont'd.)****3.2.3 Exchange Rate Classes and Local Calling Exchanges, (Cont'd.)****A. Verizon Virginia, Inc. Service Areas, (Cont'd.)**

<u>Exchange</u>	<u>Rate Class</u>	<u>Local Calling Exchanges</u>
Narrows	3,3	Narrows, Pearisburg, Peterstown. W. Va., Rocky Gap
Newport News Zone	8,7	Chuckatuck, Crittenden, Gloucester, Great Bridge, Hayes, Hickory, All zones of the NNMEA, Norfolk-Va.. Beach Zone, Portsmouth Zone, Princess Anne, Smithfield, Suffolk, Surry, Toano, Williamsburg, Windsor
Norfolk-Virginia Beach Zone	8,7	All zones of the NMEA, Cape Charles, Chuckatuck, Crittenden, Franklin, Holland, Knotts Is., N.C., All zones of the NNMEA, Smithfield, Suffolk, Whaleyville, Windsor
Norton	5,4	Appalachia, Big Stone Gap, Coeburn, Norton, Pound, Wise
Onancock	5,4	Belle Haven, Onancock, Parksley
Orange	6,4	Chancellor, Criglersville, Culpeper, Gordonsville, Louisa, Madison, Orange, Unionville
Parksley	4,4	Onancock, Parksley, Temperancesville
Pearisburg	6,4	Blacksburg, Dublin, Narrows, Pearisburg, Pembroke, Pulaski, Radford
Peninsula Zone	8,7	All zones of the NNMEA, Chuckatuck, Crittenden, Gloucester, Great Bridge, Hayes, Hickory, Norfolk-Va. Beach Zone, Portsmouth Zone, Princess Anne, Smithfield, Suffolk, Surry, Toano, Williamsburg, Windsor
Pennington Gap	4,3	Appalachia, Big Stone Gap, Cumberland Gap, Jonesville, Pennington Gap, Saint Charles
Petersburg	8,8	Bethia, Chester, Claremont, Dinwiddie, Disputanta, Enon, Hopewell, McKenney, Petersburg, Stoney Crrek, Waverly

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**SECTION 3 – SERVICE AREAS, (CONT'D.)****3.2 Service Area Exchanges, (Cont'd.)****3.2.3 Exchange Rate Classes and Local Calling Exchanges, (Cont'd.)****A. Verizon Virginia, Inc. Service Areas, (Cont'd.)**

<u>Exchange</u>	<u>Rate Class</u>	<u>Local Calling Exchanges</u>
Piney River	7,7	Allwood, Amherst, Lovingston, Piney River, Raphine, Sweet Briar
Poquoson Zone	8,7	Chuckatuck, Crittenden, Gloucester, Great Bridge, Hayes, Hickory, All zones of the NNMEA, Norfolk-Va. Beach Zone, Portsmouth Zone, Princess Anne, Smithfield, Suffolk, Surry, Toano, Williamsburg, Windsor
Portsmouth Zone	8,7	All zones of the NMEA, Cape Charles, Chuckatuck, Crittenden, Franklin, Holland, Knotts Is., N.C., Smithfield, Suffolk, Whaleyville, Windsor
Pound	5,4	Clintwood, Norton, Pound, Wise
Powhatan	8,7	Amelia, Bethia, Cartersville, Cumberland, Fife, Goochland, Manakin, Midlothian, Powhatan, Richmond
Providence Forge	8,7	Charles City, Mechanicsville, Old Church, Providence Forge, Richmond, Sandston, Toano, Varina, West Point, Williamsburg
Pulaksi	3,3	Blacksburg, Christiansburg, Dublin, Pearisburg, Pulaksi, Radford
Radford	6,6	Blacksburg, Christiansburg, Dublin, Pearisburg, Pulaski, Radford
Remington	6,5	Calverton, Culpeper, Hartwood, Remington, Warrenton
Richmond	7,7	Amelia, Ashland, Bethia, Charles City, Chester, Goochland, Hanover, Manakin, Mechanicsville, Midlothian, Old Church, Powhatan, Providence Forge, Richmond, Rockville, Sandston, Varina

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**SECTION 3 – SERVICE AREAS, (CONT'D.)****3.2 Service Area Exchanges, (Cont'd.)****3.2.3 Exchange Rate Classes and Local Calling Exchanges, (Cont'd.)****A. Verizon Virginia, Inc. Service Areas, (Cont'd.)**

<u>Exchange</u>	<u>Rate Class</u>	<u>Local Calling Exchanges</u>
Roanoke	7,7	Bedford, Bent Mountain, Boones Mill, Buchanan, Burnt Chimney, Christiansburg, Eagle Rock, Fincastle, Montvale, New Castle, Roanoke, Salem, Shawsville, Stone Mountain, Troutville
Rockville	8,7	Ashland, Bethia, Chester, Goochland, Manakin, Mechanicsville, Midlothian, Richmond, Rockville, Sandston, Varina
Saint Charles	3,3	Jonesville, Pennington Gap, Saint Charles
Saint Paul	4,3	Coeburn, Dante, Lebanon, Saint Paul
Salem	7,6	Bent Mountain, Blacksburg, Christiansburg, Montvale, New Castle, Roanoke, Salem, Shawsville, Troutville
Sandston	7,7	Ashland, Bethia, Chester, Manakin, Mechanicsville, Midlothian, Providence Forge, Richmond, Rockville, Sandston, Varina
Shawsville	7,6	Bent Mountain, Blacksburg, Christiansburg, Roanoke, Salem, Shawsville
Shenandoah Park	4,3	Criglersville, Luray, Madison, Shenandoah Park, Sperryville, Stanley
Sperryville	5,4	Criglersville, Culpeper, Shenandoah Park, Sperryville, Washington, Va.
Spotsylvania	6,5	Bowling Green, Brokenburg, Chancellor, Fredericksburg, Ladysmith, Spotsylvania

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**SECTION 3 – SERVICE AREAS, (CONT'D.)****3.2 Service Area Exchanges, (Cont'd.)****3.2.3 Exchange Rate Classes and Local Calling Exchanges, (Cont'd.)****A. Verizon Virginia, Inc. Service Areas, (Cont'd.)**

<u>Exchange</u>	<u>Rate Class</u>	<u>Local Calling Exchanges</u>
Staunton	6,6	Bridgewater, Craigsville, New Hope, Raphine, Staunton, Weyers Cave
Stephens City	5,5	Berryville, Boyce, Stephens City, Winchester
Stone Mountain	7,6	Bedford, Burnt Chimney, Lynchburg, Montvale, Roanoke, Stone Mountain
Suffolk	8,7	All zones of the NNMEA, Chuckatuck, Crittenden, Franklin, Great Bridge, Hickory, Holland, Norfolk-Va. Beach Zone, Portsmouth Zone, Princess Anne, Smithfield, Suffolk, Whaleyville, Windsor
Tangier	3,3	Tangier
Temperanceville	4,4	Chincoteague, Parksley, Pocomoke, Md., Temperanceville
The Plains	4,3	Haymarket, Marshall, Middleburg, The Plains, Warrenton
Toano	7,6	All zones of the NNMEA, Charles City, Claremont, Gloucester, King & Queen, Providence Forge, Smithfield, Surry, Toano, West Point, Williamsburg
Unionville	7,7	Brokenburg, Chancellor, Culpeper, Gordonsville, Louisa, Mineral Orange, Unionville
Upperville	6,4	Berryville, Bluemont, Boyce, Marshall, Middleburg, Mount Gilead, Upperville, Warrenton
Varina	7,7	Ashland, Bethia, Charles City, Chester, Enon, Manakin, Mechanicsville, Midlothian, Providence Forge, Richmond, Rockville, Sandston, Varina

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**SECTION 3 – SERVICE AREAS, (CONT'D.)****3.2 Service Area Exchanges, (Cont'd.)****3.2.3 Exchange Rate Classes and Local Calling Exchanges, (Cont'd.)****A. Verizon Virginia, Inc. Service Areas, (Cont'd.)**

<u>Exchange</u>	<u>Rate Class</u>	<u>Local Calling Exchanges</u>
Warrenton	6,5	Calverton, Culpeper, Haymarket, Marshall, Remington, The Plains, Warrenton, Upperville
Waverly	8,8	Capron, Claremont, Courtland, Dendron, Disputanta, Hopewell, Petersburg, Stony Creek, Surry, Wakefield, Waverly
West Point	8,8	King and Queen, King William, Providence Forge, Toano, West Point, Williamsburg
Whaleyville	8,7	Chuckatuck, Crittenden, Franklin, Great Bridge, Hickory, Holland, Norfolk-Va. Beach Zone, Portsmouth Zone, Princess Anne, Smithfield, Suffolk, Whaleyville, Windsor
Williamsburg	7,6	All zones of the NNMEA, Charles City, Claremont, Providence Forge, Smithfield, Surry, Toano, West Point, Williamsburg
Winchester	5,5	Berryville, Boyce, Gainesboro, Gore, Stephens City, Winchester
Wise	5,4	Appalachia, Big Stone Gap, Clintwood, Coeburn, Norton, Pound, Wise

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**SECTION 3 – SERVICE AREAS, (CONT'D.)****3.2 Service Area Exchanges, (Cont'd.)****3.2.3 Exchange Rate Classes and Local Calling Exchanges, (Cont'd.)****B. Verizon South, Inc. Service Areas**

<u>Exchange</u>	<u>Rate Group</u>	<u>Additional Exchanges</u>	<u>Distance Band</u>
Alberta	4	Lawrenceville	B
		Mckenney	B
Allwood	9	Amherst	B
		Big Island	B
		Gladstone	C
		Lynchburg	C
		Piney River	B
		Raphine	B
Amherst (includes Sweet Briar)	8	Allwood	B
		Gladstone	B
		Lovingston	B
		Lynchburg	B
		Piney River	B
Appomattox	8	Concord	B
		Gladstone	B
		Lynchburg	B
		Pamplin	B

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**SECTION 3 – SERVICE AREAS, (CONT'D.)****3.2 Service Area Exchanges, (Cont'd.)****3.2.3 Exchange Rate Classes and Local Calling Exchanges, (Cont'd.)****B. Verizon South, Inc. Service Areas, (Cont'd.)**

<u>Exchange</u>	<u>Rate Group</u>	<u>Additional Exchanges</u>	<u>Distance Band</u>
Arcola	10	Alexandria/Arlington (includes the Pentagon)	C
		Braddock	B
		Dale City	C
		Dulles	A
		Dulles Metro	B
		Engleside	C
		Fairfax/Vienna	B
		Falls Church/McLean	C
		Haymarket	B
		Herndon	B
		Independent Hill	C
		Leesburg	B
		Lorton	C
		Lorton Metro	C
		Manassas	B
		Middleburg	B
		Nokesville	B
		Occoquan	C
		Stafford	D
		Triangle	D
		Washington, D.C.	D
Barnesville	6	Chase City	B
		Clarksville	B
		Clover	A
		Drakes Branch	B
		Keysville	B

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**SECTION 3 – SERVICE AREAS, (CONT'D.)**
**3.2 Service Area Exchanges, (Cont'd.)****3.2.3 Exchange Rate Classes and Local Calling Exchanges, (Cont'd.)****B. Verizon South, Inc. Service Areas, (Cont'd.)**

<u>Exchange</u>	<u>Rate Group</u>	<u>Additional Exchanges</u>	<u>Distance Band</u>
Big Prater	5	Big Rock	B
		Davenport	B
		Dwight	B
		Grundy	A
		Haysi	A
		Hurley	B
		Jewell Ridge	C
		Maxie	A
		Oakwood	B
		Big Rock	5
Dwight	B		
Grundy	A		
Hurley	B		
Maxie	A		
Oakwood	B		
Bluefield	6	Bluefield, WV	A
		Bluewell, WV	A
		Bramwell, WV	A
		Rocky Gap	B
		Pocahontas	A
		Tazewell	B
Bowling Green	9	Chancellor	C
		Dawn	B
		Fredericksburg	C
		King William	C
		Ladysmith	B
		Port Royal	B
		Spotsylvania	B
		Tappahannock	C

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**SECTION 3 – SERVICE AREAS, (CONT'D.)****3.2 Service Area Exchanges, (Cont'd.)****3.2.3 Exchange Rate Classes and Local Calling Exchanges, (Cont'd.)****B. Verizon South, Inc. Service Areas, (Cont'd.)**

<u>Exchange</u>	<u>Rate Group</u>	<u>Additional Exchanges</u>	<u>Distance Band</u>
Boydton	5	Chase City	B
		Clarksville	B
		Eppes Fork	B
Boykins	7	Capron	B
		Courtland	B
		Emporia	C
		Franklin	B
Bridgewater	8	Bergton	C
		Broadway	C
		Dayton	A
		Edom	B
		Elkton	C
		Grottoes	B
		Harrisonburg	A
		Hinton	A
		Keezletown	B
		McGaheysville	B
		Mt Solon	A
		Staunton	B
		Weyers Cave	A
Broadway	8	Bergton	B
		Bridgewater	C
		Dayton	C
		Edom	B
		Elkton	C
		Grottoes	C
		Harrisonburg	B
		Hinton	B
		Keezletown	B
		McGaheysville	C
		New Market	A
		Weyers Cave	C

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**SECTION 3 – SERVICE AREAS, (CONT'D.)**
**3.2 Service Area Exchanges, (Cont'd.)****3.2.3 Exchange Rate Classes and Local Calling Exchanges, (Cont'd.)****B. Verizon South, Inc. Service Areas, (Cont'd.)**

<u>Exchange</u>	<u>Rate Group</u>	<u>Additional Exchanges</u>	<u>Distance Band</u>
Callao	5	Farnham	A
		Hague	B
		Heathsville	A
		Reedville	B
		Warsaw	B
Capron	7	Boykins	B
		Courtland	A
		Emporia	C
		Franklin	B
		Jarratt	B
		Stony Creek	C
		Waverly	C
Chancellor	9	Bowling Green	C
		Brokenburg	B
		Colonial Beach	D
		Culpeper	C
		Fredericksburg	A
		Hartwood	B
		King George	C
		Orange	C
		Port Royal	C
		Spotsylvania	A
		Stafford	B
		Unionville	C
Charlotte Court House	5	Clover	B
		Drakes Branch	A
		Keysville	B
		Pamplin	B

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**SECTION 3 – SERVICE AREAS, (CONT'D.)****3.2 Service Area Exchanges, (Cont'd.)****3.2.3 Exchange Rate Classes and Local Calling Exchanges, (Cont'd.)****B. Verizon South, Inc. Service Areas, (Cont'd.)**

<u>Exchange</u>	<u>Rate Group</u>	<u>Additional Exchanges</u>	<u>Distance Band</u>
Chase City	5	Barnesville	B
		Boydton	B
		Clarksville	B
		Keysville	B
Chuckatuck	10	Crittenden	B
		Franklin	C
		Great Bridge	C
		Hampton	B
		Hickory	C
		Holland	B
		Newport News	B
		Norfolk/Virginia Beach	B
		Peninsula	C
		Poquoson	C
		Portsmouth	B
		Princess Anne	D
		Smithfield	B
		Suffolk	B
Whaleyville	C		
Windsor	B		
Claremont	9	Charles City	B
		Dendron	B
		Enon	C
		Hopewell	B
		Petersburg	C
		Surry	B
		Toano	B
		Waverly	B
		Williamsburg	B

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**SECTION 3 – SERVICE AREAS, (CONT'D.)****3.2 Service Area Exchanges, (Cont'd.)****3.2.3 Exchange Rate Classes and Local Calling Exchanges, (Cont'd.)****B. Verizon South, Inc. Service Areas, (Cont'd.)**

<u>Exchange</u>	<u>Rate Group</u>	<u>Additional Exchanges</u>	<u>Distance Band</u>
Clarksville	5	Barnesville	B
		Boydton	B
		Chase City	B
		Eppesfork	B
Colonial Beach	9	Chancellor	D
		Fredericksburg	C
		Hague	C
		King George	B
		Montross	B
		Tappahannock	C
Courtland	7	Boykins	B
		Capron	A
		Franklin	B
		Holland	B
		Ivor	B
		Stony Creek	C
		Wakefield	B
		Waverly	C
		Crittenden	10
Franklin	D		
Great Bridge	C		
Hampton	A		
Hickory	D		
Holland	B		
Newport News	A		
Norfolk/Virginia Beach	B		
Peninsula	B		
Poquoson	B		
Portsmouth	B		
Princess Anne	C		
Smithfield	B		
Suffolk	C		
Whaleyville	D		
Windsor	C		

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**SECTION 3 – SERVICE AREAS, (CONT'D.)****3.2 Service Area Exchanges, (Cont'd.)****3.2.3 Exchange Rate Classes and Local Calling Exchanges, (Cont'd.)****B. Verizon South, Inc. Service Areas, (Cont'd.)**

<u>Exchange</u>	<u>Rate Group</u>	<u>Additional Exchanges</u>	<u>Distance Band</u>
Dahlgren	5	King George	B
Dale City (includes Hoadly)	10	Alexandria/Arlington (includes the Pentagon Arcola Braddock Dulles Dulles Metro Engleside Fairfax/Vienna Falls Church/McLean Haymarket Herndon Independent Hill Lorton Lorton Metro Manassas Nokesville Occoquan Stafford Triangle	C C B C C B C C C C A A C B B A B A
Dawn	8	Bowling Green Doswell Hanover King William Ladysmith Mechanicsville Old Church	B A A B B B B

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**SECTION 3 – SERVICE AREAS, (CONT'D.)****3.2 Service Area Exchanges, (Cont'd.)****3.2.3 Exchange Rate Classes and Local Calling Exchanges, (Cont'd.)****B. Verizon South, Inc. Service Areas, (Cont'd.)**

<u>Exchange</u>	<u>Rate Group</u>	<u>Additional Exchanges</u>	<u>Distance Band</u>
Dayton	8	Bergton	C
		Bridgewater	A
		Broadway	C
		Edom	B
		Elkton	B
		Grottoes	B
		Harrisonburg	A
		Hinton	A
		Keezletown	A
		McGaheysville	B
		Weyers Cave	B
		Deltaville	8
Hayes	C		
Kilmamock	B		
Mathews	B		
Saluda	B		
Dendron	6	Claremont	B
		Smithfield	B
		Surry	B
		Wakefield	A
		Waverly	B
Disputanta	8	Dinwiddie	C
		Enon	B
		Hopewell	B
		Petersburg	B
		Waverly	B
Doswell	4	Dawn	A
		Hanover	B
		Ladysmith	B

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**SECTION 3 – SERVICE AREAS, (CONT'D.)****3.2 Service Area Exchanges, (Cont'd.)****3.2.3 Exchange Rate Classes and Local Calling Exchanges, (Cont'd.)****B. Verizon South, Inc. Service Areas, (Cont'd.)**

<u>Exchange</u>	<u>Rate Group</u>	<u>Additional Exchanges</u>	<u>Distance Band</u>
Drakes Branch	5	Barnesville	B
		Charlotte Court House	A
		Clover	B
		Keysville	A
Dulles	10	Alexandria/Arlington (includes the Pentagon)	N/A
		Arcola	N/A
		Braddock	N/A
		Dale City	N/A
		Engleside	N/A
		Fairfax/Vienna	N/A
		Falls Church/McLean	N/A
		Haymarket	N/A
		Herndon	N/A
		Independent Hill	N/A
		Leesburg	N/A
		Lorton	N/A
		Manassas	N/A
		Nokesville	N/A
		Occoquan	N/A
		Stafford	N/A
Triangle	N/A		
Washington, DC	N/A		



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**SECTION 3 – SERVICE AREAS, (CONT'D.)****3.2 Service Area Exchanges, (Cont'd.)****3.2.3 Exchange Rate Classes and Local Calling Exchanges, (Cont'd.)****B. Verizon South, Inc. Service Areas, (Cont'd.)**

<u>Exchange</u>	<u>Rate Group</u>	<u>Additional Exchanges</u>	<u>Distance Band</u>		
Dwight	6	Big Prater	B		
		Big Rock	B		
		Grundy	B		
		Hurley	B		
		Jewell Ridge	B		
		Maxie	B		
		Oakwood	A		
		Richlands	B		
		Edom	7	Bergton	B
Bridgewater	B				
Broadway	B				
Dayton	B				
Elkton	B				
Grottoes	B				
Harrisonburg	A				
Hinton	A				
Keezletown	B				
McGaheysville	B				
Weyers Cave	B				
Elkton	8			Bergton	D
				Bridgewater	C
		Broadway	C		
		Dayton	B		
		Edom	B		
		Grottoes	B		
		Harrisonburg	B		
		Hinton	C		
		Keezletown	B		
		McGaheysville	A		
		Shenandoah	A		
		Weyers Cave	C		

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**SECTION 3 – SERVICE AREAS, (CONT'D.)****3.2 Service Area Exchanges, (Cont'd.)****3.2.3 Exchange Rate Classes and Local Calling Exchanges, (Cont'd.)****B. Verizon South, Inc. Service Areas, (Cont'd.)**

<u>Exchange</u>	<u>Rate Group</u>	<u>Additional Exchanges</u>	<u>Distance Band</u>
Emporia	7	Boykins	C
		Capron	C
		Jarratt	B
		Lawrenceville	B
		McKenney	C
		South Brunswick	C
		Stony Creek	C
Eppes Fork	8	Boyton	B
		Clarksville	B
		Henderson, NC	B
		Norlina, NC	B
		Warrenton, NC	B
Farhnam	7	Callao	A
		Heatsville	B
		Lively	B
		Saluda	C
		Tappahannock	B
		Warsaw	A
Franklin	10	Boykins	B
		Capron	B
		Chuckatuck	C
		Courtland	B
		Crittenden	D
		Great Bridge	D
		Hickory	D
		Holland	B
		Ivor	B
		Norfolk/Virginia Beach	D
		Portsmouth	D
		Princess Anne	D
		Smithfield	C
		Suffolk	C
		Wakefield	C
Whaleyville	B		
Windsor	B		

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**SECTION 3 – SERVICE AREAS, (CONT'D.)****3.2 Service Area Exchanges, (Cont'd.)****3.2.3 Exchange Rate Classes and Local Calling Exchanges, (Cont'd.)****B. Verizon South, Inc. Service Areas, (Cont'd.)**

<u>Exchange</u>	<u>Rate Group</u>	<u>Additional Exchanges</u>	<u>Distance Band</u>		
Gladstone	9	Allwood	C		
		Amherst	B		
		Appomattox	B		
		Concord	B		
		Lovingston	B		
		Lynchburg	B		
		Gloucester	10	Deltaville	B
Hampton	D				
Hayes	B				
King & Queen	B				
Mathews	B				
Newport News	D				
Peninsula	C				
Poquoson	C				
Saluda	B				
Toano	B				
Williamsburg	B				
Great Bridge (includes Battlefield)	10			Cape Charles	D
				Chuckatuck	C
		Crittenden	C		
		Franklin	D		
		Hampton	C		
		Hickory	A		
		Holland	D		
		Knotts Island, NC	C		
		Newport News	C		
		Norfolk/Virginia Beach	B		
		Peninsula	D		
		Poquoson	D		
		Portsmouth	B		
		Princess Anne	B		
		Smithfield	D		
		Suffolk	C		
		Whaleyville	C		
Windsor	D				

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**SECTION 3 – SERVICE AREAS, (CONT'D.)****3.2 Service Area Exchanges, (Cont'd.)****3.2.3 Exchange Rate Classes and Local Calling Exchanges, (Cont'd.)****B. Verizon South, Inc. Service Areas, (Cont'd.)**

<u>Exchange</u>	<u>Rate Group</u>	<u>Additional Exchanges</u>	<u>Distance Band</u>
Grottoes	8	Bergton	D
		Bridgewater	B
		Broadway	C
		Dayton	B
		Edom	B
		Elkton	B
		Harrisonburg	B
		Hinton	B
		Keezletown	B
		McGaheysville	B
		New Hope	A
		Weyers Cave	A
		Grundy	6
Big Rock	A		
Davenport	B		
Dwight	B		
Honaker	C		
Hurley	B		
Maxie	A		
Oakwood	A		
Hague	6		
		Colonia Beach	C
		Montross	B
		Warsaw	B
Hanover	10	Ashland	A
		Dawn	A
		Doswell	B
		Mechanicsville	B
		Richmond	B

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**SECTION 3 – SERVICE AREAS, (CONT'D.)****3.2 Service Area Exchanges, (Cont'd.)****3.2.3 Exchange Rate Classes and Local Calling Exchanges, (Cont'd.)****B. Verizon South, Inc. Service Areas, (Cont'd.)**

<u>Exchange</u>	<u>Rate Group</u>	<u>Additional Exchanges</u>	<u>Distance Band</u>		
Harrisonburg	7	Bergton	C		
		Bridgewater	A		
		Broadway	B		
		Dayton	A		
		Edom	A		
		Elkton	B		
		Grottoes	B		
		Hinton	A		
		Keezletown	A		
		McGaheysville	B		
		Weyers Cave	B		
		Hayes	9	Deltaville	C
				Gloucester	B
Hampton	C				
Mathews	B				
Newport News	C				
Peninsula	B				
Poquoson	B				
Saluda	C				

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**SECTION 3 – SERVICE AREAS, (CONT'D.)****3.2 Service Area Exchanges, (Cont'd.)****3.2.3 Exchange Rate Classes and Local Calling Exchanges, (Cont'd.)****B. Verizon South, Inc. Service Areas, (Cont'd.)**

<u>Exchange</u>	<u>Rate Group</u>	<u>Additional Exchanges</u>	<u>Distance Band</u>
Haymarket	10	Alexandria/Arlington (includes the Pentagon Arcola Braddock Calverton Dale City Culles Dulles Metro Engleside Fairfax/Vienna FallsChurch/McLean Herndon Independent Hill Lorton Lorton Metro Manassas Middleburg Nokesville Occoquan Stafford The Plains Triangle Warrenton	D B B B C B C C C C B B C D B B B C C B
Heathsville	6	Callao Farnham Kilmamock Lively Reedville	A B B B B

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**SECTION 3 – SERVICE AREAS, (CONT'D.)****3.2 Service Area Exchanges, (Cont'd.)****3.2.3 Exchange Rate Classes and Local Calling Exchanges, (Cont'd.)****B. Verizon South, Inc. Service Areas, (Cont'd.)**

<u>Exchange</u>	<u>Rate Group</u>	<u>Additional Exchanges</u>	<u>Distance Band</u>
Hickory	10	Cape Charles	D
		Chuckatuck	C
		Crittenden	D
		Franklin	D
		Great Bridge	A
		Hampton	D
		Holland	D
		Knotts Island, NC	C
		Newport News	D
		Norfolk/Virginia Beach	B
		Peninsula	D
		Poquoson	D
		Portsmouth	B
		Princess Anne	B
		Smithfield	D
		Suffolk	C
		Whaleyville	C
Windsor	D		
Hinton	8	Bergton	C
		Bridgewater	A
		Boradway	B
		Dayton	A
		Edom	A
		Elkton	C
		Grottoes	B
		Harrisonburg	A
		Keezletown	B
		McGaheysville	B
		Weyers Cave	B

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**SECTION 3 – SERVICE AREAS, (CONT'D.)****3.2 Service Area Exchanges, (Cont'd.)****3.2.3 Exchange Rate Classes and Local Calling Exchanges, (Cont'd.)****B. Verizon South, Inc. Service Areas, (Cont'd.)**

<u>Exchange</u>	<u>Rate Group</u>	<u>Additional Exchanges</u>	<u>Distance Band</u>
Holland	10	Chuckatuck	C
		Courtland	B
		Crittenden	D
		Franklin	B
		Great Bridge	D
		Hickory	D
		Norfolk/Virginia Beach	D
		Portsmouth	D
		Princess Anne	D
		Suffolk	B
		Whaleyville	A
		Windsor	B
		Hurley	5
Big Rock	B		
Dwight	B		
Grundy	B		
Maxie	B		
Oakwood	B		
Independent Hill	10	Alexandria/Arlington (includes the Pentagon)	C
		Arcola	C
		Braddock	B
		Dale City	A
		Dulles	C
		Dulles Metro	C
		Engleside	B
		Fairfax/Vienna	C
		Falls Church/McLean	C
		Haymarket	B
		Herndon	C
		Lorton	B
		Lorton Metro	C
		Manassas	A
		Nokesville	A
Occoquan	B		
Stafford	B		
Triangle	B		

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**SECTION 3 – SERVICE AREAS, (CONT'D.)****3.2 Service Area Exchanges, (Cont'd.)****3.2.3 Exchange Rate Classes and Local Calling Exchanges, (Cont'd.)****B. Verizon South, Inc. Service Areas, (Cont'd.)**

<u>Exchange</u>	<u>Rate Group</u>	<u>Additional Exchanges</u>	<u>Distance Band</u>
Irvington	5	Kilmarnock	A
		Lively	B
		Saluda	B
Ivor	7	Courtland	B
		Franklin	B
		Smithfield	B
		Wakefield	A
		Windsor	B
Jarratt	5	Capron	B
		Emporia	B
		Stony Creek	B
Jewell Ridge	8	Big Prater	C
		Davenport	C
		Dwight	B
		Honaker	C
		Lebanon	C
		Oakwood	B
		Richlands	A
		Tazewell	B
Keezletown	7	Bergton	C
		Bridgewater	B
		Broadway	B
		Dayton	A
		Edom	B
		Elkton	B
		Grottoes	B
		Harrisonburg	A
		Hinton	B
		McGaheysville	A
		Weyers Cave	B

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**SECTION 3 – SERVICE AREAS, (CONT'D.)****3.2 Service Area Exchanges, (Cont'd.)****3.2.3 Exchange Rate Classes and Local Calling Exchanges, (Cont'd.)****B. Verizon South, Inc. Service Areas, (Cont'd.)**

<u>Exchange</u>	<u>Rate Group</u>	<u>Additional Exchanges</u>	<u>Distance Band</u>
Keysville	7	Barnesville	B
		Charlotte Court House	B
		Chase City	B
		Drakes Branch	A
		Farmville	C
		Hampden Sydney	B
		Prospect	C
Kilmarnock	6	Deltaville	B
		Heathsville	B
		Irvington	A
		Lively	B
		Reedville	B
		Saluda	B
King George	9	Chancellor	C
		Colonial Beach	B
		Dahlgren	B
		Fredericksburg	C
		Port Royal	A
		Stafford	B
		Tappahannock	D
King & Queen	8	Gloucester	B
		King William	C
		Saluda	B
		Tappahannock	C
		Toano	B
		West Point	A
		Williamsburg	C
King William	7	Bowling Green	C
		Dawn	B
		King & Queen	C
		Old Church	A
		Tappahannock	C
		West Point	C

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**SECTION 3 – SERVICE AREAS, (CONT'D.)****3.2 Service Area Exchanges, (Cont'd.)****3.2.3 Exchange Rate Classes and Local Calling Exchanges, (Cont'd.)****B. Verizon South, Inc. Service Areas, (Cont'd.)**

<u>Exchange</u>	<u>Rate Group</u>	<u>Additional Exchanges</u>	<u>Distance Band</u>
Ladysmith	7	Bowling Green	B
		Brokenburg	B
		Dawn	B
		Doswell	B
		Mineral	C
		Port Royal	C
		Spotsylvania	B
Lawrenceville	6	Alberta	B
		Emporia	B
		South Brunswick	B
Lively	7	Farnham	B
		Heathsville	B
		Irvington	B
		Kilmarnock	B
		Saluda	B
		Tappahannock	C
Lorton	10	Alexandria/Arlington (includes the Pentagon)	N/A
		Arcola	N/A
		Braddock	N/A
		Dale City	N/A
		Dulles	N/A
		Dulles Metro	N/A
		Engleside	N/A
		Fairfax/Vienna	N/A
		Falls Church/McLean	N/A
		Haymarket	N/A
		Herndon	N/A
		Independent Hill	N/A
		Lorton Metro	N/A
		Manassas	N/A
		Nokesville	N/A
Occoquan	N/A		
Stafford	N/A		
Triangle	N/A		
Washington, DC	N/A		

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**SECTION 3 – SERVICE AREAS, (CONT'D.)****3.2 Service Area Exchanges, (Cont'd.)****3.2.3 Exchange Rate Classes and Local Calling Exchanges, (Cont'd.)****B. Verizon South, Inc. Service Areas, (Cont'd.)**

<u>Exchange</u>	<u>Rate Group</u>	<u>Additional Exchanges</u>	<u>Distance Band</u>
Lorton Metro	10	Alexandria/Arlington (includes the Pentagon)	N/A
		Arcola	N/A
		Berwyn, MD	N/A
		Bethesda, MD	N/A
		Bowie/Glen Dale, MD	N/A
		Braddock	N/A
		Capitol Heights, MD	N/A
		Clinton, MD	N/A
		Dale City	N/A
		Dulles	N/A
		Dulles Metro	N/A
		Engleside	N/A
		Fairfax/Vienna	N/A
		Falls Church/McLean	N/A
		Haymarket	N/A
		Herndon	N/A
		Hyattsville, MD	N/A
		Independent Hill	N/A
		Kensington, MD	N/A
		Layhill, MD	N/A
		Lorton	N/A
		Manassas	N/A
		Marlboro, MD	N/A
		Nokesville	N/A
		Occoquan	N/A
		Oxon Hill, MD	N/A
		Rockville, MD	N/A
		Silver Spring, MD	N/A
		Stafford	N/A
		Triangle	N/A
		Washington, DC	N/A

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**SECTION 3 – SERVICE AREAS, (CONT'D.)****3.2 Service Area Exchanges, (Cont'd.)****3.2.3 Exchange Rate Classes and Local Calling Exchanges, (Cont'd.)****B. Verizon South, Inc. Service Areas, (Cont'd.)**

<u>Exchange</u>	<u>Rate Group</u>	<u>Additional Exchanges</u>	<u>Distance Band</u>
Manassas	10	Alexandria/Arlington (includes the Pentagon Arcola Braddock Dale City Dulles Dulles Metro Engleside Fairfax/Vienna Falls Church/McLean Haymarket Herndon Independent Hill Lorton Lorton Metro Nokesville Occoquan Stafford Triangle	C  B A B B B B B C B B A B C A B C B
Mathews	7	Deltaville Gloucester Hayes	B B B
Maxie	5	Big Prater Big Rock Dwight Grundy Haysi Hurley Oakwood	A A B A A B B

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**SECTION 3 – SERVICE AREAS, (CONT'D.)****3.2 Service Area Exchanges, (Cont'd.)****3.2.3 Exchange Rate Classes and Local Calling Exchanges, (Cont'd.)****B. Verizon South, Inc. Service Areas, (Cont'd.)**

<u>Exchange</u>	<u>Rate Group</u>	<u>Additional Exchanges</u>	<u>Distance Band</u>
McGaheysville	8	Berhton	D
		Bridgewater	B
		Broadway	C
		Dayton	B
		Edom	B
		Elkton	A
		Grottoes	B
		Harrisonburg	B
		Hinton	B
		Keezletown	A
		Weyers Cave	B
		Montross	6
Hague	B		
Tappahannock	B		
Warsaw	B		
Nokesville	10	Alexandria/Arlington (includes the Pentagon)	D
		Arcola	B
		Braddock	B
		Calverton	A
		Dale City	B
		Dulles	C
		Dulles Metro	C
		Engleside	C
		Fairfax/Vienna	C
		Falls Church/McLean	C
		Haymarket	B
		Herndon	C
		Independent Hill	A
		Lorton	B
		Lorton Metro	D
		Manassas	A
Occoquan	B		
Stafford	C		
Triangle	B		

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**SECTION 3 – SERVICE AREAS, (CONT'D.)****3.2 Service Area Exchanges, (Cont'd.)****3.2.3 Exchange Rate Classes and Local Calling Exchanges, (Cont'd.)****B. Verizon South, Inc. Service Areas, (Cont'd.)**

<u>Exchange</u>	<u>Rate Group</u>	<u>Additional Exchanges</u>	<u>Distance Band</u>
Oakwood	7	Big Prater	B
		Big Rock	B
		Davenport	B
		Dwight	A
		Grundy	A
		Honaker	B
		Hurley	B
		Jewell Ridge	B
		Maxie	B
		Richlands	B
		Occoquan (includes Woodbridge)	10
Arcola	C		
Braddock	B		
Dale City	A		
Dulles	C		
Dulles Metro	B		
Engleside	A		
Fairfax/Vienna	B		
Falls Church/McLean	B		
Haymarket	C		
Herndon	C		
Independent Hill	B		
Lorton	A		
Lorton Metro	B		
Manassas	B		
Nokesville	B		
Stafford	C		
Triangle	B		

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**SECTION 3 – SERVICE AREAS, (CONT'D.)****3.2 Service Area Exchanges, (Cont'd.)****3.2.3 Exchange Rate Classes and Local Calling Exchanges, (Cont'd.)****B. Verizon South, Inc. Service Areas, (Cont'd.)**

<u>Exchange</u>	<u>Rate Group</u>	<u>Additional Exchanges</u>	<u>Distance Band</u>
Old Church	10	Dawn	B
		King William	A
		Mechanicsville	B
		Providence Forge	B
		Richmond	B
Pamplin	9	Appomattox	B
		Charlotte Court House	B
		Concord	B
		Lynchburg	C
Pocahontas	6	Anawalt, WV	A
		Bluefield	A
		Bluefield, WV	A
		Bluewell, WV	A
		Bramwell, WB	A
		Maybeury, WB	A
		Tazewell	B
Port Royal	9	Bowling Green	B
		Chancellor	C
		Fredericksburg	B
		King George	A
		Ladysmith	C
		Tappahannock	C

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**SECTION 3 – SERVICE AREAS, (CONT'D.)****3.2 Service Area Exchanges, (Cont'd.)****3.2.3 Exchange Rate Classes and Local Calling Exchanges, (Cont'd.)****B. Verizon South, Inc. Service Areas, (Cont'd.)**

<u>Exchange</u>	<u>Rate Group</u>	<u>Additional Exchanges</u>	<u>Distance Band</u>
Princess Anne (includes Pungo & Shipps Corner)	10	Cape Charles	D
		Chuckatuck	D
		Crittenden	C
		Franklin	D
		Great Bridge	B
		Hampton	C
		Hickory	B
		Holland	D
		Knotts Island, NC	C
		Newport News	C
		Norfolk/Virginia Beach	B
		Peninsula	D
		Poquoson	D
		Portsmouth	B
		Smithfield	D
Suffolk	D		
Whaleyville	D		
Windsor	D		
Raphine	8	Allwood	B
		Lovingston	C
		Piney River	C
		Staunton	B
Reedville	5	Callao	B
		Heathsville	B
		Kilmamock	B
Richlands	7	Davenport	B
		Dwight	B
		Haysi	C
		Honaker	B
		Jewell Ridge	A
		Lebanon	C
		Oakwood	B
Tazewell	B		

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**SECTION 3 – SERVICE AREAS, (CONT'D.)**
**3.2 Service Area Exchanges, (Cont'd.)****3.2.3 Exchange Rate Classes and Local Calling Exchanges, (Cont'd.)****B. Verizon South, Inc. Service Areas, (Cont'd.)**

<u>Exchange</u>	<u>Rate Group</u>	<u>Additional Exchanges</u>	<u>Distance Band</u>
Rocky Gap	7	Bland	B
		Bluefield	B
		Bluefield, WV	A
		Bluewell, WV	A
		Narrows	B
		Tazewell	C
Saluda	8	Deltaville	B
		Farnham	C
		Gloucester	B
		Hayes	C
		Irvington	B
		Kilmamock	B
		King & Queen	B
		Lively	B
		Tappahannock	C
Smithfield	10	Chuckatuck	B
		Crittenden	B
		Dendron	B
		Franklin	C
		Great Bridge	D
		Hampton	B
		Hickory	D
		Ivor	B
		Newport News	B
		Norfolk/Virginia Beach	C
		Peninsula	B
		Poquoson	B
		Portsmouth	C
		Princess Anne	D
		Suffolk	B
		Surry	B
		Toano	D
		Wakefield	C
Whaleyville	C		
Williamsburg	C		
Windsor	B		

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**SECTION 3 – SERVICE AREAS, (CONT'D.)****3.2 Service Area Exchanges, (Cont'd.)****3.2.3 Exchange Rate Classes and Local Calling Exchanges, (Cont'd.)****B. Verizon South, Inc. Service Areas, (Cont'd.)**

<u>Exchange</u>	<u>Rate Group</u>	<u>Additional Exchanges</u>	<u>Distance Band</u>
South Brunswick	6	Emporia	C
		Lawrenceville	B
Stafford	10	Alexandria/Arlington (includes the Pentagon)	D
		Arcola	D
		Braddock	D
		Chancellor	B
		Dale City	B
		Dulles	D
		Dulles Metro	D
		Engleside	C
		Fairfax/Vienna	D
		Falls Church/McLean	D
		Fredericksburg	B
		Hartwood	B
		Haymarket	D
		Herndon	D
		Independent Hill	B
		King George	B
		Lorton	C
Lorton Metro	D		
Manassas	C		
Nokesville	C		
Occoquan	C		
Triangle	B		
Stony Creek	9	Capron	C
		Courtland	C
		Dinwiddie	B
		Emporia	C
		Jarratt	B
		McKenney	B
		Petersburg	C
Waverly	B		

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**SECTION 3 – SERVICE AREAS, (CONT'D.)****3.2 Service Area Exchanges, (Cont'd.)****3.2.3 Exchange Rate Classes and Local Calling Exchanges, (Cont'd.)****B. Verizon South, Inc. Service Areas, (Cont'd.)**

<u>Exchange</u>	<u>Rate Group</u>	<u>Additional Exchanges</u>	<u>Distance Band</u>
Surry	10	Charles City	C
		Claremont	B
		Dendron	B
		Hampton	C
		Newport News	C
		Peninsula	B
		Poauoson	C
		Smithfield	B
		Toano	B
		Waverly	B
		Williamsburg	B
		Tappahannock	8
Colonial Beach	C		
Farnham	B		
King George	D		
King & Queen	C		
King William	C		
Lively	C		
Montross	B		
Port Royal	C		
Saluda	C		
Warsaw	A		
Tazewell	7	Bluefield	B
		Honaker	C
		Jewell Ridge	B
		Pocahontas	B
		Richlands	B
		Rocky Gap	C

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**SECTION 3 – SERVICE AREAS, (CONT'D.)****3.2 Service Area Exchanges, (Cont'd.)****3.2.3 Exchange Rate Classes and Local Calling Exchanges, (Cont'd.)****B. Verizon South, Inc. Service Areas, (Cont'd.)**

<u>Exchange</u>	<u>Rate Group</u>	<u>Additional Exchanges</u>	<u>Distance Band</u>
Triangle (includes Quantico)	10	Alexandria/Arlington (includes the Pentagon)	C
		Arcola	D
		Braddock	C
		Calverton	C
		Dale City	A
		Dulles	D
		Dulles Metro	C
		Engleside	B
		Fairfax/Vienna	C
		Falls Church/McLean	C
		Hartwood	B
		Haymarket	C
		Herndon	B
		Independent Hill	B
		Lorton	B
		Lorton Metro	C
		Manassas	B
		Nokesville	B
		Occoquan	B
		Stafford	B
Wakefield	7	Courtland	B
		Dendron	A
		Franklin	C
		Ivor	A
		Smithfield	C
		Waverly	B

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**SECTION 3 – SERVICE AREAS, (CONT'D.)****3.2 Service Area Exchanges, (Cont'd.)****3.2.3 Exchange Rate Classes and Local Calling Exchanges, (Cont'd.)****B. Verizon South, Inc. Service Areas, (Cont'd.)**

<u>Exchange</u>	<u>Rate Group</u>	<u>Additional Exchanges</u>	<u>Distance Band</u>
Warsaw	5	Callao	B
		Farnham	A
		Hague	B
		Montross	B
		Tappahannock	A
Weyers Cave	8	Bergton	D
		Bridgewater	A
		Broadway	C
		Dayton	B
		Edom	B
		Elkton	C
		Grottoes	A
		Harrisonburg	B
		Hinton	B
		Keezletown	B
		McGaheysville	B
		New Hope	A
		Staunton	B
		Windson	10
Crittenden	C		
Franklin	B		
Great Bridge	D		
Hampton	C		
Hickory	D		
Holland	B		
Ivor	B		
Newport News	C		
Norfolk/Virginia Beach	C		
Peninsula	C		
Poquoson	D		
Portsmouth	C		
Princess Anne	D		
Smithfield	B		
Suffolk	B		
Whaleyville	B		

**SECTION 3 – SERVICE AREAS, (CONT'D.)****3.3 Rate Groups**

Charges for local services provided by the Company may be based, in part, on the Rate Group associated with the Customers End Office. The Rate Group is determined by the total access lines in the local calling area that can be reached from each End Office.

In the event that an Incumbent LEC or the Commission reclassifies an exchange or End Office from one Rate Group to another, the reclassification will also apply to FiberNet Customers who purchase services under this tariff.

**3.3.1 Verizon Virginia Service Areas**

<b>Rate Group</b>	<b>Exchange Access Lines In Local Calling Area - Upper Limit</b>
1	up to 4,000
2	4,001 to 15,000
3	15,001 to 30,000
4	30,001 to 50,000
5	50,001 to 100,000
6	100,001 to 300,000
7	300,001 to 1,280,000
8 (WMEA)	1,280,000 +

**3.3.2 Verizon South Service Areas**

<b>Rate Group</b>	<b>Exchange Access Lines In Local Calling Area - Upper Limit</b>
1	up to 2,000
2	2,001 to 4,000
3	4,001 to 8,000
4	8,001 to 15,000
5	15,001 to 30,000
6	30,001 to 50,000
7	50,001 to 100,000
8	100,001 to 300,000
9	300,001 to 1,000,000
10	1,000,001 +

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**SECTION 3 – SERVICE AREAS, (CONT'D.)****3.4 Rate Guide****3.4.1 Regulations**

- A. Each exchange in the Commonwealth of Virginia is assigned a rate center.
- B. For the purpose of determining airline mileages, vertical and horizontal grid lines have been established across the State of Virginia. The spacing between adjacent vertical grid lines and between horizontal grid lines represents a distance of one coordinate unit. This unit is the square root of 0.1, expressed in statute miles. A vertical (V) and horizontal (H) coordinate is computed for each rate center from its latitude and longitude location by use of appropriate map-projection equations. A pair of V-H coordinates locates a rate center, for determining airline mileages, at a particular intersection of an established vertical grid line with an established horizontal grid line.
- C. The mileage for multipoint interexchange channel services is that combination of airline distances between rate centers which will produce the lowest total interexchange mileage charge.

**SECTION 3 – SERVICE AREAS, (CONT'D.)****3.4 Rate Guide, (Cont'd.)****3.4.2 Charges Based Upon Facility Distance**

Where charges for a service are based upon distance, the distance is determined in the following manner:

The airline mileage between any two points/wire center is calculated by using the AV@ and AH@ coordinates of the points, as defined in industry publications, and available from the Company, in the following manner:

- Step 1: Obtain the "V" (vertical) and "H" (horizontal) coordinates for each point/wire center from the above-referenced Telcordia document.
- Step 2: Compute the difference between the "V" coordinates of the two rate centers; and the difference between the two "H" coordinates.
- Step 3: Square each difference obtained in Step 2 above.
- Step 4: Add the square of the "V" difference and the square of the "H" difference obtained in Step 3 above.
- Step 5: Divide the sum of the squares by 10. Round to the next higher whole number if any fraction is obtained.
- Step 6: Obtain the square root of the whole number result obtained above. Round to the next higher whole number if any fraction is obtained. This is the airline mileage.

The formula for distance calculations is:

$$\sqrt{\frac{(V_1 - V_2)^2 + (H_1 - H_2)^2}{10}}$$

**SECTION 3 – SERVICE AREAS, (CONT'D.)**

**3.4 Rate Guide, (Cont'd.)**

**3.4.3 Charges Based on Local Measured Service When Applicable**

To determine the rate distance between any two rate centers proceed as follows:

- (1) Obtain the "V" and "H" coordinates for each rate center.
- (2) Obtain the difference between the "V" coordinates of the two rate centers. Obtain the difference between the "H" coordinates.

Note: The difference is always obtained by subtracting the smaller coordinate from the larger coordinate.

- (3) Divide each of the differences obtained in (2) by three, rounding each quotient to the nearer integer.
- (4) Square these two integers and add the two squares.

If the sum of the squares is greater than 1777, divide the integers obtained in (3) by three and repeat step (4). Repeat this process until the sum of the squares obtained in (4) is less than 1778.

- (5) The number of successive divisions by three in steps (3) and (4) determines the value of "N". Multiply the final sum of the two squares obtained in step (4) by the multiplier specified in the following table for this value of "N" preceding.

<u>N</u>	<u>Multiplier</u>	<u>Minimum Rate Mileage</u>
1	0.9	-
2	8.1	41
3	72.9	121
4	656.1	361

- (6) Obtain square root of product in (5) and, with any resulting fraction, round up to the next higher integer. This is the message rate mileage except that when the mileage so obtained is less than the minimum rate shown in (5) preceding, the minimum rate mileage corresponding to the "N" value is applicable.

## SECTION 4 – SERVICE CHARGES AND SURCHARGES

### 4.1 Service Order and Change Charges

#### 4.1.1 General

Non-recurring charges apply to processing Service Orders for new service and for changes in service.

Order Processing Charges: Apply per account for the processing of a Customer request for service or equipment. Order processing charges may apply in conjunction with other charges.

Line Connection Charge: Applies for connection of each local exchange line and for relocation of existing service to a different demarcation point, building or property.

Line Change Charge: Applies to changes in grade or class of service, change in telephone number, and changes to Fixed Call Forwarding.

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**SECTION 4 – SERVICE CHARGES AND SURCHARGES, (CONT'D.)****4.1 Service Order and Change Charges, (Cont'd.)****4.1.2 Rates****A. Verizon Virginia Service Area**

	<b>Business</b>
Order Processing Charges	
Establishment of Account or Relocation:	\$17.00
Moves, Changes or Additions	\$17.00
Record Order Change	\$17.00
Exchange Line Connection Charge	\$17.00
Line Change Charge:	\$17.00
Maintenance Visit Charge <sup>1</sup>	\$75.00

**B. Verizon South Service Area**

	<b>Business</b>
Order Processing Charges	
Establishment of Account or Relocation:	N/A
Moves, Changes or Additions	N/A
Record Order Change	N/A
Exchange Line Connection Charge	N/A
Line Change Charge:	N/A
Maintenance Visit Charge <sup>1</sup>	
Initial Hour:	N/A
Each Add'l 30 min:	N/A

<sup>1</sup> See Section 2.4.4 regarding Maintenance Visit Charge.

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**SECTION 4 – SERVICE CHARGES AND SURCHARGES, (CONT'D.)****4.2 Restoral Charge**

A restoral charge applies each time a service is reconnected after suspension or termination for nonpayment, but before cancellation of the service.

	<b>Business</b>	
	<b>Verizon Virginia Areas</b>	<b>Verizon South Areas</b>
Restoration, per line:	\$25.00	N/A

**4.3 Temporary Suspension of Service**

Upon the request of the Customer and where equipment arrangements permit, service may be temporarily suspended for a period not to exceed nine months. Suspension of service and restoral may begin or terminate on any day of the month provided notice is given sufficiently in advance for arrangements to be made. Service will be disconnected to the extent necessary to assure that no inward or outward service will be available during the period of suspension.

	<b>Business</b>	
	<b>Verizon Virginia Areas</b>	<b>Verizon South Areas</b>
Temporary Suspension, per month, per line:	\$20.00	N/A

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**SECTION 4 – SERVICE CHARGES AND SURCHARGES, (CONT'D.)****4.4 Carrier Presubscription****4.4.1 General**

Carrier Presubscription is a procedure whereby a Customer designates to the Company the carrier that 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.

Customers may choose an interexchange carrier for intraLATA, interLATA or not choose any carrier at all. When the Customer changes carriers for both intraLATA and interLATA service only one change charge will apply.

**4.4.2 Nonrecurring Charges**

Per business or residence line, trunk, or port	
Initial Line, or Trunk or Port	\$5.00
Additional Line, Trunk or Port	\$5.00

**SECTION 4 – SERVICE CHARGES AND SURCHARGES, (CONT'D.)**

**4.5 Telecommunications Relay Service (TRS)**

Telecommunications Relay Service (TRS) enables deaf, hard-of-hearing or speech-impaired persons who use a Text Telephone (TT) or similar devices to communicate freely with the hearing population not using TT and visa versa. A Customer will be able to access the state provider to complete such calls. The Company will impose a surcharge to all Customers at a level determined by the Commission. Customers may reach TRS by dialing its toll free number or access number of 711.

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**SECTION 5 – LOCAL EXCHANGE SERVICE****5.1 Service Descriptions****5.1.1 NetServe Business Line****A. General**

NetServe Business Line is provided via one or more channels terminated at the Customer's premises. Each NetServe Business Line channel corresponds to one or more analog, voice-grade telephonic communications channels that can be used to place or receive one call at a time.

NetServe Business Line provides a Business Customer with a connection to the Company's switching network which enables the Customer to:

1. originate and receive calls from other stations on the public switched telephone network;
2. access the Company's local calling service;
3. access the Company's operators and business office for service related assistance; access toll-free telecommunications service such as 800 NPA; and access 911 service for emergency calling; and
4. access the service of providers of interexchange service. A Customer may subscribe to such provider's service to originate calls on a direct dialed basis or to receive toll-free service from such provider, or may access a provider on an ad hoc basis by dialing the provider's Carrier Identification Code (such as 10XXX or 101XXXX).

NetServe Business Line service is furnished subject to the availability of facilities.

**B. Rate Structure**

NetServe Business Line provides for calling within the local service area on a flat, measured and message rate basis, where available.

For service provided on a measured rate basis, accumulation of local usage time is done in six second increments. At the end of the Customer's billing period, the sum of accumulated seconds is rounded to the next higher minute.

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**SECTION 5 – LOCAL EXCHANGE SERVICE, (CONT'D.)**

**5.1 Service Descriptions, (Cont'd.)**

**5.1.1 NetServe Business Line, (Cont'd.)**

**C. Touch Tone Calling**

Touch tone calling, which is furnished subject to the availability of the central office facilities, allows calls to be originated from instruments equipped for tone-type address signaling over special central office facilities.

Telephones equipped for tone-type calling service can only be associated with, or have access to, lines equipped for this service.

Touch tone calling is furnished with NetServe Business Line.

**D. Line Hunting**

Line hunting, which is provided subject to the availability of suitable central office facilities is an arrangement that groups together two or more main telephone exchange lines from the same central office so that incoming calls are automatically switched from the initial line, if in use, to the first non-busy line.

Line Hunting is included with NetServe Business Line.

**E. Pay-Per-Call Service Blocking**

NetServe Business Line cannot be used to originate calls to Pay-Per-Call services (e.g.: 900 and 976). Calls to those numbers and other numbers used for caller paid information services will be blocked by the Company unless a written request to remove blocking is attached to the Service Agreement.

**F. Exchange Classifications**

Business service is provided to each exchange on a measured, message or flat rate basis and provides for calling within the local calling area and within municipalities as specified in Section 3 of this tariff.

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**SECTION 5 – LOCAL EXCHANGE SERVICE, (CONT'D.)****5.1 Service Descriptions, (Cont'd.)****5.1.1 NetServe Business Line, (Cont'd.)****G. Payment Plans**

The Basic Business payment plan offers the Customer two options for payment.

**1. Fixed Monthly Rate Plan**

Under this plan the Customer pays a fixed monthly rate for a specified contract term. The Customer may choose a 1 or 3 year contract. During the course of the contract, fixed rates (recurring and non-recurring) are not subject to Company initiated rate changes.

**2. Month-to-Month Plan**

Under this plan the Customer elects to pay month-to-month. Month-to-month rates (recurring and non-recurring) are subject to Company initiated rate changes.

**H. Business Line Value Package**

The following features are available to Customers who choose the optional Business Value Line Package with Business Exchange Service:

Call Forward  
Hunting  
Fixed Call Forwarding Busy  
Fixed Call Forwarding No Answer  
Call Waiting  
Three-way Calling  
Changeable Speed Calling (8)\*

\* Changeable Speed Calling (8) is not regulated by the Virginia State Corporation Commission.

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**SECTION 5 – LOCAL EXCHANGE SERVICE, (CONT'D.)**

**5.1 Service Descriptions, (Cont'd.)**

**5.1.1 NetServe Business Line, (Cont'd.)**

**I. Security Package**

The following features are available to Customers who choose the optional Security Package with NetServe Business Line:

- Ultra Call Forward
- Call Trace
- Priority Call
- Call Block
- Calling Line Identification

**5.1.2 NetServe PBX Trunk**

The Basic Business NetServe PBX Trunk, offered on a flat rate basis, provides a Customer with a single, analog, voice-grade telephonic communications channel which can be used to place or receive one call at a time.

NetServe PBX Trunk is furnished subject to the availability of facilities.

**A. Standard Features**

Each NetServe PBX Trunk will be provided with the following standard features:

- In, Out, Two-Way
- Trunk Group Hunting

**B. Security Package**

The following features are available to Customers who choose the optional Security Package with NetServe PBX Trunk service.

- Ultra Call Forward
- Call Trace
- Priority Call
- Call Block
- Calling Line Identification

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**SECTION 5 – LOCAL EXCHANGE SERVICE, (CONT'D.)**

**5.1 Service Descriptions, (Cont'd.)**

**5.1.3 NetServe DID Trunk**

The Basic Business NetServe DID Trunk provides a Customer with a single, analog, voice-grade telephonic communications channel which can be used to receive one call at a time.

NetServe DID Trunk is furnished subject to the availability of facilities.

**A. Standard Features**

Each NetServe DID Trunk will be provided with the following standard features:

DID  
TT, DD, MF signaling  
Trunk Group Hunting

**B. DID Telephone Numbers**

Groups of 20, 50 or 100.

**5.1.4 NetServe Off-Premises Extension (OPX) Service**

NetServe Off-Premises Extension (OPX) Service provides a Business Customer with a telephone located in a different office or building from the main telephone system. The OPX is connected to the main system via a dedicated line. All capabilities of the main system are available on the OPX. Each line must be in the same rate center. Service is provided on a measured and flat rate basis.

---

**SECTION 5 – LOCAL EXCHANGE SERVICE, (CONT'D.)****5.1 Service Descriptions, (Cont'd.)****5.1.5 Netflex T-1 Service with DID**

Netflex T-1 Service With DID (“Netflex”), offered on a flat, measured or message rate basis, provides a digital path from a suitably equipped central office to a Customer’s digital PBX, allowing access to and from the exchange and toll network via exchange trunk lines, and other network access lines, including DID capability.

A 1.544 Mbps transmission channel providing two-way transmission for a capacity of up to 24 trunk connections connects a Customer’s premises with the switched public telephone network.

**5.1.6 Netflex PRI**

Netflex PRI is a service provided over T-1 line facilities. It enhances the capabilities of a basic digital trunk facility by allowing Customers to control the individual channels of the T1 pipe. Channels of the T1 pipe may be used as 23 voice grade product lines (B channels) plus one active D channel to control multiple 24-channel PRI’s, through the use of appropriate premises equipment. Customers can bond multiple channels together to create high bandwidth (384kb/s, 768Kb/s, etc.) dial-up data channels.

Netflex PRI is furnished subject to the availability of facilities.

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**SECTION 5 – LOCAL EXCHANGE SERVICE, (CONT'D.)****5.1 Service Descriptions, (Cont'd.)****5.1.7 Netflex BRI**

Netflex BRI is a stand alone service arrangement which uses ISDN architecture to provide the customer with the capabilities of simultaneous access, transmission and switching of voice, data, and image services. Customers shall configure individual line BRI through the use of one of the following service capabilities: (i) featured voice on the B Channel(s); (ii) circuit switched data on the B Channel(s) at speeds up to 64 kbps per B Channel; (iii) alternating circuit – switched voice and circuit – switched data on the same B Channel; or (iv) D Channel for signaling purposes only.

Netflex BRI is furnished subject to the availability of facilities.

ISDN compatible terminal equipment is required for operation. The customer is responsible to provide, power and set-up such equipment.

Netflex BRI is available only where facilities meet loop qualifications. Pre-qualification will be necessary in the event the customer is not currently subscribed to ISDN service with an alternative carrier, or in the event the customer desires to locate service at another location.

**5.1.8 Netflex PRI Hub Service**

Netflex PRI Hub Service provides Information Services Remote Access Providers (ISRAPs) and their end user customers with LATA-wide integrated voice/data communications capability for the transmission of circuit-switched voice and data signals. This service offers single, LATA-wide telephone number connectivity from Company switches on a dial-up basis for the ISRAP's end users with transport to a designated hub interconnection within the LATA. From there, the call continues to the ISRAP's premises location over dedicated high-speed access facilities purchased separately by the ISRAP. The ISRAP must purchase suitable access facilities from its premises location to the Company's designated point of interconnection to handle the call volume in the LATA. This service utilizes strategically located single-number-service hub offices to collect and route traffic using Advanced Intelligent Network (AIN) features to predetermined points of interconnection, from where the traffic is routed to the ISRAP's premises location over dedicated facilities.

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**SECTION 5 – LOCAL EXCHANGE SERVICE, (CONT'D.)**

**5.1 Service Descriptions, (Cont'd.)**

**5.1.9 Integrated T-1**

An Integrated T-1 is a service provided over a digital T-1. It enhances the capabilities of a basic digital trunk facility by allowing Customers to control the individual channels of the T-1 pipe. The channels of the pipe may be used as a voice grade product and up to 768 Kbps bandwidth for data transmission, depending on the Customers equipment and needs.

The Integrated T-1 may be divided up between voice grade products and bandwidth, although bandwidth cannot exceed 768 Kbps. An example of the divide would be 12 voice grade lines and 768 Kbps of high bandwidth.

When utilizing the bandwidth the customer must either purchase PVC (Permanent Virtual Circuits) from FiberNet or supply their own, in order to receive a dedicated Internet Connection.

Integrated T-1 is offered subject to the availability of facilities.

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**SECTION 5 – LOCAL EXCHANGE SERVICE, (CONT'D.)****5.1 Service Descriptions, (Cont'd.)****5.1.10 NetServe Centrex****A. Description**

NetServe Centrex is a Centrex service that provides the Customer with multiple individual voice grade telephone communications channels, each of which can be used to place or receive one call at a time. Custom Exchange Service Station Lines are provided for connection of Centrex-compatible, Customer-provided station sets to the public switched telecommunications network.

NetServe Centrex is furnished subject to the availability of facilities.

**B. General Regulations**

1. NetServe Centrex is provided in combination with other Company-provided services.
2. Station Line Charges  
NetServe Centrex Station Lines are charged on a monthly basis.
3. Usage Charges  
Measured service rates in Section 5 apply.
4. Service includes Touch Tone capability.
5. Pay-Per-Call Service Blocking

Basic Exchange Service cannot be used to originate calls to Pay-Per-Call services (e.g.: 900 and 976). Calls to those numbers and other numbers used for caller paid information services will be blocked by the Company unless a written request to remove blocking is attached to the Service.

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**SECTION 5 – LOCAL EXCHANGE SERVICE, (CONT'D.)**

**5.1 Service Descriptions, (Cont'd.)**

**5.1.10 NetServe Centrex, (Cont'd.)**

**C. System Features**

1. Standard System Features

The following call processing features are standard in NetServe Centrex and are provided under control of the common equipment of the central office switching system.

Touch Tone: Provides for the origination of calls by means of instruments equipped for tone-type address signaling over special central office facilities.

Direct Inward Dialing: Arrangement which allows an incoming call to reach a CES station without attendant assistance.

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**SECTION 5 – LOCAL EXCHANGE SERVICE, (CONT'D.)****5.1 Service Descriptions, (Cont'd.)****5.1.10 NetServe Centrex, (Cont'd.)****C. System Features, (Cont'd.)****1. Standard System Features, (Cont'd.)**

Call Forward: Allows a station line to have incoming calls forwarded to another line within the system or to telephone numbers outside the system.

Call Forward Busy: Allows for the automatic routing of incoming calls to a preselected station line when the called station line is busy.

Call Forward No Answer: Allows for the automatic routing of incoming calls to a preselected station line when the called telephone does not answer within a predetermined number of rings.

Ultra Forward: Combines call forwarding with remote access capability.

Auto Recall: Automatically redials the last incoming call.

Call Waiting/Cancel Call Waiting: Provides a tone signal to indicate to a user already engaged in a telephone call that a second caller is attempting to dial in. Cancel Call Waiting allows for disabling of Call Waiting for the duration of an outgoing telephone call.

3-Way Conference Calling: Allows the station user to place an existing call on hold and dial the telephone number of a third-party, and then connect all parties.

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**SECTION 5 – LOCAL EXCHANGE SERVICE, (CONT'D.)****5.1 Service Descriptions, (Cont'd.)****5.1.10 NetServe Centrex, (Cont'd.)****C. System Features, (Cont'd.)****2. Centrex Value Package**

Auto Call Back: Allows a Centrex station user who encounters a busy condition when calling another station to be automatically notified (called back) when the station becomes idle.

Caller ID: Provides the station user with the telephone number of the calling party before answering the phone.

Call Trace: Allows the station user to dial a code to automatically request a record of the caller's origination telephone number, the date and time of the call. The information is disclosed only to a law enforcement agency for investigation purposes.

Anonymous Call Rejection – Allows a called party to reject calls from callers who have prevented the display of the telephone number(s) to Caller ID subscribers, or who have prevented the display of their telephone number and main listed name to Caller ID with Name subscribers, by activating the per call blocking feature.

Priority Call – An arrangement which provides for one distinctive audible signal to the customer when a call is received from one of up to six prespecified telephone numbers. If the Customer also subscribes to Call Waiting, and the incoming call arrives while the line is busy, the usual call waiting tone is altered with a distinctive pattern. For calls originating from a line within a multiline hunting group, the distinctive signal is only produced when the caller's main telephone number is one of those prespecified.

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**SECTION 5 – LOCAL EXCHANGE SERVICE, (CONT'D.)****5.1 Service Descriptions, (Cont'd.)****5.1.10 NetServe Centrex, (Cont'd.)****C. System Features, (Cont'd.)****3. Centrex Premium Bundle**

Selective Call Acceptance: Allows the Customer to create a list of telephone numbers from which the Customer is willing to accept calls. List parameter is 31.

Selective Call Rejection: Allows the Customer to create a list of telephone numbers from which the Customer does not wish to receive calls. Calls from telephone numbers on the Customer's list are sent to an announcement that informs the caller that the Customer is not receiving calls at this time. List parameter is 16.

Select Forward: Allows the Customer to create a list of "selected" telephone numbers that the Customer wants to be forwarded to another number. Calls from the telephone numbers on the Customer's list will be forwarded to the number the Customer has designated. List parameter is 16.

Selective Distinctive Ring: Differentiates incoming calls by signaling the Customer with a distinctive ringing pattern.

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**SECTION 5 – LOCAL EXCHANGE SERVICE, (CONT'D.)****5.1 Service Descriptions, (Cont'd.)****5.1.11 Remote Call Forwarding**

Remote Call Forwarding (RCF) is a telecommunications network service that utilizes a telephone number and electronic switching system central office facilities to automatically forward all incoming calls. A call dialed to Remote Call Forwarding number is forwarded to the remote telephone number.

**A. RCF Regulations**

- .1 Remote Call Forwarding is offered subject to the availability of suitable facilities.
- .2 A Remote Call Forwarding arrangement includes the equipment necessary to forward one telephone call to a terminating telephone number.
- .3 Remote Call Forwarding calls may be terminated in Private Branch Exchange (PBX) trunks, Centrex Service, Toll Free Service and individual dial tone lines, excluding Pay Telephone Network Lines and Service for Customer-provided Coin and Credit Card Operated Telephones. A Centrex Service may not be used as a Remote Call forwarding originating number.
- .4 Remote Call forwarding is provided on the condition that the Customer subscribe to sufficient Remote Call forwarding arrangements and remote telephone numbers to adequately handle calls to the Remote Call Forwarding customer without interfering with or impairing any services offered by the Company. If in the opinion of the Company, additional Remote Call forwarding arrangements or remote telephone numbers are required, the customer will be responsible for subscribing to such additional Remote Call forwarding arrangements or remote telephone number. In the event that the customer refuses to subscribe to such additional Remote Call forwarding arrangements or remote telephone numbers, such customer's Remote Call Forwarding service shall be subject to termination.
- .5 Where additional remote call telephone numbers are requested by the customer or required by the Company for association with the same Remote Call Forwarding number, such additional remote telephone numbers must be of the same class and grade of service, an on the same premises, as the first remote telephone number.

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**SECTION 5 – LOCAL EXCHANGE SERVICE, (CONT'D.)****5.1 Service Descriptions, (Cont'd.)****5.1.11 Remote Call Forwarding, (Cont'd.)****A. RCF Regulations, (Cont'd.)**

- .6 Remote Call Forwarding is not represented as suitable for satisfactory transmission of data.
- .7 The Custom Calling Service call forwarding feature is not offered for use with a Remote Call Forwarding terminating station.
- .8 The Company will not provide identification of the originating telephone number to the Remote Call Forwarding customer.
- .9 The classification of residence or business service for Remote Call Forwarding arrangements is determined by the class of the terminating telephone number.
- .10 Charges for calls from the originating service to a Remote Call Forwarding telephone number are the responsibility of the originating service, unless such calls are accepted as collect at the remote telephone number. Charges as specified in Section 5.2 below for the forwarding of calls from the Remote Call Forwarding number to the remote telephone number are the responsibility of the Remote Call Forwarding customer.
- .11 For any collect calls placed to the Remote Call forwarding number, charges apply as specified in Section 5.2 below, for calls forwarded, regardless of whether or not such calls are accepted as collect at the terminating telephone number.

## SECTION 5 – LOCAL EXCHANGE SERVICE, (CONT'D.)

## 5.2 Rates

## 5.2.1 Verizon Virginia Service Area

		Non - Recurring Charges	Month to Month	1 Yr.	2 Yr.	3 Yr.	5 Yr.
<b>NetServe Business Line</b>							
Flat Rate, per month		See Sect. 4.1.2					
	Rate Group 1		\$58.00	\$55.00	N/A	\$53.00	N/A (I)
	Rate Group 2		\$58.00	\$55.00	N/A	\$53.00	N/A (I)
	Rate Group 3		\$58.00	\$55.00	N/A	\$53.00	N/A (I)
	Rate Group 4		\$58.00	\$55.00	N/A	\$53.00	N/A (I)
	Rate Group 5		\$58.00	\$55.00	N/A	\$53.00	N/A (I)
	Rate Group 6		\$58.00	\$55.00	N/A	\$53.00	N/A (I)
	Rate Group 7		\$58.00	\$55.00	N/A	\$53.00	N/A (I)
	Rate Group 8		N/A	N/A	N/A	N/A	N/A
Measured Rate							
Per month		See Sect. 4.1.2					
	Rate Group 1		\$43.00	\$42.00	N/A	\$40.00	N/A (I)
	Rate Group 2		\$43.00	\$42.00	N/A	\$40.00	N/A (I)
	Rate Group 3		\$43.00	\$42.00	N/A	\$40.00	N/A (I)
	Rate Group 4		\$42.75	\$42.00	N/A	\$40.00	N/A (I)
	Rate Group 5		\$42.75	\$42.00	N/A	\$40.00	N/A (I)
	Rate Group 6		\$42.40	\$42.00	N/A	\$40.00	N/A (I)
	Rate Group 7		\$42.15	\$42.00	N/A	\$40.00	N/A (I)
	Rate Group 8		\$41.50	\$41.50	N/A	\$40.00	N/A (I)
	Per minute		\$0.015	\$0.015	N/A	\$0.015	N/A
Message Rate							
Per month		See Sect. 4.1.2	\$43.00	\$42.00	N/A	\$40.00	N/A (I)
	Rate Group 1		\$43.00	\$42.00	N/A	\$40.00	N/A (I)
	Rate Group 2		\$43.00	\$42.00	N/A	\$40.00	N/A (I)
	Rate Group 3		\$43.00	\$42.00	N/A	\$40.00	N/A (I)
	Rate Group 4		\$42.75	\$42.00	N/A	\$40.00	N/A (I)
	Rate Group 5		\$42.75	\$42.00	N/A	\$40.00	N/A (I)
	Rate Group 6		\$42.40	\$42.00	N/A	\$40.00	N/A (I)
	Rate Group 7		\$42.15	\$42.00	N/A	\$40.00	N/A (I)
	Rate Group 8		\$41.50	\$41.50	N/A	\$40.00	N/A (I)
	Per message		\$0.060	\$0.060	N/A	\$0.060	N/A (I)
<b>Business Line</b>	<b>Value</b>	\$15.00	\$68.00	\$65.00	N/A	\$61.00	N/A (I)
<b>Package</b>							
<b>Security Package</b>		\$7.25	\$7.25	\$7.00	N/A	\$6.75	N/A

**SECTION 5 – LOCAL EXCHANGE SERVICE, (CONT'D.)****5.2 Rates, (Cont'd.)****5.2.1 Verizon Virginia Service Area, (Cont'd.)**

	<b>Non - Recurring Charges</b>	<b>Month to Month</b>	<b>1 Yr.</b>	<b>2 Yr.</b>	<b>3 Yr.</b>	<b>5 Yr.</b>	
<b>NetServe PBX Trunk</b>							
Flat Rate, per month	See Sect. 4.1.2	\$68.50	\$67.50	N/A	\$66.00	N/A	(I)
<b>Security Package</b>	\$9.00	\$9.00	\$9.00	N/A	\$9.00	N/A	
<b>NetServe DID Trunk</b>							
Measured	See Sect. 4.1.2	\$51.30	\$51.05	\$48.80	\$48.10	\$47.80	(I)
DID Group of 20	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	
DID Group of 50	\$15.00	\$15.00	\$15.00	\$15.00	\$15.00	\$15.00	
DID Group of 100	\$25.00	\$25.00	\$25.00	\$25.00	\$25.00	\$25.00	
<b>Off Premises Extension</b>							
Flat Rate	\$15.00	\$40.00	\$35.00	N/A	\$30.00	N/A	
Measured	\$15.00	\$16.00	\$14.00	N/A	\$13.00	N/A	
Per Minute		\$0.015	\$0.015	N/A	\$0.015	N/A	
<b>Netflex T-1 Service w/DID</b>							
Flat Rate, per month	\$395.00	\$675.00	\$625.00	N/A	\$600.00	\$575.00	
<b>Measured Rate</b>							
Per month:	\$395.00	\$400.00	\$390.00	N/A	\$375.00	N/A	
Per minute:	N/A	\$0.015	\$0.015	N/A	\$0.015	N/A	
<b>Message Rate</b>							
Per month:	\$395.00	\$400.00	\$390.00	N/A	\$375.00	N/A	
Per message:	N/A	\$0.06	\$0.06	N/A	\$0.06	N/A	
DID Group of 20	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	
DID Group of 50	\$15.00	\$15.00	\$15.00	\$15.00	\$15.00	\$15.00	
DID Group of 100	\$25.00	\$25.00	\$25.00	\$25.00	\$25.00	\$25.00	

**SECTION 5 – LOCAL EXCHANGE SERVICE, (CONT'D.)****5.2 Rates, (Cont'd.)****5.2.1 Verizon Virginia Service Area, (Cont'd.)**

	<b>Non - Recurring Charges</b>	<b>Month to Month</b>	<b>1 Yr.</b>	<b>2 Yr.</b>	<b>3 Yr.</b>	<b>5 Yr.</b>
<b>Netflex PRI</b>						
Flat Rate, per month	\$395.00	N/A	\$650.00	N/A	\$600.00	\$575.00
Measured Rate						
Per month:	\$395.00	\$700.00	\$575.00	N/A	\$525.00	N/A
Per minute:		\$0.015	\$0.015	N/A	\$0.015	N/A
Message Rate						
Per month:	\$395.00	\$700.00	\$575.00	N/A	\$525.00	N/A
Per message:		\$0.060	\$0.060	N/A	\$0.060	N/A
DID Group of 20	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00
DID Group of 50	\$15.00	\$15.00	\$15.00	\$15.00	\$15.00	\$15.00
DID Group of 100	\$25.00	\$25.00	\$25.00	\$25.00	\$25.00	\$25.00
Caller ID	\$90.00	\$90.00	\$85.00	N/A	\$80.00	N/A
Caller ID w/Name	\$120.00	\$145.00	\$135.00	N/A	\$120.00	N/A
<b>Netflex BRI</b>						
Measured Rate						
Per month:	\$15.00	\$43.00	\$40.50	N/A	\$39.00	N/A (I)
Per minute:		\$0.015	\$0.015	N/A	\$0.015	N/A
Message Rate						
Per month:	\$15.00	\$43.00	\$40.50	N/A	\$39.00	N/A (I)
Per message:		\$0.060	\$0.060	N/A	\$0.060	N/A
<b>Netflex PRI Hub Service</b>	\$500.00	\$475.00	\$470.00	\$465.00	\$460.00	\$455.00
<b>Integrated T-1</b>						
Flat Rate, per month	\$395.00	\$650.00	\$500.00	N/A	\$450.00	N/A
Measured Rate						
Per month	\$395.00	\$400.00	\$375.00	N/A	\$350.00	\$N/A
Per minute		\$0.015	\$0.015	N/A	\$0.015	N/A

**SECTION 5 – LOCAL EXCHANGE SERVICE, (CONT'D.)**

**5.2 Rates, (Cont'd.)**

**5.2.1 Verizon Virginia Service Area, (Cont'd.)**

	<b>Non - Recurring Charges</b>	<b>Month to Month</b>	<b>1 Yr.</b>	<b>2 Yr.</b>	<b>3 Yr.</b>	<b>5 Yr.</b>	
<b>Netserve Centrex</b>							
<b>Standard System</b>							
Flat Rate, per month:	See Sect. 4.1.2	\$58.50	\$57.50	N/A	\$56.00	N/A	(I)
Measured Rate							
Per month	See Sect. 4.1.2	\$48.00	\$45.00	N/A	\$43.00	N/A	(I)
Per minute	N/A	\$0.015	\$0.015	N/A	\$0.015	N/A	
<b>Centrex Value Package</b>	\$12.50	\$12.50	\$12.20	N/A	\$11.95	N/A	
<b>Centrex Premium Pkg</b>	\$16.00	\$16.00	\$15.75	N/A	\$15.75	N/A	
<b>Remote Call Forwarding</b>	\$10.00	\$33.10	\$32.85	N/A	\$32.60	N/A	(I)

**SECTION 5 – LOCAL EXCHANGE SERVICE, (CONT'D.)**

**5.2 Rates**

**5.2.2 Verizon South Service Area**

Reserved for Future Use

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**SECTION 6 – SUPPLEMENTAL SERVICES****6.1 Optional Calling Features**

Optional Calling Features are services offered as additions to regular telephone exchange service.

**6.1.1 Feature Descriptions**

Anonymous Call Rejection (ACR): Allows a customer to reject calls from callers who are using a blocking option to prevent display of their telephone number. The Customer activates or deactivates ACR by dialing a preassigned code.

Auto Call Back (\*69): Allows the Customer to return a call to the last incoming call whether answered or not. Upon activation, it will redial the number automatically and continue to check the number every 45 seconds for up to 30 minutes, if the number is busy. The Customer is alerted with a distinctive ringing pattern when the busy number is free. When the Customer answers the ring, the call is then completed.

Auto Redial: Automatically redials a busy number for up to 30 minutes until line is available.

Per-Call Blocking: Allows the name and number of the calling party to be blocked from being transmitted when placing outbound calls. To activate per-call blocking, a Customer dials a special code prior to placing a call. Blocking will be activated for that outgoing call only. There is no charge for using per call blocking, and it is provided on an unlimited basis.

Call Forward: Allows the Customer to automatically transfer all incoming calls to a telephone number at another local or toll location.

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**SECTION 6 – SUPPLEMENTAL SERVICES, (CONT'D.)****6.1 Optional Calling Features, (Cont'd.)****6.1.1 Feature Descriptions, (Cont'd.)**

Call Screen: Provides the Customer with the ability to prevent repeated calls from an unwanted caller whose number may or may not be known. In addition, the Customer has the ability to create a list of telephone numbers from which the Customer may not wish to receive calls. Calls from these telephone numbers will be sent an appropriate announcement indicating that the call cannot be completed because the Customer has activated Call Screening.

Call Trace: Allows a Customer to initiate an automatic trace of the last call received. After receiving the call that is to be traced, the Customer dials a code and the traced telephone number is automatically sent to the Company. The Customer using Call Trace is required to contact the Company for further action. The Customer originating the trace will not receive the traced telephone number. The results of a trace will be furnished only to legally constituted authorities upon proper request by them.

Call Waiting: Permits the Customer engaged in a call to receive a tone signal indicating a second call is waiting and, by operation of the switchhook, to place the first call on hold and answer the waiting call. The Customer may alternate between the two calls by operation of the switchhook, but a three-way conference cannot be established.

Call Waiting ID: Includes all the features of Call Waiting and additionally provides for the display of the second caller's name and telephone number on Caller ID compatible Customer premises equipment.

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**SECTION 6 – SUPPLEMENTAL SERVICES, (CONT'D.)**

**6.1 Optional Calling Features, (Cont'd.)**

**6.1.1 Feature Descriptions, (Cont'd.)**

Caller ID with Name: Displays the name and telephone number of an incoming call on a specially designed telephone or device that the Customer attaches to their existing telephone. Obtaining and maintaining the display device is the responsibility of the Customer.

Distinctive Ring: Allows Customers to designate up to two additional telephone numbers from which incoming calls will have a distinctive ring.

Speed Dialing 8 Code\*: Allows the Customer to dial an abbreviated code to originate a call to any of 8 programmed telephone numbers.

Three-Way Calling: Permits the Customer to add a third party to an established connection. When the third party answers, a two-way conversation can be held before adding the original party for a three-way conference. The Customer initiating the conference controls the call and may disconnect the third party to reestablish the original connection or establish a connection to a different third party. The feature may be used on both outgoing and incoming calls.

\* Speed Dialing 8 Code is not regulated by the Virginia State Corporation Commission.

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**SECTION 6 – SUPPLEMENTAL SERVICES, (CONT'D.)****6.1 Optional Calling Features, (Cont'd.)****6.1.2 Rates****A. Rates Per Month**

The following optional calling features are offered to Customers on a monthly basis. Customers are allowed unlimited use of each feature. No usage sensitive charges apply. Multi-line Customers must order the appropriate number of features based on the number of lines that will have access to the feature.

<b>Feature</b>	<b>Verizon Virginia</b>	<b>Verizon South</b>
	<b>Areas</b>	<b>Areas</b>
Anonymous Call Rejection	\$3.00	N/A
Auto Call Back (*69)	\$5.00	N/A
Auto Redial	\$3.00	N/A
Per-Call Blocking	No Charge	N/A
Call Forward	\$4.00	N/A
Call Screen	\$3.00	N/A
Call Trace	\$1.00	N/A
Call Waiting	\$4.00	N/A
Call Waiting ID	\$7.00	N/A
Caller ID with Name	\$10.00	N/A
Distinctive Ring	\$7.00	N/A
Speed Dialing - 8 Codes	N/R	N/A
Three Way Calling	\$5.00	N/A

**SECTION 6 – SUPPLEMENTAL SERVICES, (CONT'D.)**

**6.1 Optional Calling Features, (Cont'd.)**

**6.1.2 Rates, (Cont'd.)**

**B. Rates Per Use**

<b>Feature</b>	<b>Verizon Virginia Areas</b>	<b>Verizon South Areas</b>
Auto Call Back (*69)	\$0.75	N/A
Auto Redial	\$0.75	N/A
Three Way Calling	\$0.75	N/A
Call Trace	\$2.50	N/A
Per Call Blocking	No Charge	N/A

**SECTION 6 – SUPPLEMENTAL SERVICES, (CONT'D.)**

**6.2 Directory Assistance Services**

**6.2.1 Local Directory Assistance**

**A. General**

A Customer may obtain Directory Assistance in determining telephone numbers by calling the Directory Assistance operator. The Customer may request a maximum of two (2) telephone numbers per call to Directory Assistance service without additional charges.

**B. Regulations**

A Directory Assistance Charge applies for each telephone number, area code, and/or general information requested from the Directory Assistance operator.

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**SECTION 6 – SUPPLEMENTAL SERVICES, (CONT'D.)****6.2 Directory Assistance Services, (Cont'd.)****6.2.1 Local Directory Assistance, (Cont'd.)****C. Rates**

Unless one of the exceptions listed above applies, the charges as shown below apply for each request made to the Directory Assistance operator:

	<b>Verizon Virginia Areas</b>	<b>Verizon South Areas</b>
Local, Per Query:		
Direct Dialed (after 3 free)	\$0.36	N/A
Placed via operator	\$0.58	N/A

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**SECTION 6 – SUPPLEMENTAL SERVICES, (CONT'D.)****6.2 Directory Assistance Services, (Cont'd.)****6.2.2 Call Completion****A. General**

The charges as shown below apply for each request made to the Directory Assistance Operator in which the operator completes the call to the desired number.

There are no allowances for Directory Assistance Call Completion, however, the Directory Assistance portion of the call is still governed by the appropriate call allowances and exemptions as stated in Section 6.2.1 of this tariff.

The rates set forth below for Directory Assistance Call Completion are in addition to the Directory Assistance rate, as well as the local or toll usage, if applicable.

**B. Rates**

	<b>Verizon Virginia Areas</b>	<b>Verizon South Areas</b>
Local, Per Call:	\$0.58	N/A

**SECTION 6 – SUPPLEMENTAL SERVICES, (CONT'D.)**

**6.2 Directory Assistance Services, (Cont'd.)**

**6.2.3 National Directory Assistance**

**A. General**

National 411 Service provides Customers with the listing of individuals or businesses located outside the Customer's local service area or NPA, but within the United States. Requests for listing that are within the local service area or NPA are provided and billed pursuant to Basic Directory Assistance Service in this tariff. National 411 is subject to the availability of facilities.

The rates specified below will apply for all National 411 requests, including requests for listing that are nonpublished, nonlisted or not found.

A maximum of two requests for listings will be allowed per call.

Charges for N411 Services are not applicable to calls from telephones where the Customer or, in the case of residence service, where the Customer or a member of the Customer's household has been affirmed as being unable to use a directory because of a visual or physical disability.

Upon request, Customers will be given a one-time credit on N411 charges when they mistakenly believe local directory assistance rates apply to N411 calls. This one-time credit would apply to all N411 calls on the first disputed bill.

**B. Rates**

	<b>Verizon Virginia Areas</b>	<b>Verizon South Areas</b>
Per Call:	\$1.50	N/A

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**SECTION 6 – SUPPLEMENTAL SERVICES, (CONT'D.)****6.3 Operator Service****6.3.1 General**

Company operator services, available to Customers, are accessible on a twenty-four (24) hour per day seven (7) days per week basis. In addition to the per call service charge, usage rates apply. The types of calls handled are as follows:

Customer Dialed Calling/Credit Card Call - This charge applies in addition to usage charges for station to station calls billed to an authorized Calling Card or Commercial Credit Card. The Customer must dial the destination telephone number where the capability exists for the Customer to do so. A separate rate applies in the event operator assistance is requested for entering the Customer's card number for billing purposes.

Operator Dialed Calling/Credit Card Call - This charge applies in addition to usage charges for station to station calls billed to an authorized telephone Calling Card or Commercial Credit Card and the operator dials the destination telephone number at the request of the Customer.

Operator Station - These charges apply in addition to usage charges for non-Person-to-Person calls placed using the assistance of a Company operator and billed Collect, to a Third Party, by deposit of coins in Pay Telephones, or via some method other than a Calling Card or Commercial Credit Card.

Person-to-Person - This charge applies in addition to usage charges for calls placed with the assistance of a Company operator to a particular party at the destination number. This charge applies regardless of billing method, including but not limited to billing to a Calling Card, Commercial Credit Card, Collect, by deposit of coins in Pay Telephones, or to a Third Party. Charges do not apply unless the specified party or an acceptable substitute is available.

**SECTION 6 – SUPPLEMENTAL SERVICES, (CONT'D.)**

**6.3 Operator Service, (Cont'd.)**

**6.3.2 Rates**

**A. Usage Charges**

Usage charges will be billed at the rate in effect for the presubscribed service plan purchased by the Customer.

**B. Per Call Service Charges**

	<b>Verizon Virginia</b>	<b>Verizon South</b>
	<b>Areas</b>	<b>Areas</b>
Customer Dialed Calling Card	\$0.60	N/A
Collect	\$0.75	N/A
Third Party Billed	\$0.75	N/A
Person-to-Person	\$1.50	N/A
Operator Dialed	\$0.75	N/A

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**SECTION 6 – SUPPLEMENTAL SERVICES, (CONT'D.)****6.4 Busy Line Verification and Interrupt Services****6.4.1 Description**

Upon request of a calling party the Company will verify a busy condition on a designated local service line. The operator will determine if the line is clear or in use and report to the calling party. At the request of the Customer, the operator will interrupt the call on the busy line. Emergency Interruption is only permitted in cases where the calling party indicates an emergency exists and requests interruption. Verification and emergency interrupt service is offered where facilities permit.

No charge will apply when the calling party advises that the call is to or from an official public emergency agency. Busy Verification and Emergency Interrupt is furnished where and to the extent that facilities permit. If the Customer has the operator interrupt a call, both the Busy Line Verification and the Emergency Interrupt charge will apply.

The Customer shall identify and save the Company harmless against all claims that may arise from either party to the interrupted call or any person.

**6.4.2 Rates**

	<b>Verizon Virginia</b>	<b>Verizon South</b>
	<b>Areas</b>	<b>Areas</b>
Busy Line Verification per request:	\$0.75	N/A
Emergency Verification and Interrupt, per request	\$1.55	N/A

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**SECTION 6 – SUPPLEMENTAL SERVICES, (CONT'D.)**

**6.5 Directory Listing Service**

**6.5.1 General Terms and Conditions**

- A.** The Company shall provide for a single directory listing, termed the primary listing, in the telephone directory published by the dominant exchange service provider in the Customer's exchange areas of the Station number which is designated as the Customer's main billing number. Directory listings of additional Company Station numbers, other than the Customer's main billing number, associated with a Customer's service will be provided for a monthly recurring charge per listing.
- B.** 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 the identification of the Customer is not impaired thereby. Where 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, obscenities in the name, or any listing which, in the opinion 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 that is found to be in violation of its rules with respect thereto.

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**SECTION 6 – SUPPLEMENTAL SERVICES, (CONT'D.)**

**6.5 Directory Listing Service, (Cont'd.)**

**6.5.1 General Terms and Conditions, (Cont'd.)**

- D.** Each listing must be designated Government or Business to be placed in the appropriate section of the directory. In order to aid the user of the directory, and to avoid misleading or deceiving the calling party as to the identity of the listed party, only business listings may be placed in the Business Section and only residential listings in the Residential section. The Company, upon notification to the Customer, will withdraw any listing which is found to be in violation of its rules with respect thereto.
- E.** In order for listings to appear in an upcoming directory, the Customer must furnish the listing to the Company in time to meet the directory publishing schedule.
- F.** Rates and regulations for listing service are applicable only to listings in the alphabetical directories.
- G.** Directory listings are limited to such information as is essential to the identification of the listed party. The listing of a service, commodity, or trade name is not permitted unless it is the name, or an integral part of the name, under which the Customer does business.
- H.** A listing is limited to one line in the directory, except where in the judgment of the Company, more than one line is required to identify the Customer properly. In such cases, the additional lines required are provided at no extra charge.
- I.** Listing services are available with all classes of main telephone exchange service.

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**SECTION 6 – SUPPLEMENTAL SERVICES, (CONT'D.)****6.5 Directory Listing Service, (Cont'd.)****6.5.2 With respect to errors or omissions in Directory Listings:**

- A.** The Company's liability arising from errors or omissions in Directory Listings, other than charged listings, shall be limited to the amount of actual impairment to the Customer's service and in no event shall exceed one-half the amount of the fixed monthly charges applicable to exchange service affected during the period covered by the directory in which the error or omission occurs. In cases of charged Directory Listings, the liability of the Company shall be limited to an amount not exceeding the amount of charges for the charged listings involved during the period covered by the directory in which the error or omission occurs.
- B.** In conjunction with a nonpublished telephone number, as described in Paragraph 6.5.2.D the Company will not be liable for failure or refusal to complete any call to such telephone when the call is not placed by number. The Company will try to prevent the disclosure of the number of such telephone, but will not be liable should such number be divulged.
- C.** When a Customer with a nonpublished telephone number, as defined herein, places a call to the Emergency 911 or E911 Service, the Company will release the name and address of the calling party, where such information can be determined, to the appropriate local governmental authority. By subscribing to service under this tariff, Customer acknowledges and agrees with the release of information as described above.

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**SECTION 6 – SUPPLEMENTAL SERVICES, (CONT'D.)****6.5 Directory Listing Service, (Cont'd.)****6.5.3 Listings****A. Primary Listing**

One listing, termed the initial listing is included with each Customer's service, and with the initial line of a line hunting group.

**B. Additional Listings**

At a charge, additional listings may be included in the alphabetical directory and on directory assistance records, or appear on directory assistance records only. The monthly rate for additional listings apply when the listings appear in Directory Assistance records in accordance with the date requested by the Customer.

If an additional listing is ordered discontinued by the Customer after the closing of the directory, the monthly rate continues through that issue of the directory and up to the date for rates to be Effective: June 26, 2008 for the next directory. If the additional listing is ordered discontinued before the closing date of the directory in which it would first appear the monthly rate continues only to the date of cancellation by the Customer, with a minimum service period of one month.

**C. Foreign Listing**

Where available, a listing in a telephone directory which is not in the Customer's immediate calling area. The Customer will be charged the rates specified in the tariff published by the specific local exchange carrier providing the Foreign Listing.

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**SECTION 6 – SUPPLEMENTAL SERVICES, (CONT'D.)****6.5 Directory Listing Service, (Cont'd.)****6.5.3 Listings, (Cont'd.)****D. Nonpublished Service**

Nonpublished service means that the Customer's telephone number is not listed in the directory, nor does it appear in the Company Directory Assistance Records. However, such information may be displayed on a call-by-call basis at Public Safety Answering Point locations where Enhanced Universal Emergency Number service is provided (E911).

The Company will complete calls to a non-published number only when the caller dials direct or gives the operator number. No exceptions will be made, even if the caller says it is an emergency.

When the Company agrees to keep a number unlisted, it does so without any obligation. Except for cases of gross negligence or willful misconduct, the Company is not liable for any damages that might arise from publishing a non-published number in the directory or disclosing it to some. If, in error, the telephone number is published in the directory, the only obligation of the Company is to credit or refund any monthly charges the Customer paid for non-published service.

The subscriber indemnifies (i.e., promises to reimburse the Company for any amount the Company must pay as a result of) and save the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a non-published service or the disclosing of said number to any person.

**SECTION 6 – SUPPLEMENTAL SERVICES, (CONT'D.)**

**6.5 Directory Listing Service, (Cont'd.)**

**6.5.2 Listings, (Cont'd.)**

**E. Nondirectory Listed Service**

Nondirectory listed service means that the Customer's telephone number is not listed in the directory, but does it appear in the Company Directory Assistance Records.

This service is subject to the rules and regulations for E911 service, where applicable.

The Company will complete calls to a non-listed number.

When the Company agrees to keep a number unlisted, it does so without any obligation. Except for cases of gross negligence or willful misconduct, the Company is not liable for any damages that might arise from publishing a non-listed number in the directory or disclosing it to some. If, in error, the telephone number is listed in the directory, the only obligation of the Company is to credit or refund any monthly charges the Customer paid for non-listed service.

The subscriber indemnifies (i.e., promises to reimburse the Company for any amount the Company must pay as a result of) and save the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a nondirectory listed service or the disclosing of said number to any person.

**SECTION 6 – SUPPLEMENTAL SERVICES, (CONT'D.)**

**6.5 Directory Listing Service, (Cont'd.)**

**6.5.3 Rates**

**A. Nonrecurring Charges**

	<b>Verizon Virginia Areas</b>	<b>Verizon South Areas</b>
Non-Listed - per listing	No Charge	N/A
Non-Published, per line	No Charge	N/A
Additional Listings, each	No Charge	N/A

**B. Monthly Recurring Charges**

	<b>Verizon Virginia Areas</b>	<b>Verizon South Areas</b>
Non-Listed - per listing	\$1.42	N/A
Non-Published, per line	\$2.27	N/A
Additional Listings, each	\$1.89	N/A

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**SECTION 6 – SUPPLEMENTAL SERVICES, (CONT'D.)**

**6.6 700/900 Blocking**

700/900 Blocking prevents a local exchange service user from accessing 700 and/or 900 service telephone numbers. The Company will provide per-line blocking where facilities permit. Customers may elect to block calls to 700 service telephone numbers only, 900 service telephone numbers only, or both 700 and 900 service telephone numbers. Residential customers will be given a sixty (60) day one time option to subscribe to this service at no charge. Business customers, and residential customers after the sixty day period, will be charged the Record Order Charge, as defined in Section 4.1 of this tariff, to subscribe to this service.

700/900 Blocking, per month:                      No Charge

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**SECTION 7 – SPECIAL ARRANGEMENTS**

**7.1 Individual Customer Pricing (ICP) Arrangements**

Arrangements will be developed on a case-by-case basis for tariffed services to a specific customer at rates, terms or conditions through an agreement instead of pursuant to tariff.

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

**7.2 Special Assembly**

The Company may provide a unique local 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.

**7.3 Promotions**

The Company may make promotional offerings of its tariffed services that may include reducing or waiving applicable charges for the promoted service.

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.