

METTEL OF VA, LLC
REGULATIONS AND SCHEDULE OF INTRASTATE CHARGES
APPLYING TO LOCAL EXCHANGE COMMUNICATIONS SERVICES
WITHIN THE COMMONWEALTH OF VIRGINIA

This Product Guide contains the descriptions, regulations, service standards, and rates applicable to the furnishing of service and facilities for telecommunications services provided by MetTel of VA, LLC (“MetTel”), with principal offices at 55 Water St., New York, NY 10041. The Company’s toll free contact number is 1-877-638-8351. This Product Guide applies for services furnished within the Commonwealth of Virginia.

CHECK SHEET

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1	Original	32	Original	63	7 th Revised
2	29 th Revised*	33	Original	64	9 th Revised
3	24 th Revised*	34	1 st Revised	65	7 th Revised
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5	3 rd Revised	36	Original	67	10 th Revised*
6	Original	37	Original	68	5 th Revised
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9	Original	40	Original	70.1	2 nd Revised
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11	Original	42	Original	72	5 th Revised
12	Original	43	6 th Revised	73	10 th Revised*
13	Original	44	2 nd Revised	74	1 st Revised
14	Original	45	1 st Revised	75	1 st Revised
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20	Original	51	1 st Revised	81	1 st Revised
21	Original	52	7 th Revised	82	1 st Revised
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23	Original	54	1 st Revised	84	1 st Revised
24	1 st Revised	55	1 st Revised	85	8 th Revised
25	Original	56	9 th Revised	86	3 rd Revised
26	Original	57	Original	87	9 th Revised
27	Original	58	Original	88	Original
28	Original	59	Original	89	1 st Revised
29	Original	60	Original	90	8 th Revised
30	Original	61	Original	91	Original
31	Original	62	10 th Revised	92	Original

*- Denotes new or revised page with this filing.

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96	Original	128	1 st Revised
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EXPLANATION OF SYMBOLS

- 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.

PRODUCT GUIDE FORMAT

- A. Page Numbering** - Page numbers appear in the upper right corner of the sheet. Pages are numbered sequentially. However, new pages are occasionally added to the Product Guide. When a new page is added between existing pages with whole numbers, a decimal is added. For example, a new page added between pages 34 and 35 would be page 34.1.
- B. Page Revision Numbers** - Revision numbers also appear in the upper right corner of the page. These numbers are used to determine the most current page version on file. For example, 4th Revised Page 34 cancels the 3rd Revised Page 34. 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 its next higher level:
- 2
 - 2.1
 - 2.1.1
 - 2.1.1.A
 - 2.1.1.A.1
 - 2.1.1.A.1.(a)
 - 2.1.1.A.1.(a).I
 - 2.1.1.A.1.(a).I.(i)
 - 2.1.1.A.1.(a).I.(i).(1)
- D. Check Sheet** - When a Product Guide is updated, an updated check sheet accompanies the Product Guide filing. The check sheet lists the Product Guide pages, with a cross reference to the current revision number. When new sheets 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 sheet if these are the only changes made. The Product Guide user should refer to the latest check sheet to find out if a particular page is the most current on file.

SECTION 1 - APPLICATION OF PRODUCT GUIDE

This Product Guide sets forth rules applicable to the provision of local exchange telecommunications services within the Commonwealth of Virginia.

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SECTION 2 - DEFINITIONS

Accessories: Devices which are mechanically attached to, or used with, the facilities furnished by a telephone company and which are independent of, and not electrically, acoustically, or inductively connected to the conductors in the communications path of a telephone company's facilities.

Advance Payment: Part or all of a payment required before the start of Service.

Applicant: An individual or concern making application to the Company for communications service under this Product Guide.

Application: Refers to an application made by a prospective Subscriber to the Company under which services for communication between specified locations, for designated periods, and for the use of the Subscriber specifically named in the application are to be furnished in accordance with the provisions of this Product Guide.

Authorized User: A person, firm or corporation, which is authorized by the Subscriber to be connected to the service of the Subscriber. An authorized user must be specifically named in the application for service.

Bandwidth: A defined range of frequencies.

Baud: A unit of signaling speed. It is the reciprocal of the time duration in seconds of the shortest signal element (mark and space) within a code signal. The speed baud is the number of signal elements per second.

Bit: The smallest unit of information in the binary system of notation.

Bridging Arrangements: The physical equipment needed in a telephone company's central office to meet specified transmission and signaling criteria.

Building Channel: The inside wire used to connect two or more stations within the same building or to connect a station to station connection location.

Channel Terminal: Provides for equipment required to terminate an interexchange channel at each rate center central office.

Commission: Virginia State Corporation Commission.

SECTION 2 – DEFINITIONS, (CONT'D.)

Communications Services: The Company's intrastate communications services offered under this Product Guide.

Company: MetTel of VA, LLC, d/b/a MetTel.

Company Network: The array of communications services which the Company has purchased from an Underlying Carrier and uses to provide services to Subscribers under this Product Guide.

Connecting Arrangement: Denotes equipment provided by a telephone company to accomplish the direct electrical connection of Subscriber-provided facilities with the facilities of the telephone company.

Customer: The person, firm or corporation who orders Service and is responsible for the payment of charges and compliance with the terms and conditions of this Product Guide.

Dedicated: A facility or equipment system or subsystem set aside for the sole use of a specific Customer or End User.

Direct Inward Dialing (DID): Routes incoming calls directly to stations.

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

End User: A person, firm or corporation who is designated by the Customer as a user of Company's Service furnished to the Customer. The End User must be specifically identified in the Application for Service.

End User Premises Equipment: Equipment provided by the Customer, the End User, or any party other than the Company that is located on the End User's premises and is connected to the Company's network.

Exchange Access Line: The service central office line equipment and all the Company plant facilities up to the demarcation point. These facilities are Company-provided and maintained and provide access to and from the telecommunications network for message toll service and for local calling appropriate to the use offering selected by the customer.

SECTION 2 – DEFINITIONS, (CONT'D.)

FCC: Federal Communications Commission.

Hunting: Routes a call to an idle station line in a prearranged group when the called station line is busy.

Individual Case Basis: A service arrangement in which the regulations, rates and charges are developed based on the specific circumstances of the Customer and at the Company's sole discretion.

Interface: The point on the premises of the Subscriber where provision is made to terminate provided by a telephone company. At the interface the transmission path may be 2 wire or 4 wire as specified for the various channels required.

Interoffice Channel: Provides for facilities to connect two different serving central offices for intraexchange se Interrupted Service: That portion of service provided to a Subscriber or Authorized User for which the Company has been notified of a temporary cessation and given an opportunity to test and repair.

Interrupted Service: That portion of service provided to a Subscriber or Authorized User for which the Company has been notified of a temporary cessation and given an opportunity to test and repair.

Network: The facilities of an Underlying Carrier.

Non-Recurring Charges: Charges to the Subscriber for services and equipment assessed by the Company once usually at the origination or termination of services and equipment.

Origination Point: The point of demarcation between the Company's facilities and those of the End User.

Premises: The space occupied by a Customer or End User in a building or buildings or contiguous property.

Rate Center: Denotes a specified geographical location, generally a main central office of an exchange from which local exchange services are facilitated to end users and subscribers.

SECTION 2 – DEFINITIONS, (CONT'D.)

Recurring Charges: The monthly charges to the Customer for Services, facilities and equipment, which continues for the agreed-upon duration of the Service.

Services: The services, or combination thereof, offered by the Company and contained in this Product Guide.

Service Order: The request for Company Services submitted by the Customer in the format devised by the Company. The submission of a Service Order by the Customer and confirmation thereof by the Company initiates the respective obligations of the parties as set forth therein and pursuant to this Product Guide.

Special Facilities: Any facilities, goods, supplies, products, equipment, fixtures or other installation specifically installed or constructed for Customer by Company pursuant to a negotiated agreement between Company and Customer.

Time Period: Means the interval of hours that distinguish day, evening, night, and weekend rate periods as indicated below:

Rate Periods	From	To, but not Including	Days
Weekdays	9:00 a.m.	9:00 p.m.	Monday-Friday
Evenings	9:00 p.m.	9:00 a.m.	Monday-Friday
	9:00 p.m.	9:00 a.m.	Sunday
Night/Weekends	9:00 p.m.	9:00 a.m.	Monday-Sunday
	9:00 p.m.	9:00 a.m.	Saturday-Sunday
	9:00 p.m.	9:00 a.m.	Saturday

For the purposes of this Product Guide recognized holidays are New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

Termination Point: The demarcation point between Company's facilities and the Customer's facilities.

Transmission Speed: Transmission speed or rate, in bits per second (bps), as agreed to by Company and Customer.

SECTION 3 - RULES AND REGULATIONS**3.1 Undertaking of the Company**

The Company undertakes to furnish Services in accordance with the terms and conditions set forth in this Product Guide.

3.2 Prohibited Uses

- A.** The Services of the Company shall not be used for any unlawful purpose or for any use as to which the Customer has not obtained all governmental approvals, authorizations, licenses, consents and permits, required to be obtained by the Customer with respect thereto.
- B.** 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 offerings complies with relevant laws and the Commission's regulations, policies, orders, and decisions.
- C.** The Company may, without obtaining any further consent from the Customer, assign any rights, privileges, or obligations under this Product Guide. The Customer or End User may not assign, transfer in any manner the Service or any rights associated with the Service without the written consent of the Company.
- D.** The Company may require a Customer to immediately shut down its transmission of signals if Company concludes, in its sole discretion, that such transmission is causing interference to others.
- E.** The Customer may not use the Services so as to interfere with or impair Service over any facilities and associated equipment, or so as to impair the privacy of any communications over such facilities and associated equipment.
- F.** A Customer or End User shall not represent that its services are provided by the Company, or otherwise indicate to its Customers that its provision of Services is jointly with the Company, without the prior written consent of the Company. The relationship between the Company and Customer shall not be that of partners or agents for one or the other, and shall not be deemed to constitute a partnership or agency agreement.

SECTION 3 - RULES AND REGULATIONS, (CONT'D.)**3.3 Obligations of the Customer**

The Customer (or the End User, as the case may be) shall be responsible for:

- A.** The payment of all charges applicable to the Services.
- B.** Damage or loss of the Company's facilities or equipment caused by the acts or omissions of the Customer or End User or the non-compliance by the Customer or End User with the provisions of this Product Guide; or by fire or theft or other casualty on the premises of the Customer or End User unless caused by the negligence or willful misconduct of the employees or agents of the Company;
- C.** Providing 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, and providing the level of power, heating and air conditioning necessary to maintain the proper environment on such premises;
- D.** Obtaining, maintaining, and otherwise having full responsibility for rights of way necessary to install equipment to provide Service to the Customer or End User from the minimum point of entry or the property line of the land on which the structure wherein any termination point or origination point used by the Customer or End User is placed or located, whichever is applicable, through the point of entry into the structure, throughout the structure, to the location of the equipment space. Any and all costs associated with the obtaining and maintaining of 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 the Customer. The Company may require the Customer to demonstrate its compliance with this section prior to accepting a Service Order.
- E.** Providing a safe place to work and complying with all laws and regulations regarding the working conditions on the Premises. The Customer may be required to install and maintain Company facilities and equipment within a hazardous area if, in the Company's opinion, injury to Company employees or property might result from installation or maintenance by the Company.

SECTION 3 - RULES AND REGULATIONS, (CONT'D.)**3.3 Obligations of the Customer (Continued)**

- 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 Premises or the rights-of-way for which the Customer is responsible, and obtaining permission for Company agents or employees to enter the Premises at any reasonable hour for the purpose of installing, inspecting, repairing, or, upon termination of Service as stated herein, removing the facilities or equipment of the Company.
- G.** 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.
- H.** Keeping the Company's equipment and facilities located on the Customer premises or rights-of-way obtained by the Customer free and clear of any liens or encumbrances relating to the Customer's use of the Company's Services or from the locations of such equipment and facilities.
- I.** Providing, operating and maintaining Customer provided or End User equipment on the Premises. Conformance of Customer provided or End User premises equipment with part 68 of the FCC Rules is the responsibility of the Customer.

3.4 Obligations of the Company

- A.** The Services the Company furnishes are subject to the terms, conditions, and limitations specified in this Product Guide and to such particular terms, conditions, and limitations as set forth in the special regulations applicable to the particular Services and facilities furnished under this Product Guide.
- B.** The liability of the Company for damages arising out of the furnishing of these Services, including but not limited to mistakes, omissions, interruptions, delays, tortuous conduct or errors, or other defects, representations, or use of these Services or arising out of the failure to furnish the Service, whether caused by acts of commission or omission,

SECTION 3 - RULES AND REGULATIONS, (CONT'D.)**3.4 Obligations of the Company (Continued)****B. (Continued)**

shall be limited to the extension of allowances for interruption. The extension of such allowances for interruption shall be the sole remedy of the Customer or End User and the sole liability of the Company. The Company will not be liable for any special, consequential, exemplary or punitive damages or intentional acts or omissions or negligence of the Company's employees or agents.

- C.** The Company shall not be liable for, nor shall any Service Credits be extended for, any failure of performance or equipment due to causes beyond its control, including but not limited to: acts of God, fire, flood or other catastrophes; any law, order, regulation, direction, action, or request of the United States Government, or of any other government, including state and local governments having or claiming jurisdiction over the Company, or of any department, agency commission, bureau, corporation, or other instrumentality of any one or more of these federal, state, or local governments, or any civil or military authority, national emergencies, insurrections, riots, wars, unavailability of rights-of-way or materials, or strikes, lock-outs, work stoppages, or other labor difficulties.
- D.** The Company shall not be liable for any act or omission by any entity furnishing to the Company or to the Company's Customers facilities or equipment used for or with the Services the Company offers.
- E.** The Company shall not be liable for any damages or losses due to the fault or negligence of the Customer or due to the failure or malfunction of Customer-provided equipment or facilities.
- F.** Company shall not be liable for the claims of vendors supplying equipment to Customers of the Company which may be installed at premises of the Company, nor shall the Company be liable for the performance of any such vendor or vendor's equipment.
- G.** The Company does not guarantee nor make warranty with respect to installations it provides for use in an explosive atmosphere. The Customer indemnifies and holds the Company harmless from any and all loss, claims, demands, suits, or other action, or any liability whatsoever,

SECTION 3 - RULES AND REGULATIONS, (CONT'D.)**3.4 Obligations of the Company (Continued)****G. (Continued)**

whether suffered, made, instituted, or asserted by any other party or person(s), and for any loss, damage, or destruction of property, whether loss, damage, or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, location, or use of any installation so provided. The Company is not liable for any defacement of or damage to the Premises resulting from the furnishing of Services, equipment, or associated wiring on such Premises or the installation or removal thereof, except where such defacement or damage is the result of negligence or willful misconduct on the part of the agents or employees of the Company.

H. The Company shall not be liable for any damages resulting from delays in meeting any Service dates.

I. The Company shall not be liable for any damages whatsoever associated with service, facilities, or equipment which the Company does not furnish or for any act or omission of Customer or any other entity furnishing services, facilities or equipment used for or in conjunction with Service.

J. THE COMPANY MAKES NO WARRANTIES OR REPRESENTATIONS, EXPRESS OF IMPLIED EITHER IN FACT OR BY OPERATION OF LAW, STATUTORY OF OTHERWISE, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR USE, EXCEPT THOSE EXPRESSLY SET FORTH HEREIN.

The Customer and any End User, jointly and severally, shall indemnify, defend and hold the Company harmless from claims, loss, damage, expense or liability (including liability for patent infringement) arising from: (1) any claims made against Company by any End User in connection with the delivery or consumption of Services; (2) combining with, or using in connection with facilities the Company furnished, facilities the Customer or End User furnished; or (3) use of facilities the Company furnished in a manner the Company did not contemplate and over which the company exercises no control. In the event that any

SECTION 3 - RULES AND REGULATIONS, (CONT'D.)**3.4 Obligations of the Company (Continued)****K. (Continued)**

infringing use is enjoined, the Customer, at its option and expense, may obtain immediately a dismissal or stay of such injunction, obtain a license or other agreement so as to extinguish the claim of infringement, terminate the claimed infringing use, or modify such combination so as to avoid any such infringement. In addition and without limitation, the Customer and any End Users shall defend, on behalf of the company and upon request by the Company, any suit brought or claim asserted against the Company for any such claims.

3.5 Connections for Service**3.5.1 General**

- A.** All Service along the facilities between the point identified as the Company's origination point and the point identified as the Company's termination point will be furnished by the Company, its agents or contractors.
- B.** Customer shall allow Company continuous access and right-of-way to both Customer and End User Premises to the extent reasonably determined by the Company to be appropriate to the provision and maintenance of Services, equipment, facilities and systems relating to this Product Guide.
- C.** The Company may undertake to 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 Product Guide. The Company does not guarantee availability by any such date and shall not be liable for any delays in commencing Service to any Customer.
- D.** The Company undertakes to use reasonable efforts to maintain only the facilities and equipment that it furnishes to the Customer or End User. Neither the Customer or the End User may, nor permit others to, rearrange, disconnect, remove, attempt to repair, or otherwise tamper with any of the facilities or equipment installed by the Company, except upon the written consent of the Company.

SECTION 3 - RULES AND REGULATIONS, (CONT'D.)**3.5 Connections for Service, (Continued)****3.5.1 General (Continued)**

- E.** Title to all facilities (except such equipment and/or facilities as are sold to or independently provided by a Customer or End User), including terminal equipment, shall remain with the Company. The operating personnel and the electric power consumed by such equipment on the Premises of Customer or End User shall be provided by and maintained at the expense of the Customer.
- F.** Equipment the Company provides or installs at the Customer's or End User's Premises for use in connection with the Services shall not be used for any purpose other than that for which the Company provided it.
- G.** The Company shall not be responsible for the operation or maintenance of any Customer or End User provided communications equipment. The Company may install certain Customer or End User provided communications equipment upon installation of Service; unless otherwise agreed by the Company in writing, Company shall not thereafter be responsible for the operation or maintenance of such equipment. Where such equipment is connected to the facilities furnished pursuant to this Product Guide, the responsibility of the Company shall be limited to the furnishing of facilities offered under this Product Guide and to the maintenance and operation of such facilities; subject to this responsibility the Company shall not be responsible for:
1. The proper origination of signals by Customer provided equipment or for the quality, or defects in, such signals; or
 2. The reception of signals by Customer provided equipment.
- H.** The Customer may be responsible for the payment of service charges for visits by the Company's agents or employees to the Premises when the Service difficulty or trouble report results from the improper or inappropriate use of equipment or facilities by the Customer or End User.

SECTION 3 - RULES AND REGULATIONS, (CONT'D.)**3.5 Connections for Service, (Continued)****3.5.1 General (Continued)**

- I.** In the event Company places Company equipment on Customers' premises for the purpose of furnishing service under this agreement, unless otherwise stipulated, Company is solely responsible for operating and maintaining such equipment. In the event that Customer attempts to operate or maintain any such equipment without first obtaining Company's written approval, in addition to any other remedies of Company for a breach by Customer of Customer's obligations hereunder, Customer shall pay Company for any damage to Company's equipment caused or related to such unauthorized operation or maintenance of Company's equipment upon receipt by Customer of a Company invoice therefore. In no event shall Company be liable to Customer, End User or any other person for interruption of the Service or for any other loss, cost or damage caused or related to Customer's improper or inappropriate use of Company-provided equipment.
- J.** Customer agrees to allow Company to remove all Company-provided equipment from Customer or End User's premises:
- 1.** upon termination, interruption or suspension of the Service in connection with which the equipment was used; and
 - 2.** for repair, replacement or otherwise as Company may determine is necessary or desirable.
- K.** At the time of such removal, such equipment shall be in the same condition as when delivered to Customer or installed in Customer or End User's premises, normal wear and tear only excepted. Customer shall reimburse Company for the unamortized cost of any such equipment in the event the foregoing conditions are not met.

SECTION 3 - RULES AND REGULATIONS, (CONT'D.)**3.5 Connections for Service, (Continued)****3.5.1 General (Continued)**

- L.** The Customer or End User is responsible for ensuring that Customer- or End User-provided equipment connected to Company equipment and facilities is compatible with such Company 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. Customer will submit to Company a complete manufacturer's specification sheet for each item of equipment that is not provided by the Company and which shall be attached to the Company's facilities. The Company shall approve the use of such item(s) of equipment unless such item is technically incompatible with Company's facilities. Any additional protective equipment required to prevent such damage or injury shall be provided by the Company at the Customer's expense.

- M.** Any special interface equipment necessary to achieve compatibility between the facilities and equipment of the Company used for furnishing Service, and the channels, facilities, or equipment of others shall be provided at the Customer's expense.

SECTION 3 - RULES AND REGULATIONS, (CONT'D.)**3.5 Connections for Service, (Continued)****3.5.2 Limitation of Service Equipment or Facilities**

- A.** Service is offered subject to the provisions of this Product Guide and the availability of the necessary facilities and/or equipment, and is limited to the ongoing availability and capacity of the Customer's facilities as well as the facilities the Company may require from other carriers to furnish Service. The Company may decline Service Orders to or from a location where, in the Company's sole discretion, the necessary facilities or equipment are not available. The Company may discontinue furnishing Service in accordance with the terms of this Product Guide.
- B.** The Company reserves the right to discontinue or limit Service when necessitated by conditions beyond its control, or when Service is used in violation of provisions of this Product Guide or the law.
- C.** The Company does not undertake to transmit messages, but offers the use of its Service when available, and, as more fully set forth elsewhere in this Product Guide, shall not be liable for errors in transmission or for failure to establish connections.
- D.** The Company reserves the right to discontinue Service, limit Service, or to impose requirements as required to meet changing regulatory or statutory rules and standards, or when such rules and standards have an adverse material affect on the business or economic feasibility of providing Service, as determined by the Company in its reasonable judgment.
- E.** The furnishing of Service under this Product Guide 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.

3.5.3 Network Interface Device

The Network Interface Device ("NID") is the Company-provided interface terminating the telecommunications network, on the property where the customer's service is located, at a point determined by the Company. The NID is a FCC Part 68 registered jack from which customer inside wire may be connected to

SECTION 3 - RULES AND REGULATIONS, (CONT'D.)**3.5 Connections for Service, (Continued)****3.5.3 Network Interface Device (Continued)**

the Company's network. The Part 68 registered jacks are: RJ1DC, RJ11C/W, RJ14C/W, RJ14X, RJ15C, RJ17C, RJ18C/W, RJ2DX, RJ2EX, RJ2FX, RJ2GX,RJ2HX, RJ2MB, RJ21X, RJ25C, RJ26X, RJ27X, RJ31M, RJ31X, RJ38X, RJ4MB, RJ41M, RJ41S, RJ45M, RJ45S, RJ48C, J48H,RJ48M, RJ48S, RJ48T, RJ48X, RJ61X, RJ71C. All wiring on the customer's premises that is connected to the telephone network shall connect to the Company's network through the Company provided NID. The Company is responsible for maintenance of the NID. The NID used for the termination of CPW shall be located outside the customer premises unless an outside location is impractical or the customer requests that it be located inside the premises. When the NID is located inside the premises, it shall be located at a point closest to the protector that is convenient to the Customer. Any additional cost associated with placing the NID outside when requested by the customer shall be at the customer's expense. For installation in multi-story or multi-company buildings, the NID shall be located at a point between the CPW (Customer Provided Wire) and the telephone company network. This location may be the telephone equipment room, wiring closet, inside or outside the customer premises, or other designated location that is accessible to the Customer. If a customer requests that the NID be placed in a location other than that selected by the Company the customer must pay any additional expense associated with placing the NID in the location requested by the customer.

3.5.4 Maintenance Visit Charge

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

3.6 Billing and Deposits**3.6.1 Deposits**

SECTION 3 - RULES AND REGULATIONS, (CONT'D.)

3.6 Billing and Deposits, (Continued)

3.6.1 Deposits (Continued)

- A. The Company may require a deposit from Customers to protect against uncollectible accounts. The maximum amount of any deposit shall not exceed the equivalent of the customers estimated liability for two months usage.
- B. 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.
- C. The Company will pay interest on deposits held longer than 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.
- D. At the option of the Customer making a security deposit, the Company will annually make either direct payment to the Customer of all accrued interest or shall credit same to the Customer's account. Customer deposits may be refunded by a utility at any time. Customer deposits will not be held longer than two years provided the Customer has established satisfactory credit during the period.

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3.6.2 Billing Procedures

- A. The Company shall bill all charges incurred by and credits due to the Customer. The Customer may choose to receive bills in either paper or electronic format. Such bills are due within thirty (30) days after the date of issuance thereof, regardless of the media utilized. The Company shall bill in advance charges for all Services to be provided during the ensuing billing period except for charges associated with Service usage.

SECTION 3 - RULES AND REGULATIONS, (CONT'D.)**3.6 Billing and Deposits, (Continued)****3.6.2 Billing Procedures****A. (Continued)**

Adjustments for the quantities of Service established or discontinued in any billing period beyond the minimum period will be prorated to the number of days based on a thirty (30) day month. The Company will, upon request and if available, furnish such detailed information as may reasonably be required for verification of the bill.

B. The Company shall bill for all Services rendered within ninety (90) days of when those Services are provided.

C. All bills for Service provided to the customer by the Company are due thirty (30) days from the date of issuance of the bill. The Customer's bill will show the date on which the bill is delivered to the U.S. mail or delivered to the customer's premises as well as the date by which the payment must be received to avoid late payment charges. Payment for current service shall not be considered overdue, if payment is received by the Company within 20 days from the mailing date or delivered date of the bill. 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%.

D. Customer shall be responsible for payment of all sales, use, gross receipts, excise, access, bypass, franchise or other local, state 911 taxes, TRS, Rights of Way fees and Federal taxes, fees, charges, or surcharges, however designated, imposed on or based upon the provision, sale or use of the Services rendered by Company, (excepting Company's income taxes). Such taxes shall be separately stated on the Customer's invoice.

E. For Returned Checks: The Customer will be assessed a returned check charge of \$20.00 for each check submitted by the Customer to the Company that a financial institution refuses to honor. This charge is inclusive of the bank fee plus a reasonable Company administrative fee.

SECTION 3 - RULES AND REGULATIONS, (CONT'D.)**3.6 Billing and Deposits, (Continued)****3.6.3 Disputed Bills**

In the event that a billing dispute occurs concerning any charges billed to the Customer by the Company, the Customer must pay the undisputed portion of the invoice in full and submit a documented claim for the disputed amount. The Customer shall submit all documentation as may reasonably be required to support the claim. All claims must be submitted to the Company within ninety (90) days of receipt of billing for those Services. Unless disputed, the invoice shall be deemed to be correct and payable in full by Customer. If the Customer is unable to resolve any dispute with the Company, then Customer may file a complaint with this Commission. The current address for filing Complaints is:

VSCC – Communications Division
Tyler Building – 9th Floor
1300 E. Main Street
Richmond, VA 23219
804-371-9420

If the dispute is resolved in favor of the Customer and the Customer has withheld the disputed amount, no interest or penalties will apply.

3.6.4 Discontinuance and Restoration of Service**3.6.4.1 Cancellation by the Company**

- A.** For Nonpayment: The Company may, upon ten (10) days written notice to the Customer, terminate local exchange service for failure to pay for noncompetitive regulated services. Service will not be terminated for a customer's failure to pay for intraLATA or interLATA toll services. The Company will note, on the customer's bill, those services which may lead to the termination of their local exchange service for non-payment.
- B.** For any violation of law or rules: A Customer shall be subject to discontinuance of Service, without notice, for any violation of any law, rule, regulation or policy of any government authority having jurisdiction over Service, or by reason of any order or decision of a court or other government authority having jurisdiction which prohibits the Company from furnishing such Service.

SECTION 3 - RULES AND REGULATIONS, (CONT'D.)**3.6 Billing and Deposits, (Continued)****3.6.4 Discontinuance and Restoration of Service (Continued)****3.6.4.1 Cancellation by the Company (Continued)**

- C.** For the Company to comply with any order or request of any governmental authority having jurisdiction: The Customer shall be subject to discontinuance of Service, without notice, for the Company to comply with any order or request of any governmental authority having jurisdiction.
- D.** For Other Causes: A Customer shall be subject to discontinuance of Service, without notice, in the event of suspected fraud or other unlawful use of the service, or fraud or misrepresentation in any submission of information required in a Service Order or any other information submitted to Company.
- E.** For any Customer filing of bankruptcy or reorganization or failing to discharge an involuntary petition there for within the time permitted by law: The Company may immediately discontinue or suspend Service under this Product Guide without incurring any liability.

3.6.4.2 Resumption of Service

If Service has been discontinued for nonpayment or as otherwise provided herein and the Customer wishes it continued, Service shall, at the Company's discretion, be restored when all past due amounts are paid or the event giving rise to the discontinuance (if other than nonpayment) is corrected to the satisfaction of Company in Company's sole and absolute discretion and Customer pays a deposit at Company's discretion. All applicable nonrecurring charges shall apply when Services are restored.

3.7 Service Interruptions and Credit Allowances

A credit allowance will be given on a per line basis for service interruptions, defined as any period during which any line subscribed to by the Customer hereunder and/or, if applicable, Company-provided equipment attached thereto is out of service, except as specified below. Out of service conditions are defined as complete loss of data transmission capability. Credit allowances, if any, shall be deducted from the charges payable by the Customer hereunder and shall be expressly indicated on the next bill to the Customer. An interruption period begins the earlier of when the Customer reports a malfunction in Service to the Company

SECTION 3 - RULES AND REGULATIONS, (CONT'D.)**3.7 Interruptions of Service and Credit Allowances (Continued)**

or Company becomes independently aware of such malfunction. A malfunction period ends when the affected line and/or associated equipment is fully operative and turned up to the customer. In cases of mass outages it may not be practicable or possible to confirm service restoration to each and every customer.

A. Credit allowances do not apply to interruptions:

- 1) caused by the Customer, any End User or any third party;
- 2) due to failure of power or equipment provided by the Customer or others;
- 3) during any period in which the Company is not given access to the Premises;
- 4) due to scheduled maintenance and repair; or
- 5) due to Acts of God or other events listed in section 3.4(C) preceding.

B. Interruption of Twenty-Four (24) Hour or Less - Portion of Daily Per-Line Charge

Length of Service Interruption Credit

- Less than 4 hours None
- 4 hours up to but not including 8 hours 1/3 of day
- 8 hours up to but not including 12 hours 1/2 of day
- 12 hours up to but not including 16 hours 2/3 of day
- 16 hours up to 24 hours one day

Two or more Service interruptions of the same type to the same line/equipment of two (2) hours or more during any one twenty-four (24) hour period shall be considered as one interruption. In no event shall such interruption credits for any one line/equipment exceed one (1) day's fixed recurring charges for such line/equipment in any twenty-four (24) hour period.

SECTION 3 - RULES AND REGULATIONS, (CONT'D.)**3.7 Interruptions of Service and Credit Allowances (Continued)****C. Interruptions over Twenty-Four (24) Hours**

Service interruptions over twenty-four (24) hours will be credited four (4) hours for each four (4) hour period or fraction thereof. No more than one (1) full day's credit will be allowed for any period of twenty-four hours.

3.8 Use of Service

All Service provided under this Product Guide is directly or indirectly controlled by the Company and the Customer may not transfer or assign the use of Service (except in the case of a merger or sale of substantially all the assets of Customer) without the express prior written consent of the Company, and then only when such transfer or assignment can be accomplished without interruption of the use or change in the location of Service. All terms and conditions contained in this Product Guide shall apply to any and all such transferees or assignees. The Customer shall, unless otherwise expressly agreed by the Company in writing, remain liable for the payment of all charges due under this Product Guide or any applicable agreements.

3.9 Terms and Conditions

The Company shall have no responsibility with respect to billings, charges, or disputes related to Services used by the Customer which are not included in the Services herein including, without limitation, any local, regional or long distance services not offered by the Company. The Customer shall be fully responsible for the payment of any bills for such services and for the resolution of any disputed or discrepancies with the appropriate service provider.

3.10 Requests for Service

Customers desiring to obtain Service must submit Service Orders in the form and format specified by Company.

SECTION 3 - RULES AND REGULATIONS, (CONT'D.)**3.10 Requests for Service, (Continued)****3.10.1 Cancellation of Requests for Service**

If a Customer cancels a Service Order after Company has commenced installation of Service, a cancellation charge may apply.

3.10.2 Cancellation of Service

Subject to cancellation charges referenced herein, the Customer may have Service discontinued upon verbal or written notice to the Company. The Company shall hold the Customer responsible for payment of all bills for Service furnished until the effective cancellation of Service.

3.11 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.

SECTION 3 - RULES AND REGULATIONS, (CONT'D.)**3.12 Maintenance**

- A.** Upon suitable notice, the Company may make such tests, adjustments, and inspections as may be necessary to maintain the Company's facilities in satisfactory operating condition. No interruption allowance will be credited to the Customer for the period during which the Company makes such tests, adjustments, or inspections.

- B.** Upon suitable notification to the Customer the Company may conduct tests/inspections as may be necessary to determine that the Customer or End User is complying with the requirements set forth 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. 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 such action. 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.

3.13 911/Universal Emergency Service**3.13.1 General**

Universal Emergency Number 911 Services provide the general public with simple and direct telephone access to public safety answering points engaged in assisting local governments in protecting the safety and property of the public. Enhanced Universal Emergency Telephone Number (E911 Service) is a business telephone exchange communications service whereby any telephone user who dials 911 will reach a designated Public Safety Answering Point (PSAP). E911 Service is offered subject to availability of stored program control central office facilities. No charge applies for calls to the 911 number.

SECTION 3 - RULES AND REGULATIONS, (CONT'D.)**3.13 911/Universal Emergency Service, (Continued)****3.13.2 Regulations**

- A.** This Product Guide does not provide for the inspection or constant monitoring of facilities to discover errors, defects or malfunctions in the service, nor does the Company undertake such responsibility.
- B.** 911 or E911 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 purposes of responding to an emergency call in progress.
- C.** The 911 calling party, by dialing 911, waives the privacy afforded by non-listed and non-published service to the extent that the telephone number, name, and address associated with the originating station location are furnished to the Public Safety Answering Point (PSAP).
- D.** 911 or E911 emergency telephone number service may be provided by the Company's underlying carrier.
- E.** 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.
- F.** The Company assumes no liability for any infringement, or invasion of any right of privacy or any persons caused, or claimed to be caused, directly or indirectly by the use of 911 or E911 service. Under the terms of this Product Guide, the Public Safety Agency must agree, except where the events, incidents, or eventualities set forth in this sentence are the result of the Company's gross negligence or willful misconduct, to release, indemnify, defend and hold harmless the Company from any and all loss or claims whatsoever, whether suffered, made, instituted, or asserted by the Public Safety Agency or by any other party or person, for any personal injury to

SECTION 3 - RULES AND REGULATIONS, (CONT'D.)**3.13 911/Universal Emergency Service, (Continued)****3.13.2 Regulations****F. (Continued)**

or death of any person or persons, or for any loss, damage, or destruction of any property, whether owned by the Customer or others. Under the terms of this Product Guide, the Public Safety Agency must also agree to release, indemnify, defend, and hold harmless the Company for any infringements of invasion of the right or 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 or E911 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 or E911 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 its agents.

SECTION 3 - RULES AND REGULATIONS, (CONT'D.)**3.14 Presubscription****3.14.1 General**

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

3.14.2 Presubscription Charges

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

Nonrecurring Charges

Business (C) (M)

Initial Line, or Trunk or Port \$5.00

Additional Line, Trunk or Port \$5.00

SECTION 3 - RULES AND REGULATIONS, (CONT'D.)**3.15 Special Construction**

A. When it is necessary for the Company to provide outside plant construction, either on a public road or on private property, which is other than that usually provided for the area and class of service furnished, the customer or other party requiring such special construction is required to pay the difference between the estimated cost of usual construction and the estimated cost of the type of construction provided under the conditions specified herein. These costs are calculated as the cost to the Company plus an administrative charge, minus any credit for salvage or reuse. Such special construction includes:

- (1) underground construction where aerial construction would usually be provided,
- (2) submarine cable,
- (3) greater quantity or a different type of facilities than that which the Company would otherwise construct in order to fulfill the Customer's initial requirements for service,
- (4) routing facilities different from that which the Company would normally utilize,
- (5) expedition of the construction of facilities at greater expense that would otherwise be incurred,

B. The Company will, in all cases, bear the same amount of the cost as in the case of usual construction.

- (1) Outside Plant Construction
 - (a) On Public Roads or on Private Property

The customer or other party requiring the special construction is required to pay the difference between the total estimated cost of such special construction and the amount to be borne by the Company. All plant is maintained and replaced at the expense of the Company, except where poles or conduit are owned by the customer, in which case the customer is required to maintain such poles or conduit.

SECTION 3 - RULES AND REGULATIONS, (CONT'D.)**3.15 Special Construction (Continued)****B. (Continued)****(1) Outside Plant Construction (continued)****(b) Conduit and Trenching**

Except as provided as usual construction by the Company, the provision, maintenance and replacement of conduit and underground construction on private property for one or more customers is the responsibility of the customer. The Company will install and maintain the associated wire facilities at its expense. The cost of conduit replacement or of opening and closing the trench in connection with the maintenance and replacement of the wire facilities shall be the responsibility of the customer.

(2) Facilities up to the Network Interface

(a) The standard method of wiring a building or structure for telephone service is by exposed wiring. It is the responsibility of the customer to provide a means of entrance into the building which is satisfactory to the Company and to provide space for mounting the necessary terminal and station protection equipment and, where riser cable is required, a reusable means to reach each floor and each suite or office on each floor where the telephone service is desired.

(b) Any required conduit or similar type construction involved in furnishing concealed wiring or extending wire inside the customer's premises must be installed and maintained at the expense of the customer. Such construction must be installed in a manner which is acceptable to the Company.

(c) Where, due to the type of construction of the building or the conditions imposed by the customer, abnormal expense is incurred by the Company, the customer is required to pay the difference between the estimated expense which would normally have been incurred for the installation

SECTION 3 - RULES AND REGULATIONS, (CONT'D.)**3.16 700/900 Blocking Options**

700/900 Blocking Options are arrangements which prevent a Customer from accessing 700 and/or 900 service telephone numbers. 700/900 Blocking Options are provided only on Local Exchange Service individual dial tone lines, PBX trunks, and Centrex lines and SEATS. 700/900 Blocking Options are only offered where the customer's serving central office is equipped with electronic switching equipment capable of providing this service. 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. There are no charges associated with 700/900 Blocking Options.

3.17 Termination of Service

The Company may terminate service with ten (10) business days' written notice to the Customer for any of the following occurrences: Customer non-compliance with Commission regulations; failure of the Customer to adhere to contractual obligations, or failure of the Customer to permit the Company to have reasonable access to its equipment. The Company may terminate service without notice in the event of any of the following occurrences: hazardous conditions of the Customer's premises; the Customer's maintaining and/or operating its own equipment in such a manner as to adversely affect the Company's equipment or service to others; Customer tampering with the Company's equipment; or the Customer's unauthorized or illegal use of the Company's service or equipment.

Notwithstanding Section 3.17, nonpayment of competitive, unregulated services will not result in disconnection of a Customer's basic local exchange telephone service. The Customer is responsible for all charges incurred to the Calling Station regardless of which party terminates the service. The Customer shall reimburse the Company for all costs, expenses and fees incurred by the Company in collecting such charges.

SECTION 4 - DESCRIPTION OF SERVICES AND RATES**4.1 Timing of Calls**

The Customer's monthly usage charges for the Company service are based upon the total number of minutes the Customer uses and the service options to which the Customer subscribes. Chargeable time begins at the time the called party answers (*i.e.* when two-way communications is possible), and ends when either party hangs up.

- A. No charges apply if a Call is not completed.
- B. For billing purposes, all Calls are rounded up to the nearest minute and billed in increments of one minute. The minimum call duration is 1 minute for a connected call.
- C. Where applicable, charges will be rounded up to the nearest penny.
- D. Usage begins when the called party picks up the receiver (*i.e.* when two-way communication is possible). A Call is terminated when the calling or called party hangs up. The Company utilizes software answer supervision, which permits up to 60 seconds of ringing before the Call becomes billed usage. Where answer supervision is not available, any Call for which the duration exceeds 60 seconds shall be presumed to have been answered and becomes billed usage.
- E. The Company will not knowingly charge for Incomplete Calls. Upon the Customer's request and proper verification, the Company shall promptly adjust or credit the Customer's account for charges or payments for any unanswered call inadvertently billed due to the unavailability of Feature Group D or due to another carrier's failure to provide answer supervision. Upon the Customer's request and proper verification, the Company also shall promptly adjust or credit the Customer's account for charges or payments for Calls placed to a wrong number.

4.2 Start of Billing

For billing purposes, the start of service is the day following acceptance by the Customer of the Company's service or equipment, or another date mutually agreed-upon by the Customer and the Company. The end of service date is the last day of the minimum notification of cancellation or any portion of the last day, after receipt by the Company of notification of cancellation as described in Section 3 of this Product Guide.

SECTION 4 - DESCRIPTION OF SERVICES AND RATES, (CONT'D.)**4.3 Calculation of Distance**

4.3.1 For measured rate service distance calculation, determine the rate distance between any two rate centers proceed as follows:

- (a) Obtain the "V" and "H" coordinates for each rate center-- V&H Coordinates can be obtained either from the Company or Telcordia or other national telecommunication providers.
- (b) 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.
- (c) Divide each of the differences obtained in (b) by three, rounding each quotient to the nearer integer.
- (d) Square these two integers and add the two squares. If the sum of the squares is greater than 1777, divide the integers obtained in (c) by three and repeat step (d). Repeat this process until the sum of the squares obtained in (d) is less than 1778;
- (e) The number of successive divisions by three in steps (c) and (d) determines the value of "N". Multiply the final sum of the two squares obtained in step (d) 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

- (f) Obtain square root of product in (e) 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 (e) preceding, the minimum rate mileage corresponding to the "N" value is applicable.

SECTION 4 - DESCRIPTION OF SERVICES AND RATES, (CONT'D.)**4.4 Local Exchange Services****4.4.1 Basic Local Exchange Service**

Basic Local Exchange Service provides a Customer with a Connection to the Company's switching network, which enables the Customer to:

- a) receive calls from other stations on the public switched telephone network;
- b) access the Company's Local Calling Services and other Services as set forth in this Product Guide;
- c) access interexchange calling services of the Company and of other carriers;
- d) access (at no additional charge) the Company's operators and business office for service related assistance; access toll-free telecommunications services such as 800 NPA; and access 9-1-1 service for emergency calling.

4.4.2 Application of Rates

The rates shown herein entitle the customer to local messages to all telephones bearing the designation of any central office of the exchanges or zones included as specified in the associated local service area or extended calling area.

SECTION 4 - DESCRIPTION OF SERVICES AND RATES, (CONT'D.)**4.4 Local Exchange Services, (Cont'd.)****4.4.2 Application of Rates, (Cont'd)**

Charges for monthly usage options apply in addition to the charges for dial tone lines.

Dial tone lines are available with either basic message rate service, basic measured rate service, or an unlimited monthly usage option. Individual lines without a monthly usage option are economy service.

Basic message rate and measured rate services provide for charging on a per-call basis on calls to the local service area with no usage allowance included in the monthly rates. The unlimited monthly usage option provides for unlimited local calling per month on a flat rate basis to dial tone lines in the local service area.

Limited usage provides the subscriber with a limited amount (Allowance) of message rate or measured rate calling as appropriate. For all calling over the allowance, additional rates per call apply.

With exchange flat/measured rate there is no limit on the number of local calls for a flat rate to the exchange or zone on which the dial tone line is rated, and basic measured rate service on calls to all other exchanges and zones in the local service area.

For a description of Rate Groups/Zones see Product Guide Section 6.1.5.

SECTION 4 - DESCRIPTION OF SERVICES AND RATES, (CONT'D.)**4.4 Local Exchange Services, (Cont'd.)****4.4.3 Verizon Virginia Territory, (Cont'd.)****A. Term Plans**

1. In the event the service is terminated by the customer prior to completion of the current term commitment period, the customer shall be liable for an early termination charge. The amount of the early termination charge will be the monthly recurring charge(s) (MRC) for the remainder of the term. For example:

$$\text{MRC} \times \# \text{ of Lines} \times \text{Remainder of Term} = \text{Termination Charge.}$$

2. End of Term Options. Prior to the end of the term commitment period, the customer may select one of the following options, to be effective at the end of the term:

- Renew their term commitment,
- Arrange for termination of the service
- Convert to month-to-month service

In the event the customer does not select one of the above options, the customer will be converted to month-to-month service.

3. Early termination charges will not be assessed under the following circumstances:

- Customer moves existing service either to a new location within the same address and/or same building (inside move) or to a new location (outside move) and maintains that service with MetTel for the remainder of the term;
- Customer attempts to move the existing service to a new location within Company's service area, but the service is unavailable;
- Customer renegotiates a new term commitment plan for the same service before the current term commitment expires and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment; or,
- Customer changes to another service or upgrades service to a higher speed or capacity under a term commitment, provided the value of the new term commitment is equal to or greater than the remaining value of the current term commitment; The Company provides the new service via Product Guide or on a Customer Specific Pricing (CSP) agreement; and the order to discontinue the existing service and the order for the new or upgraded service are received by the Company at the same time.

SECTION 4 - DESCRIPTION OF SERVICES AND RATES, (CONT'D.)

4.4 Local Exchange Services, (Cont'd.)

4.4.3 Verizon Virginia Territory, (cont'd.)

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SECTION 4 - DESCRIPTION OF SERVICES AND RATES, (CONT'D.)

4.4 Local Exchange Services, (Cont'd.)

4.4.3 Verizon Virginia Territory, (cont'd.)

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SECTION 4 - DESCRIPTION OF SERVICES AND RATES, (CONT'D.)

4.4 Local Exchange Services, (Cont'd.)

4.4.3 Verizon Virginia Territory, (cont'd.)

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SECTION 4 - DESCRIPTION OF SERVICES AND RATES, (CONT'D.)

4.4 Local Exchange Services, (Cont'd.)

4.4.3 Verizon Virginia Territory, (cont'd.)

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SECTION 4 - DESCRIPTION OF SERVICES AND RATES, (CONT'D.)

4.4 Local Exchange Services, (Cont'd.)

4.4.3 Verizon Virginia Territory, (cont'd.)

E. Business Access Lines*

Rate Group	Flat Rate	Message Rate	Measured Rate	EAS FR	EAS MSG	EAS MSD
1	73.31	50.00	50.00	0.00	0.00	0.00
2	73.31	50.00	50.00	0.00	0.00	0.00
3	75.54	50.00	50.00	0.00	0.00	0.00
4	75.54	50.00	50.00	0.00	0.00	0.00
5	79.70	50.00	50.00	0.00	0.00	0.00
6	79.70	50.00	50.00	2.10	0.68	0.69
7	79.70	50.00	50.00	0.00	0.00	0.00
8	79.70	50.00	50.00	1.70	0.49	0.50
9	79.70	50.00	50.00	0.00	0.00	0.00
10	79.70	50.00	50.00	4.64	1.51	1.54
11	84.81	50.00	50.00	0.00	0.00	0.00
12	84.81	50.00	50.00	0.00	0.00	0.00
13	84.81	50.00	50.00	3.64	1.00	1.03
14	84.81	50.00	50.00	3.64	1.00	1.03
15	84.81	50.00	50.00	3.64	1.00	1.03
16	84.81	50.00	50.00	0.00	0.00	0.00
17	84.81	50.00	50.00	1.79	0.46	0.46
18	89.91	50.00	50.00	0.00	0.00	0.00
19	89.91	50.00	50.00	0.00	0.00	0.00
20	89.91	50.00	50.00	1.36	0.35	0.35
21	89.91	50.00	50.00	3.49	0.90	0.90
22	89.91	50.00	50.00	2.68	0.63	0.63
23	89.91	50.00	50.00	0.91	0.20	0.10
24	84.81	50.00	50.00	14.05	3.63	0.00
25	89.91	50.00	50.00	4.13	1.06	1.03
26	89.91	50.00	50.00	11.80	3.05	3.05
27	89.91	50.00	50.00	9.14	2.13	2.13
28	89.91	50.00	50.00	10.55	2.66	2.68
29	95.54	50.00	50.00	0.00	0.00	0.00
30	95.54	50.00	50.00	1.29	0.30	0.30
31	95.54	50.00	50.00	0.00	0.63	0.00
32	95.54	50.00	50.00	9.79	2.03	0.09

*Monthly rates are reduced for 12, 24 and 36 month term plans by 19%, 21% and 24% respectively.

¹See Section 4.4.3 K for listing of extended area service (EAS). Rate additives are in addition to access line charge.

(I) |-----| (I)

SECTION 4 - DESCRIPTION OF SERVICES AND RATES, (CONT'D.)

4.4 Local Exchange Services, (Cont'd.)

4.4.3 Verizon Virginia Territory, (cont'd.)

E. Business Access Lines*, (cont'd.)

Rate Group	Flat Rate	Message Rate	Measured Rate	EAS FR	EAS MSG	EAS MSD
33	95.54	50.00	50.00	4.76	0.99	0.99
34	89.91	50.00	50.00	18.81	4.39	4.39
35	95.54	50.00	50.00	20.53	4.25	0.00
36	95.54	50.00	50.00	22.79	4.71	0.00
37	95.54	50.00	50.00	29.80	6.06	0.00
38	95.54	50.00	50.00	33.05	6.91	0.69
39	73.31	50.00	50.00	1.84	0.76	0.76
40	73.31	50.00	50.00	11.35	4.66	4.66
41	75.54	50.00	50.00	1.61	0.51	0.53
42	79.70	50.00	50.00	5.28	1.64	1.66
43	84.81	50.00	50.00	0.71	0.20	0.21
44	84.81	50.00	50.00	3.03	0.78	0.80
45	84.81	50.00	50.00	5.10	1.46	1.50
46	84.81	50.00	50.00	5.78	1.66	1.66
47	79.70	50.00	50.00	0.53	0.15	0.15
48	84.81	50.00	50.00	7.95	2.05	0.00
49	84.81	50.00	50.00	7.26	1.91	1.91
50	84.81	50.00	50.00	17.60	4.64	0.00
51	89.91	50.00	50.00	26.68	6.55	3.68
52	95.54	50.00	50.00	3.93	0.81	0.00
53	95.54	50.00	50.00	0.58	0.13	0.00
54	95.54	50.00	50.00	3.16	1.01	1.01

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*Monthly rates are reduced for 12, 24 and 36 month term plans by 19%, 21% and 24% respectively.

†See Section 4.4.3 K for listing of extended area service (EAS). Rate additives are in addition to access.

SECTION 4 - DESCRIPTION OF SERVICES AND RATES, (CONT'D.)

4.4 Local Exchange Services, (Cont'd.)

4.4.3 Verizon Virginia Territory, (cont'd.)

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SECTION 4 - DESCRIPTION OF SERVICES AND RATES, (CONT'D.)

4.4 Local Exchange Services, (Cont'd.)

4.4.3 Verizon Virginia Territory, (cont'd.)

(D)

(D)

SECTION 4 - DESCRIPTION OF SERVICES AND RATES, (CONT'D.)**4.4 Local Exchange Services, (Cont'd.)****4.4.3 Verizon Virginia Territory, (cont'd.)****F. PBX Trunks*, (cont'd.)**

Rate Group	PBX TK Flat Rate	PBX TK Unlimited Usage Option	PBX TK Message Rate	PBX TK Measured Rate	EAS FR	EAS MSG	EAS MSD
1	35.00	36.03	35.00	35.00	0.00	0.00	0.00
2	35.00	44.40	35.00	35.00	0.00	0.00	0.00
3	35.00	44.40	35.00	35.00	0.00	0.00	0.00
4	35.00	51.16	35.00	35.00	0.00	0.00	0.00
5	35.00	44.40	35.00	35.00	0.00	0.00	0.00
6	35.00	44.40	35.00	35.00	3.18	0.68	0.69
7	35.00	51.16	35.00	35.00	0.00	0.00	0.00
8	35.00	51.16	35.00	35.00	2.60	0.49	0.50
9	35.00	61.16	35.00	35.00	0.00	0.00	0.00
10	35.00	51.16	35.00	35.00	6.96	1.51	1.54
11	35.00	51.16	35.00	35.00	0.00	0.00	0.00
12	35.00	61.16	35.00	35.00	0.00	0.00	0.00
13	35.00	61.16	35.00	35.00	5.63	1.00	1.03
14	35.00	61.16	35.00	35.00	5.63	1.00	1.03
15	35.00	61.16	35.00	35.00	5.63	1.00	1.03
16	35.00	70.01	35.00	35.00	0.55	0.00	0.00
17	35.00	70.01	35.00	35.00	2.78	0.46	0.46
18	35.00	61.16	35.00	35.00	0.00	0.00	0.00
19	35.00	70.01	35.00	35.00	0.00	0.00	0.00
20	35.00	70.01	35.00	35.00	2.13	0.35	0.35
21	35.00	70.01	35.00	35.00	5.44	0.90	0.90
22	35.00	70.01	35.00	35.00	4.23	0.63	0.63
23	35.00	78.96	35.00	35.00	1.21	0.20	0.09
24	35.00	70.01	35.00	35.00	21.88	3.63	0.00
25	35.00	78.96	35.00	35.00	6.45	1.06	1.03
26	35.00	61.16	35.00	35.00	18.36	3.05	3.05
27	35.00	70.01	35.00	35.00	14.40	2.13	2.13
28	35.00	70.01	35.00	35.00	15.70	2.66	2.68
29	35.00	78.96	35.00	35.00	0.00	0.00	0.00
30	35.00	78.96	35.00	35.00	1.29	0.30	0.30
31	35.00	88.66	35.00	35.00	0.00	0.63	0.00
32	35.00	78.96	35.00	35.00	15.60	2.03	0.00

*Monthly rates are reduced for 12, 24 and 36 month term plans by 19%, 21% and 24% respectively.

¹See Section 4.4.3 K for listing of extended area service (EAS). Rate additives are in addition to access.

SECTION 4 - DESCRIPTION OF SERVICES AND RATES, (CONT'D.)**4.4 Local Exchange Services, (Cont'd.)****4.4.3 Verizon Virginia Territory, (cont'd.)****F. PBX Trunks*, (cont'd.)**

Rate Group	PBX TK Flat Rate	PBX TK Unlimited Usage Option	PBX TK Message Rate	PBX TK Measured Rate	EAS FR	EAS MSG	EAS MSD
33	35.00	88.66	35.00	35.00	7.59	0.99	0.99
34	35.00	70.01	35.00	35.00	29.64	4.39	4.39
35	35.00	78.96	35.00	35.00	32.74	4.25	0.00
36	35.00	88.66	35.00	35.00	36.36	4.71	0.00
37	35.00	78.96	35.00	35.00	47.54	6.16	0.00
38	35.00	78.96	35.00	35.00	50.98	6.91	0.69
39	35.00	36.03	35.00	35.00	2.65	0.76	0.76
40	35.00	44.40	35.00	35.00	16.35	4.66	4.66
41	35.00	44.40	35.00	35.00	2.44	0.51	0.53
42	35.00	44.40	35.00	35.00	7.99	1.64	1.66
43	35.00	51.16	35.00	35.00	1.10	0.20	0.21
44	35.00	51.16	35.00	35.00	4.70	0.78	0.80
45	35.00	51.16	35.00	35.00	7.84	1.46	1.50
46	35.00	51.16	35.00	35.00	8.85	1.66	1.66
47	35.00	61.16	35.00	35.00	0.80	0.15	0.15
48	35.00	61.16	35.00	35.00	12.38	2.05	0.00
49	35.00	70.01	35.00	35.00	11.30	1.91	1.91
50	35.00	70.01	35.00	35.00	27.31	4.64	0.00
51	35.00	70.01	35.00	35.00	41.78	6.55	3.38
52	35.00	78.96	35.00	35.00	6.26	0.81	0.00
53	35.00	88.66	35.00	35.00	0.86	0.13	0.00
54	35.00	88.66	35.00	35.00	3.91	1.01	1.01

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*Monthly rates are reduced for 12, 24 and 36 month term plans by 19%, 21% and 24% respectively.

¹See Section 4.4.3 K for listing of extended area service (EAS). Rate additives are in addition to access.

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SECTION 4 - DESCRIPTION OF SERVICES AND RATES, (CONT'D.)

4.4 Local Exchange Services, (Cont'd.)

4.4.3 Verizon Virginia Territory, (cont'd.)

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SECTION 4 - DESCRIPTION OF SERVICES AND RATES, (CONT'D.)

4.4 Local Exchange Services, (Cont'd.)

4.4.3 Verizon Virginia Territory, (cont'd.)

(D)

(D)

SECTION 4 - DESCRIPTION OF SERVICES AND RATES, (CONT'D.)**4.4 Local Exchange Services, (Cont'd.)****4.4.3 Verizon Virginia Territory, (cont'd.)****G. PBX Trunk DID/IOD Ports**

DID Ports are specially designed central office facilities. Direct Inward Dial (DID) provide inbound, direct dialed calls to be routed from the central office to a specific PBX extension. Identified Outbound Dialing (IOD) provides call detail to be recorded against a specific station or trunk.

	*Monthly Recurring Charge
PBX DID Trunk Port, each	\$12.81
PBX IOD Trunk Port, Trunks 1 - 10	\$47.90
PBX IOD Trunk Port, Trunks 11 – 50, each trunk	\$45.68
PBX IOD Trunk Port, Trunks 51 and greater, each trunk	\$9.73
* In addition to PBX Trunk Rates	

H. PBX DID Station Numbers

DID station numbers are available to PBX customers in blocks of consecutive 20.

Per block of Initial 20 Numbers, per month	\$20.25
(Per block of Additional 20 Numbers, per month)	\$20.25

I. Hunting

Provides forwarding of inbound calls from lines/stations that are busy to be routed to an available line/station.

Per Line or Trunk, per month	\$1.00
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J. Remote Call Forwarding (RCF)

RCF is a service offering for business customers. The service provides the automatic routing, or forwarding, of calls to a predetermined telephone line / number. The subscriber of the service is responsible for the prevailing rate of the call forwarded from the RCF to the predetermined telephone line / number.

RCF initial path, per month	\$58.13	(I)
RCF additional path, per month	\$51.88	(I)

SECTION 4 - DESCRIPTION OF SERVICES AND RATES, (CONT'D.)**4.4 Local Exchange Services, (Cont'd.)****4.4.3 Verizon Virginia Territory, (cont'd.)****K. Extended Area Service**

Exchange or Zone	EAS Locations
Alexandria-Arlington	Arcola Leesburg
Appalachia	Wise
Bedford	Roanoke
Berryville	Stephens City
Bethia	Amelia
Big Stone Gap	Wise
Blacksburg	Dublin Pulaski
Bluemont	Leesburg
Braddock	Arcola Leesburg
Brokenburg	Fredericksburg
Buchanan	Fincastle Roanoke Troutville
Cartersville	Farmville
Charles City	Richmond

SECTION 4 - DESCRIPTION OF SERVICES AND RATES, (CONT'D.)
4.4 Local Exchange Services, (Cont'd.)**4.4.3 Verizon Virginia Territory, (cont'd.)****K. Extended Service Areas**

Exchange or Zone	EAS Locations
Chatham	Bachelors Hall Whitmell
Christiansburg	Alum Ridge Dublin Locust Grove Pulaski Roanoke Salem
Clintwood	Dante
Concord	Rustburg
Criglersville	Orange
Culpeper	Washington, Va
Cumberland	Arvonnia Farmville Prospect
Dante	Clintwood Haysi
Danville	Axton
Davenport	Jewell Ridge Richlands
Dinwiddie	Disputanta
Dublin	Blacksburg Christiansburg

SECTION 4 - DESCRIPTION OF SERVICES AND RATES, (CONT'D.)
4.4 Local Exchange Services, (Cont'd.)**4.4.3 Verizon Virginia Territory, (cont'd.)****K. Business Trunks, (cont'd.)**

Exchange or Zone	EAS Locations
Enon	Claremont
Fairfax-Vienna	Arcola Leesburg
Falls Church-McLean	Arcola Leesburg
Fredericksburg	Brokenburg
Goochland	Richmond
Gordonsville	Charlottesville
Greenwood	Charlottesville Crozet
Honaker	Grundy Jewell Ridge
Jonesville	St. Charles
Lebanon	Haysi Jewell Ridge
Leesburg	Alexandria-Arlington Braddock Dulles-Dulles Metro Fairfax-Vienna Falls Church-McLean

SECTION 4 - DESCRIPTION OF SERVICES AND RATES, (CONT'D.)
4.4 Local Exchange Services, (Cont'd.)**4.4.3 Verizon Virginia Territory, (cont'd.)****K. Business Trunks, (cont'd.)**

Exchange or Zone	EAS Locations
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Lynchburg*	Hurt Rustburg
McKenney	Petersburg
Midlothian	Amelia
Montvale	Salem
Orange	Criglersville
Petersburg	Claremont McKenney
Powhatan	Amelia Richmond
Providence Forge	Richmond
Pulaski	Christiansburg
Richmond	Amelia Charles City Goochland Powhatan Providence Forge

SECTION 4 - DESCRIPTION OF SERVICES AND RATES, (CONT'D.)
4.4 Local Exchange Services, (Cont'd.)**4.4.3 Verizon Virginia Territory, (cont'd.)****K. Business Trunks, (cont'd.)**

Exchange or Zone	EAS Locations
Roanoke	Bedford Boones Mill Buchanan Burnt Chimney Christiansburg Eagle Rock Fincastle New Castle Shawsville
Salem	Christiansburg New Castle Troutville
St. Charles	Jonesville
Shawsville	Roanoke
Stephens City	Berryville
Stone Mountain	Burnt Chimney
Upperville	Warrenton
Warrenton	Upperville
Wise	Appalachia Big Stone Gap

SECTION 4 – DESCRIPTION OF SERVICES AND RATES, (CONT'D.)**4.4 Local Exchange Services, (Cont'd.)****4.4.4 Verizon South Territory****B. Business Rates – Monthly Recurring Charges**

<u>Rate Group</u>	<u>Flat Rate*</u>	<u>Measured Rate*</u>	<u>PBX – Flat Trunk (1-10 Lines)</u>	<u>PBX – Flat Trunk (11+ lines)</u>	<u>PBX Measured</u>
1	67.50 (I)	51.25(I)	59.31	52.25	41.44
2	67.50 (I)	51.25(I)	66.31	58.00	45.94
3	67.50 (I)	51.25(I)	66.31	58.00	49.69
4	67.50 (I)	51.25(I)	75.94	66.31	54.25
5	67.50 (I)	51.25(I)	82.31	71.44	58.75
6	67.50 (I)	51.25(I)	88.13	76.56	63.19
7	67.50 (I)	51.25(I)	93.88	81.69	67.69
8	67.50 (I)	51.25(I)	100.31	86.81	71.56
9	67.50 (I)	51.25(I)	106.06	91.88	74.06
10	67.50 (I)	51.25(I)	106.06	91.88	74.06

*Monthly rates are reduced for 12, 24 and 36 month term plans by 19%, 21% and 24% respectively.

SECTION 4 - DESCRIPTION OF SERVICES AND RATES, (CONT'D.)

4.4 Local Exchange Services, (Cont'd.)

4.4.4 Verizon South Territory, (cont'd.)

C. Reserved for Future Use

(C)

(D)

(D)

D. Reserved for Future Use

(C)

(D)

(D)

SECTION 4 – DESCRIPTION OF SERVICES AND RATES, (CONT'D.)

4.4 Local Exchange Services, (Cont'd.)

4.4.4 Verizon South Territory, (cont'd.)

E. Message Rate Service – Business

There is a 50call monthly allowance for Business Message Rate Service.

With Call Allowance:	Business
Dulles	\$42.06
Dulles Metro	\$55.19
Lorton	\$42.06
Lorton Metro	\$55.19

	Business
Message Rate, per message	\$0.1077

F. Measured Rate Usage Charges – Business

(C)(T)

	DAY		NIGHT/WEEKEND	
	Call Setup & 1st Minute	Additional Minute (s)	Call Setup & 1st Minute	Additional Minute (s)
Business				
Serving Exchange	\$0.0369	\$0.0190	\$0.0185	\$0.0095
Band A (1-8 miles)	\$0.0518	\$0.0292	\$0.0259	\$0.0146
Band B (9-18 miles)	\$0.0523	\$0.0292	\$0.0262	\$0.0146
Band C (19-28 miles)	\$0.0631	\$0.0400	\$0.0316	\$0.0200
Band D (29-50 miles)	\$0.0631	\$0.0400	\$0.0316	\$0.0200

SECTION 4 - DESCRIPTION OF SERVICES AND RATES, (CONT'D.)**4.4 Local Exchange Services, (Cont'd.)****4.4.4 Verizon South Territory, (cont'd.)****G. Hunting**

Provides forwarding of inbound calls from lines/stations that are busy to be routed to an available line/station.

Per Line or Trunk, per month \$2.90

H. Remote Call Forwarding, \$54.06 (I)
per path per mo., per add'l. path

I. Direct Inward Dialing (DID)

Direct Inward Dial (DID) provide inbound, direct dialed calls to be routed from the central office to a specific PBX extension. Identified Outbound Dialing (IOD) provides call detail to be recorded against a specific station or trunk.

	Monthly Recurring Charge	Non-Recurring Charge
Each block of 20 DID numbers Month to Month	\$20.00	
Each block of 100 DID numbers Month to Month	\$100.00	
Each DID Trunk Connection	\$12.81 (I)	
Installation Charge, per order		\$150.00

J. Direct Inward / Outward Dialing (DIOD)

	Monthly Recurring Charge	Non-Recurring Charge
Each block of 20 DID numbers Month to Month	\$20.00	
Each DIOD Termination: Month to Month	\$12.81 (I)	
Installation Charge, per order		\$100.00

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SECTION 4 – DESCRIPTION OF SERVICES AND RATES, (CONT'D.)

4.4 Local Exchange Services, (Cont'd.)

4.4.4 Verizon South Territory (Cont'd.)

K. Discounted Term Plans

SECTION 4 - DESCRIPTION OF SERVICES AND RATES, (CONT'D.)**4.4 Local Exchange Services, (Cont'd.)****4.4.5 Brightspeed of Appalachia, LLC fUnited Tel Southeast VA (Embarq)****B. Business Rates – Monthly Recurring Charges**

Rate Group	Flat Rate	Measured Rate	Flat Rate PBX Trunks	Measured Rate PBX Trunks	Remote Call Forwarding
4	61.25 (I)	52.50 (I)	71.88 (I)	71.88 (I)	55.00
5	61.25 (I)	52.50 (I)	71.88 (I)	71.88 (I)	55.00
6	61.25 (I)	52.50 (I)	74.38 (I)	74.38 (I)	55.00
7	61.25 (I)	52.50 (I)	74.38 (I)	74.38 (I)	55.00
8	61.25 (I)	57.50 (I)	78.75 (I)	78.75 (I)	55.00
9	61.25 (I)	57.50 (I)	78.75 (I)	78.75 (I)	55.00
10	61.25 (I)	57.50 (I)	78.75 (I)	78.75 (I)	55.00
11	61.25 (I)	57.50 (I)	78.75 (I)	78.75 (I)	55.00
12	61.25 (I)	57.50 (I)	78.75 (I)	78.75 (I)	55.00
13	61.25 (I)	57.50 (I)	78.75 (I)	78.75 (I)	55.00
14	61.25 (I)	57.50 (I)	78.75 (I)	78.75 (I)	55.00

SECTION 4 - DESCRIPTION OF SERVICES AND RATES, (CONT'D.)

4.4 Local Exchange Services, (Cont'd.)

4.4.5 Brightspeed of Appalachia, LLC fUnited Tel Southeast VA (Embarq) (T), (cont'd.)

C. Measured Rate Usage Charges – Business

Peak Time of Day	8AM – 10PM, Monday - Friday
Off Peak Time of Day	10PM – 8AM, Monday – Friday
	10PM Friday – 8AM Monday

Mile	PEAK		OFF-PEAK		
	1 st Min.	Each Add'l.	1 st Min.	Each Add'l.	
Home Exchange	\$0.0375	\$0.0188	\$0.0150	\$0.0075	(I)
0-8 miles	\$0.0500	\$0.0313	\$0.0200	\$0.0125	
9-13 miles	\$0.0875	\$0.0438	\$0.0350	\$0.0175	
14-18 miles	\$0.1125	\$0.0563	\$0.0450	\$0.0225	
18 + miles	\$0.1500	\$0.0750	\$0.0600	\$0.0300	(I)

D. Hunting

Provides forwarding of inbound calls from lines/stations that are busy to be routed to an available line/station.

Per Line or Trunk, per month	\$6.25	(I)
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SECTION 4 - DESCRIPTION OF SERVICES AND RATES, (CONT'D.)

4.4 Local Exchange Services, (Cont'd.)

4.4.5 Brightspeed of Appalachia, LLC fUnited Tel Southeast VA (Embarq) (T), (cont'd.)

E. Direct – Inward Dialing (DID)

DID Numbers are specially designed central office facilities. Direct Inward Dial (DID) provide inbound, direct dialed calls to be routed from the central office to a specific PBX extension.

	Monthly Recurring Charge	Non-Recurring Charge
Per Number	\$1.88 (I)	
Initial Installation		\$625.00 (I)
Subsequent installations		\$125.00 (I)

SECTION 4 – DESCRIPTION OF SERVICES AND RATES, (CONT'D.)

4.4 Local Exchange Services, (Cont'd.)

4.4.6 Brightspeed of Virginia fCentral Tel VA, Embarq (T)

A. Flat Rate Service

The local calling area includes the home exchange, Extended Local Service (ELS) exchanges, and Extended Area Calling (EAC) exchanges (see Section 6.1.D).

Business Rates – Monthly Recurring Charges

Rate Group	Flat Rate Business Lines	Flat Rate Key Line/Trunk	Flat Rate PBX Trunks
1	61.25	61.25	66.09
2	61.25	61.25	66.09
3	61.25	61.25	66.09
4	61.25	61.25	66.09
5	61.25	61.25	70.28
6	61.25	61.25	75.00
7	61.25	61.25	91.25
8	61.25	61.25	91.25
9	61.25	61.25	91.25
10	61.25	61.25	91.25
11	61.25	61.25	66.09
12	61.25	61.25	70.28
13	61.25	61.25	70.28
14	61.25	61.25	70.28
15	61.25	61.25	75.00
16	61.25	61.25	75.00
17	61.25	61.25	75.00
18	61.25	61.25	75.00
19	61.25	61.25	91.25
20	61.25	61.25	91.25
21	61.25	61.25	91.25
22	61.25	61.25	91.25
23	61.25	61.25	91.25
24	61.25	61.25	91.25
25	61.25	61.25	91.25
26	61.25	61.25	91.25

(I) ————— (I)

SECTION 4 – DESCRIPTION OF SERVICES AND RATES, (CONT'D.)**4.4 Local Exchange Services, (Cont'd.)****4.4.6 Brightspeed of Virginia fCentral Tel VA, Embarq (T)****B. Direct – Inward Dialing (DID)**

	Monthly Recurring Charge	Non-Recurring Charge
Group of 20 DID Numbers	\$27.10	
Group of 100 DID Numbers Per Number	\$135.48 \$1.88	
PBX DID Port Measured Rate- w/Dial Pulse	\$16.60 (I)	
PBX DID Port Measured Rate- w/Dial Pulse	\$18.04 (I)	

C. Local Measured Service (LMS)

LMS provides for measured calling to all points within the existing non-toll calling area. Billing for LMS consists of (1) a regular monthly charge for unlimited incoming service and for access to the local network and (2) a charge for each local call completed. The local exchange access rate is billed in advance. The charges for each local call (usage) are billed in arrears. Usage charges which consider duration, distance, time-of-day, and day-of week are in addition to the basic access line charge.

SECTION 4 – DESCRIPTION OF SERVICES AND RATES, (CONT'D.)**4.4 Local Exchange Services, (Cont'd.)****4.4.6 Brightspeed of Virginia fCentral Tel VA, Embarq (T) (Cont'd.)****C. Local Measured Service (LMS) (Cont'd.)**

Rate Group	Business Lines	Key Line/Trunk	PBX Trunks
All ²	\$46.25 (I)	\$57.50 (I)	\$65.00 (I)
	Usage	Peak	Off Peak¹
	Exchange	\$0.0275	\$0.0110
	0-8 miles	\$0.0413	\$0.0163
	9-13 miles	\$0.0550	\$0.0225
	14-18 miles	\$0.0688	\$0.0275
	18 + miles	\$0.0825	\$0.0330

D. Home Exchange Service

Home Exchange provides unlimited calling to the exchange in which the dial tone line is rated and measured rate service for calls to all other exchanges within the local service area. Billing for Home Exchange consists of (1) a regular monthly charge for unlimited incoming service and for access to the local network and (2) a charge for each local call completed beyond the exchange and within the local service area. The local exchange access rate is billed in advance. The charges for each local call (usage) are billed in arrears. Home Exchange Service will be offered only in those exchanges having Extended Local Service (ELS).

Business Rates – Monthly Recurring Charges

Rate Group	Business Lines	Key Line/Trunk	PBX Trunks
6	\$46.25 (I)	\$57.50 (I)	\$65.00 (I)
11	\$46.25 (I)	\$57.50 (I)	\$65.00 (I)
12-14	\$46.25 (I)	\$57.50 (I)	\$65.00 (I)
15-18	\$46.25 (I)	\$57.50 (I)	\$65.00 (I)
19-20	\$46.25 (I)	\$57.50 (I)	\$65.00 (I)
21-23	\$46.25 (I)	\$57.50 (I)	\$65.00 (I)
24-26	\$46.25 (I)	\$57.50 (I)	\$65.00 (I)

Usage	Peak	Off Peak¹
Exchange	\$0.0000	\$0.0000
0-8 miles	\$0.0413	\$0.0163
9-13 miles	\$0.550	\$0.0225
14-18 miles	\$0.0688	\$0.0275
18 + miles	\$0.0825	\$0.0325

¹ Off Peak Time of Day	10PM – 8AM, Monday – Friday
	10PM Friday – 8AM Monday
² Grandfathered – Limited to lines currently in service	

SECTION 4 – DESCRIPTION OF SERVICES AND RATES, (CONT'D.)

4.4 Local Exchange Services, (Cont'd.)

4.4.6 Brightspeed of Virginia fCentral Tel VA, Embarq (T)

E. Extended Area Calling Adder

Extended Area Calling provides for calling on a measured rate usage basis or flat rate basis to specified exchanges located outside of a customer’s Local Exchange. The flat rate EAC Adder is in addition to local exchange service rates. Please see Section 6.1 D for a complete listing of Local Exchange Areas as well as all Mandatory and Optional Extended Areas.

Home Exchange	Flat Rate EAC Adder 1Pty	Flat Rate EAC Adder Key	Flat Rate EAC Adder Trk
BEAVERDAM	\$37.50	\$37.50	\$62.50
CHARLOTSVL	\$37.50	\$37.50	\$62.50
FORK UNION	\$37.50	\$37.50	\$62.50
GUM TREE	\$37.50	\$37.50	\$62.50
HALIFAX	\$37.50	\$37.50	\$62.50
MONTPELIER	\$37.50	\$37.50	\$62.50
PALMYRA	\$37.50	\$37.50	\$62.50
SCHUYLER	\$37.50	\$37.50	\$62.50
SCOTTSVL	\$37.50	\$37.50	\$62.50
SO BOSTON	\$37.50	\$37.50	\$62.50

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SECTION 4 – DESCRIPTION OF SERVICES AND RATES, (CONT'D.)

4.4 Local Exchange Services, (Cont'd.)

4.4.6 Brightspeed of Virginia fCentral Tel VA, Embarq (T) (Cont'd)

ii. Flat Rate Service with Extended Local Service (ELS)

Rate Group	*Business Lines	*Key Lines	*PBX Trunks
11	61.25	61.25	66.09
12	61.25	61.25	70.28
13	61.25	61.25	70.28
14	61.25	61.25	70.28
5	61.25	61.25	70.28
16	61.25	61.25	75.00
17	61.25	61.25	75.00
18	61.25	61.25	75.00
19	61.25	61.25	91.25
20	61.25	61.25	91.25
21	61.25	61.25	91.25
22	61.25	61.25	91.25
23	61.25	61.25	91.25
24	61.25	61.25	91.25
25	61.25	61.25	91.25
26	61.25	61.25	91.25

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Miles	1 st Minute	Add'l Minutes
0 – 8	\$0.0700	\$0.0363
8 – 13	\$0.0938	\$0.0475
13 – 18	\$0.1163	\$0.0588
18 – 23	\$0.1413	\$0.0700
23 – 28	\$0.1638	\$0.0825
28 – 38	\$0.1850	\$0.0900

*Mandatory Extended Local Service (ELS) is included in the above rates.

SECTION 4 - DESCRIPTION OF SERVICES AND RATES, (CONT'D.)**4.5 MetPath™ Integrated Services Digital Network Primary Rate Interface**

(ISDN PRI) Service provides a customer with the capability for simultaneous voice and data and for inward and outward dialing from the telecommunications network directly to lines associated with switching equipment located on the customer's premises. The service complies with industry standards for twenty-three (23) Bearer Channels at 64Kbps each and one (1) Data Channel at 64Kbps. It is a digital service offering available to business customers.

4.5.1 The following rates apply to all service areas except Brightspeed of Appalachia, LLC fUnited Tel Southeast VA (Embarq) (T).

A. MetPath™ ISDN PRI with Unlimited Local Calling (includes PRI Digital Port, Transport Facility, PRI/DID Trunk Package and Calling Line ID. Does not include FCC End User Line or Port Charge.) This service is available under a 12, 24 or 36 month term agreement.

Rates

Term Agreement	Monthly	
12 Months, each	ICB	
24 Months, each	ICB	
36 Months, each	ICB	
	*NRC 1st	NRC Additional
12 Months	ICB	ICB
24 Months	ICB	ICB
36 Months	ICB	ICB
*Non Recurring Charge		

SECTION 4 - DESCRIPTION OF SERVICES AND RATES, (CONT'D.)**4.5 MetPath™ Integrated Services Digital Network Primary Rate Interface (Cont'd.)**

4.5.1 The following rates apply to all service areas except Brightspeed of Appalachia, LLC fUnited Tel Southeast VA (Embarq) (T), (Cont'd.)

B. MetPath™ ISDN PRI and DS1 with Unlimited Local Calling and Bundled LD* (PRI Port, 23B+D with 24 Channels and DS1 Digital Transport Facility, includes Inbound Calling Line ID-Name and Number and Call-by-Call Selection. DS1 Port with 24 Channels – DID, DOD and/or 2 Way Trunks and DS1 Digital Transport Facility. Does not include FCC End User Line or Port Charge. Each PRI includes Unlimited Local Calling and a specific amount of Regional and Domestic Long Distance Minutes.)

Rates

	Term Agreement		
	12 Months	24 Months	36 Months
Unlimited Local and 5,000 Toll/LD MOUs	ICB	ICB	ICB
Unlimited Local and 10,000 Toll/LD MOUs	ICB	ICB	ICB
Unlimited Local and 30,000 Toll/LD MOUs	ICB	ICB	ICB
Unlimited Local and 50,000 Toll/LD MOUs	ICB	ICB	ICB
Unlimited Local and 100,000 Toll/LD MOUs	ICB	ICB	ICB

* Additional minutes over allowance are \$0.049 per minute.

SECTION 4 - DESCRIPTION OF SERVICES AND RATES, (CONT'D.)

4.5 MetPath™ Integrated Services Digital Network Primary Rate Interface (Cont'd.)

4.5.2 The following rates apply to all service areas except Brightspeed of Appalachia, LLC
fUnited Tel Southeast VA (Embarq) (T), (Cont'd.)

A. MetPath™ ISDN PRI with Unlimited Local Calling

Rates

Term Agreement	Monthly	
12 Months, each	ICB	
24 Months, each	ICB	
36 Months, each	ICB	
	*NRC 1st	NRC Additional
12 Months	ICB	ICB
24 Months	ICB	ICB
36 Months	ICB	ICB

*Non Recurring Charge

SECTION 4 - DESCRIPTION OF SERVICES AND RATES, (CONT'D.)

4.6 MetPath™ Digital PBX Service

Subscribers of Digital PBX Service are provided a T1 connection that combines a Digital Port and DS1 Digital Transport Facility. The Digital Port provides 24 individual trunks. MetPath™ Digital PBX Service with Unlimited Local Calling (includes a DS1Port with 24 Channels – DID, DOD or 2 Way Trunks and DS1 Digital Transport Facility. Does not include FCC End User Line or Port Charge.)

4.6.1 Rates - All Service Areas

Term Agreement		Monthly
12 Months		ICB
24 Months		ICB
36 Months		ICB
	Non-Recurring 1st	Non Recurring Additional
12 Months	ICB	ICB
24 Months	ICB	ICB
36 Months	ICB	ICB

SECTION 4 - DESCRIPTION OF SERVICES AND RATES, (CONT'D.)

4.7 Reserved For Future Use

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SECTION 4 - DESCRIPTION OF SERVICES AND RATES, (CONT'D.)

4.7 Reserved For Future Use (Cont'd.)

(T)

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(D)

SECTION 4 - DESCRIPTION OF SERVICES AND RATES, (CONT'D.)

4.7 Reserved For Future Use (Cont'd.)

(T)

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SECTION 4 - DESCRIPTION OF SERVICES AND RATES, (CONT'D.)

4.7 Reserved For Future Use (Cont'd.)

(T)

(D)

(D)

SECTION 4 - DESCRIPTION OF SERVICES AND RATES, (CONT'D.)

4.7 Reserved For Future Use (Cont'd.)

(T)

(D)

(D)

SECTION 4 - DESCRIPTION OF SERVICES AND RATES, (CONT'D.)

4.7 Reserved For Future Use (Cont'd.)

(T)

(D)

(D)

SECTION 4 - DESCRIPTION OF SERVICES AND RATES, (CONT'D.)

4.7 Reserved For Future Use (Cont'd.)

(T)

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SECTION 5 - SUPPLEMENTAL SERVICES AND RATES**5.1 Directory Assistance****5.1.1 Local Directory Assistance**

Directory Assistance allows a customer to obtain assistance, for a charge, in determining a telephone number by dialing Directory Assistance Service. Customers may request up to two numbers per call, and there is a three “free” call allowance per line per month before the per request fee becomes applicable. Directory Assistance Charge applies for each telephone number, area code, and/or general information requested from the Directory Assistance operator except for calls from coin telephones, including Customer Owned Coin Operated Telephones (COCOTs), requests for telephone numbers of non-published service, request in which the Directory Assistance operator provides an incorrect number. The customer must inform the Company of the error in order to receive credit.

Business: (T)	Per Call Charge:
(M)	
Verizon Virginia territory (M)	\$5.99
(D)	(D)
Verizon South territory	\$5.99
Brightspeed of Appalachia, LLC fUnited Tel SE VA (Embarq) (T)	\$6.99
Brightspeed of Virginia fCentral Tel VA, Embarq (T)	\$6.99

5.1.2 National Directory Assistance

National Directory Assistance is provided to customers of the Company for the purpose of requesting telephone numbers of individuals or businesses who are located outside the Commonwealth of Virginia and is furnished subject to the availability of facilities. There are no call allowances for National Directory Assistance. A maximum of two (2) requested telephone numbers are allowed per call. N-411 is available only on a direct dialed basis and may not be alternately billed. Customers will not be charged when they unknowingly have requested a number that incurs a National Directory Assistance fee.

Business: (T)	Per Call Charge:
(M)	
Verizon Virginia territory (M)	\$5.99
(D)	(D)
Verizon South territory	\$5.99
Brightspeed of Appalachia, LLC fUnited Tel SE VA (Embarq)	\$6.99
Brightspeed of Virginia fCentral Tel VA, Embarq	\$6.99

SECTION 5 - SUPPLEMENTAL SERVICES AND RATE, (CONT'D.)

5.1 Directory Assistance, (Cont'd.)

5.1.3 Directory Assistance Call Completion (DACC)

DACC is a service that provides customers the option of having their local calls automatically completed when they request a telephone listing from the Directory Assistance operator. The call may be completed automatically or by the Directory Assistance operator. Calls which are automatically completed and terminate outside of the customer’s call area may incur usage charges.

Business Per Call Charge:

(T)

Verizon Virginia Territory	\$0.30
Verizon South Territory	\$0.45
Brightspeed of Appalachia, LLC fUnited Tel SE VA (Embarq)	\$1.52
Brightspeed of Virginia fCentral Tel VA, Embarq	\$1.40

SECTION 5 - SUPPLEMENTAL SERVICES AND RATE, (CONT'D.)**5.2 Directory Listings****Listing Descriptions****A. Primary Directory Listings**

Primary Directory Listings are provided in Directory records, one (1) primary listing is provided without extra charge for each main service or for the first number in a group, when two (2) or more main station lines are consecutively operated.

B. Additional Directory Listings

Additional Listings are provided in Directory records for an additional charge. Charges for Additional Listings begin on the date the information records are posted and are payable annually in advance.

C. Non-Published Telephone Number Service

Non-Published services provides for the omission or deletion of a Customer's telephone number listing from the directory and is not given out upon request.

D. Non-Listed Telephone Number

Non-Listed Telephone Number is one for which no listing appears in the alphabetical section of the directory. The number is listed in the information records and is given out upon request.

Rates

	Verizon VA Territory	Verizon South Territory	Brightspeed of Appalachia, LLC fUnited Tel SE VA (Embarq) (T)	Brightspeed of Virginia fCentral Tel VA, Embarq (T)
Additional Listing	\$5.00	\$5.50	\$12.50 (I)	\$12.50 (I)
Non-Published	\$5.75	\$5.50	\$13.75 (I)	\$13.75 (I)
Non-Listed	\$3.75	\$5.25	\$13.75 (I)	\$13.75 (I)
Foreign Listing	\$5.00	\$5.50	\$12.50 (I)	\$12.50 (I)

SECTION 5 - SUPPLEMENTAL SERVICES AND RATE, (CONT'D.)**5.3 Custom Calling Features****A. Verizon Virginia Territory**

Anonymous Call Rejection is an arrangement that allows a called party to reject calls from parties that have activated the *67 Per Call Blocking feature to prevent the display of the calling telephone numbers to Caller ID subscribers, or to prevent the display of the calling telephone numbers and associated main listed names to Caller ID with Name subscribers.

Call Waiting is an arrangement whereby a customer is alerted, by means of a tone signal, when another caller is trying to reach that line.

Call Forwarding is an arrangement whereby incoming calls may be forwarded/transferred to another telephone number.

Call Forwarding Busy automatically reroutes an incoming call to a customer pre-designated number when the called number is busy.

Call Forwarding – No Answer automatically reroutes an incoming call to a customer pre-designated number when the called number does not answer within the number of rings programmed by Company.

Call Forwarding Busy/No Answer combines, packages the feature functionality of Call Forwarding Busy and Call Forwarding No Answer.

Call Gate is an optional enhancement to Caller ID that provides subscribers with options for responding to unidentified calls. Call Intercept routes unidentified incoming calls to an announcement.

Call Intercept is an optional enhancement to Caller ID that provides subscribers with options for responding to unidentified call. Call Intercept routes unidentified incoming calls to an announcement.

Three-way Calling - permits an existing call to be held and a second call to be established be established and added to the connection for conferencing.

Call ID will enable the Customer to receive the number of the caller, the time, date, and the calling number on an incoming call. The name number will be delivered to the called party in the interval between the first and second ring.

SECTION 5 - SUPPLEMENTAL SERVICES AND RATE, (CONT'D.)**5.3 Custom Calling Features, (Cont'd.)****A. Verizon Virginia Territory, (cont'd.)**

Caller ID with Name will enable the Customer to receive the name of the caller, the time, date, and the calling number on an incoming call. The name and number will be delivered to the called party in the interval between the first and second ring. The displayed name is the name associated with the calling party number.

Ultra Forward - allows a Customer to remotely program the Call Forwarding Feature on their telephone line. The Customer can also disable the feature remotely.

Call Waiting ID Deluxe with Name - an enhancement of the Call Waiting feature offered to business Customers that allows the "called" party to control the treatment of a second incoming call. (C)

Call Trace - is an arrangement which permits the customer to trace the last call received.

Call Return allows the Customer to place a call to the telephone number of the calling party should the call be unanswered or unknown by dialing a code (*69) to activate this feature. Per-activation use of Call Return may be blocked at the customer's request. A rate for such blocking will apply for Business customers.

Repeat Dialing Automatic Redial - Allows a customer to automatically redial the last number dialed. This is accomplished by the customer activating code (*66). The network periodically tests the busy/free status of the called line for up to 30 minutes until both lines are found free and then redials the call for the customer. Per-activation use of Repeat Dialing Automatic Redial may be blocked at the customer's request. A rate for such blocking will apply for Business customers.

Select Call Block is an arrangement which prevents future calls from up to six prespecified telephone numbers.

Distinctive Ringing - enables a user to determine the source of an incoming call from a distinctive ring. The user is provided with up to two additional telephone numbers.

Select / Preferred Call Forward - is an arrangement which permits a customer to pre-specify one or more (up to maximum of six) telephone numbers from which calls are to be forwarded.

Call Priority Selector - is an arrangement which provides for one distinctive audible signal to the customer when a call is received from one or more (up to a maximum of six) pre-specified telephone numbers.

SECTION 5 - SUPPLEMENTAL SERVICES AND RATE, (CONT'D.)**5.3 Custom Calling Features, (Cont'd.)****A. Verizon Virginia Territory, (cont'd.)****1. Monthly Rates:**

	Business	(D)
Anonymous Call Rejection	\$4.00	
Call Waiting	\$16.25	
Call Forwarding	\$15.75	
Call Forwarding Busy	\$3.50	
Call Forwarding – No Answer	\$11.50	
Call Forwarding Busy/No Answer	\$13.50	
Call Gate	\$4.75	
Call Intercept	n/a	
Three-Way Calling	\$15.00	
Caller ID	\$10.25	
Caller ID with Name	\$20.90	
Ultra Forward	\$10.90	
Call Waiting ID Deluxe with Name	\$7.00	(D)
Call Return ¹	\$6.50	(D)
Repeat Dialing Automatic Redial ¹	\$4.00	
Select Call Block	\$6.25	
Distinctive Ringing	\$8.80	
Select Preferred Call Forward	\$5.25	
Call Priority Selector	\$3.50	(D)

2. Per Use Feature Rates:

Three-Way Calling	\$2.00
Call Trace	\$2.00
Call Return	\$2.00
Repeat Dialing Automatic Redial	\$2.00

¹A monthly charge of \$0.50 will apply per line for Blocking Service that prevents the use of Call Return – per activation or Repeat Dialing Automatic Redial – per activation.

SECTION 5 - SUPPLEMENTAL SERVICES AND RATE, (CONT'D.)**5.3 Custom Calling Features, (Cont'd.)****B. Verizon South Territory**

Anonymous Call Block is an arrangement that allows a called party to reject/block calls from parties that have activated the Selective/Blocking (per call) service to prevent the display of their telephone numbers to Caller ID-Number Only and Caller ID customers.

Automatic Busy Redial is an arrangement which permits the customer to redial automatically the last number dialed.

Automatic Call Return allows a customer to automatically return the last incoming call whether it is answered or not. Upon activation of the service the customer receives an automated voice response message stating the number of the party who called, and is given the option of returning the call.

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

Caller ID – Number Only is an arrangement which permits a customer with Local Exchange Service other than foreign central office service to receive the calling telephone number for calls placed to the customer. The calling telephone number will be forwarded from the terminating central office to compatible customer provided display equipment associated with a customer's Local Exchange Service. The Calling telephone number will be delivered during the first silent interval of ringing.

Caller ID is an arrangement that is provided as an enhancement to Caller ID – Number Only and permits a customer to receive the name, as well as the telephone number, associated with the calling party for calls placed to the customer. The calling telephone name and number will be forwarded from the terminating central office to compatible customer-provided display equipment associated with the customer's Local Exchange Service.

SECTION 5 - SUPPLEMENTAL SERVICES AND RATE, (CONT'D.)**5.3 Custom Calling Features, (Cont'd.)****B. Verizon South Territory, (cont'd.)**

Call Trace allows a customer to automatically activate a trace record of the last incoming call. By activating call trace the customer automatically authorizes and requests the Company to release the results of any and all traces initiated by the customer directly to the customer's servicing law enforcement agency. The trace record will provide only the incoming telephone number and no way identifies the person(s) actually placing the call(s). The customer acknowledges their understanding that under no circumstances will trace results be provided directly to the customer. The customer must contact the Company within ten (10) days after activating a Call Trace or the trace record will automatically be deleted from the system.

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

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

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

Call Forwarding allows the customer to activate/deactivate and change the termination location by dialing a prefix code.

Call Forwarding Busy Line is a permanently activated service whereby customer's incoming calls are redirected to a predetermined number. This action occurs only when the customer's line is busy.

SECTION 5 - SUPPLEMENTAL SERVICES AND RATE, (CONT'D.)**5.3 Custom Calling Features, (Cont'd.)****B. Verizon South Territory, (cont'd.)**

Call Forward – Don't Answer is a permanently activated service whereby an end user's incoming calls are redirected to a predetermined number. This action occurs only when the end user's line does not answer after a set number of rings.

Call Forward – Busy/Don't Answer is a permanently activated service whereby an end user's incoming calls are redirected to a pre-determined number. This action occurs in either the busy or don't answer mode.

Call Waiting/Cancel Call Waiting provides a tone signal to a customer who is using his telephone to alert him that another caller is trying to reach his number. The customer may alternately talk to either the first or second party through the use of hook switch flashes; or he may terminate the first call and receive the second call; or he can put the first call on hold so that the second call can be answered.

Call Waiting ID enhances the Called ID and Call Waiting services by allowing them to interact with one another. This interaction displays the number or name and number of the Call Waiting person on the customer's Caller ID equipment. In order for Call Waiting ID to work, the customer must subscribe to both services (Caller ID-Number Only or Caller ID and Calling Waiting) at the rates specified in this section. There is no monthly charge for Call Waiting ID.

Distinctive Ring is a service which allows a customer to have one additional telephone number assigned to an existing local exchange access line. Each telephone number will provide a distinctive ring on incoming calls to allow for identification of the incoming call.

Reminder Service is a service which provides an individual access line customer the ability to request that the telephone will ring him at a time of his choosing. When answering the telephone, a prerecorded message will announce that, "This is the reminder call you requested."

Single Line Intercom is a service which enables a customer with a private line to ring his extensions, including off premises extensions, by dialing his telephone number.

Three Way Calling permits an existing call to be held, and by dialing a second telephone call can be established and added to the connection. All three parties may be conferenced together is desired.

SECTION 5 - SUPPLEMENTAL SERVICES AND RATE, (CONT'D.)**5.3 Custom Calling Features, (Cont'd.)****B. Verizon South Territory, (cont'd.)****1. Monthly Rates:**

	Business
Anonymous Call Block	\$1.60 (I)
Automatic Busy Redial	\$6.40 (I)
Automatic Call Return	\$8.30 (I)
Call Block	\$5.65 (I)
Caller ID Number Only	\$10.25
Caller ID	\$18.90 (I)
Do Not Disturb	\$2.00 (I)
Select Call Forwarding	\$4.35 (I)
Priority Call	\$4.00 (I)
Call Forwarding	\$12.15 (I)
Call Forwarding Busy Line	\$5.30 (I)
Call Forwarding Don't Answer	\$12.70 (I)
Call Forward Busy/Don't Answer	\$12.70 (I)
Call Waiting/Cancel Call Waiting	\$14.40 (I)
Call Waiting ID	\$0.00
Distinctive Ring	\$7.20 (I)
Reminder Service	\$3.00 (I)
Single Line Intercom	\$3.00
Three Way Calling	\$14.50 (I)

2. Per Use Features *

Three Way Calling	\$2.00
Automatic Busy Redial	\$2.00
Automatic Call Return	\$2.00
Call Trace	\$2.50

* Capped at \$10.00 per month

SECTION 5 - SUPPLEMENTAL SERVICES AND RATE, (CONT'D.)**5.3 Custom Calling Features, (Cont'd.)****C. Brightspeed of Appalachia, LLC fUnited Tel Southeast VA (Embarq) (cont'd)**

Call Forwarding allows incoming calls to be forwarded to another telephone number by dialing a code and the telephone number to which calls are to be forwarded.

Call Forwarding – Fixed provides for forwarding calls to a predetermined number (local or toll) with the “forward to” number being assigned in the central office. The subscriber may invoke and revoke the service by dialing a code.

Call Forwarding – Automatic provides for forwarding calls to a predetermined number (local or toll) with the “forward to” number being assigned in the central office. The number is forwarded on a permanent basis. The subscriber does not have invoke/revoke capability.

Call Forwarding Busy Line allows calls attempting to terminate on a busy station to be forwarded to another station. The number of calls that may be forwarded is limited by the number of available lines at the destination. The “forward to” number is assigned in the central office. The subscriber does not have invoke/revoke capability.

Call Forwarding – No Answer allows subscribers to have calls answered at a different destination whenever they don't answer their phones within a specified time. The “forward to” number is assigned in the central office. The subscriber does not have invoke/revoke capability.

Call Forwarding Remote Activation allows subscribers to activate or deactivate Call Forwarding Basic and Call Forwarding Fixed features (only) or to change the “forward to” destination from a remote location (away from the subscriber's business) using Call Forwarding Basic (only). The feature can be accessed from Touch-Tone telephones by dialing the access code and personal identification number (PIN) assigned by the telephone company. If Call Forwarding is already in effect, the forward-to number can be changed by dialing the access code, the PIN, and the new forward-to destination.

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SECTION 5 - SUPPLEMENTAL SERVICES AND RATE, (CONT'D.)**5.3 Custom Calling Features, (Cont'd.)****C. Brightspeed of Appalachia, LLC fUnited Tel Southeast VA (Embarq) (T) (cont'd.)**

Three Way Calling allows the subscriber to add a second party to an existing conversation. If either of the parties hangs up, the subscriber may continue the conversation with the remaining person or add a different second party.

Three Way Calling with Transfer allows a user to hold an in-progress call and complete a second call while maintaining privacy from the first call, or to add on the previously held call for a three-way conference. Incoming calls may be transferred to another access arrangement on an inter- or intra-switch basis.

Call Waiting provides a subscriber, busy on a call, with a tone signal when another caller is trying to reach that number. The subscriber may then hold the first call, answer the second, and talk alternately on each call.

Enhanced Call Waiting provides the Call Waiting function, plus allows subscribers to cancel the Call Waiting function for the duration of one call. Subscribers may activate the cancel call waiting feature either before or during a call to prevent call waiting tones from interrupting the call. During the time the cancel feature is activated, incoming callers receive a busy tone. When the call is terminated, the Call Waiting function is automatically reactivated.

Signal Distinctive Ring allows the subscriber to add a second directory number to the same telephone line.

Talking Call Waiting allows customers to know who is calling while they are on the telephone with another party. Talking Call Waiting enhanced Call Waiting by allowing the customer to hear the name associated with the directory listing of the calling number after hearing the call waiting tone while the customer is on the line. Any and all names will be voice to the subscriber.

SECTION 5 - SUPPLEMENTAL SERVICES AND RATE, (CONT'D.)**5.3 Custom Calling Features, (Cont'd.)****C. Brightspeed of Appalachia, LLC fUnited Tel Southeast VA (Embarq) (T), (cont'd.)**

Return Call enables a customer to place a call to the telephone number associated with the most recent call received, whether or not the call was answered or the number is known. The customer can dial an activation code to request that the network place the call.

Repeat Dialing, when activated, automatically redials the last number the customer dialed is the call was answered, not answered or busy. If the called line is available, the call will be placed. If the called line is not available, a confirmation announcement is heard, the customer hangs up and a queuing process begins. For the next 30 minutes, both the calling and called lines are checked periodically for availability to complete the call. If during this queuing process the called line becomes idle, the customer is notified, via a distinctive ring, that the network is ready to place the call. When the customer picks up the telephone the call will automatically be placed. Where technically feasible, when a caller receives a busy condition, the service will automatically play an announcement offering the caller the option of having the service complete the call if the called line becomes available within the next thirty minutes.

Call Trace enables the customer to initiate an automatic trace of the last call received, regardless of the time lapse since the last call, providing there have been no intervening outgoing call. To initiate the trace, the customer must dial an activation code, then dial a "1". Upon activation by the customer, the network automatically sends a message to the Telephone Company indicating the calling number, the time the call was received, and the time the trace was activated. The customer using this feature is required to contact the local telephone company business office for further action. The customer is not provided the traced number.

SECTION 5 - SUPPLEMENTAL SERVICES AND RATE, (CONT'D.)**5.3 Custom Calling Features, (Cont'd.)****C. Brightspeed of Appalachia, LLC fUnited Tel SE VA (Embarq) (T), (cont'd.)**

Caller ID enables the display of the incoming calling telephone number on a Customer Premises Equipment (CPE) display device attached to the customer's telephone line. The number is delivered for continuous display during the silent period between the first and second ringing cycles. A telephone with display capability is required to receive and display the calling information.

Caller ID with Name enables the display of the incoming calling telephone number and the name associated with the directory listing on a Customer Premises Equipment (CPE) display device attached to the customer's telephone line. The number and name is delivered for continuous display during the silent period between the first and second ringing cycles.

Anonymous Call Rejection is an arrangement provided to Caller ID and Called ID with Name customers that allows customers to reject receipt of calls where number or name delivery has been blocked. The calling party who has chosen to block number or name delivery will hear a recorded announcement stating that the called party will not accept blocked calls. Anonymous Call Rejection is included with the Caller ID and Caller ID with Name features and is available to non-Caller ID/Caller ID with Name customers.

Privacy ID provides Caller ID subscribers with the ability to identify unavailable, unknown, blocked and private numbers. Privacy ID intercepts all unidentified calls before the subscriber's telephone rings then asks the caller to state their name or company. Once the calling party has responded, the service rings the subscriber and announces the call party's information. The subscriber has the option to accept the call, reject the call, play an announcement to the calling party or forward the call to voicemail.

Hot Line provides automatic routing of all calls to a predetermined number as soon as the telephone instrument is taken off hook. (N)

SECTION 5 - SUPPLEMENTAL SERVICES AND RATE, (CONT'D.)**5.3 Custom Calling Features, (Cont'd.)****C. Brightspeed of Appalachia, LLC fUnited Tel Southeast VA (Embarq) (T) (cont'd.)**

Selective Call Forward allows subscribers to give priority treatment to certain calls by transferring only those calls originating from a subscriber-designated list of telephone numbers. The subscriber may include up to 12 telephone numbers from the Express Touch service area on the Selective Call Forward list. This feature screens incoming calls against the subscribers list. Calls coming from a number on the subscriber's list are forwarded to another telephone number designated by the subscriber.

Selective Call Acceptance screens incoming calls against a list of subscriber-specified directory numbers and accepts only those calls from numbers on the list. Calls from other numbers within the Express Touch service area are denied access to the subscribers' line; callers receive an announcement stating that the called party is not accepting calls at this time. Calls from outside the Express Touch service area will ring normally.

Selective Call Rejection allows subscribers to block incoming calls from up to 12 numbers on a list designated by the subscriber. Subscribers may create the Selective Call Rejection screening list from among telephone numbers within the Express Touch service area. When a call is placed to the subscriber's number from a number on the screening list, the caller receives an announcement that the called party is not accepting calls at this time. By dialing a code immediately after an unwanted call is received, subscribers can add the last incoming call number to their Selective Call Rejection list even if the number is unknown to them.

Selective Call Ring is an arrangement wherein certain terminating calls are identified at the called station by a distinctive ring. This allows the Selective Call Ring subscriber to recognize who is calling him by use of the distinctive ring. If the Selective Call Ring subscriber also has Call Waiting and is using his line, then he will be alerted to a Selective Call Ring call by a distinctive call waiting tone.

SECTION 5 - SUPPLEMENTAL SERVICES AND RATE, (CONT'D.)**5.3 Custom Calling Features, (Cont'd.)****C. Brightspeed of Appalachia, LLC fUnited Tel Southeast VA (Embarq) (T)****1. Monthly Rates:**

	Business
Call Forwarding	\$6.25
Call Forwarding – Fixed	\$6.25
Call Forwarding - Automatic	\$6.25
Call Forwarding Busy Line	\$3.75
Call Forwarding – No Answer	\$3.75
Call Forwarding Remote Activation	\$8.55
Three Way Calling	\$6.25
Three Way Calling with Transfer	\$8.26
Call Waiting [Obsolete 6/21/2008]	\$10.00
Enhanced Call Waiting	\$6.25
Signal Distinctive Ring	\$7.50
Talking Call Waiting	\$3.69
Return Call	\$7.50
Repeat Dialing	\$7.50
Call Trace	N/A
Caller ID Nnbr. Only [Obsolete 6/21/2008]	\$13.75
Caller ID with Name	\$13.75
Anonymous Call Rejection [Obsolete 6/21/2008]	\$6.25
Privacy ID	\$7.50
Remote Call Forwarding – per Path	\$55.00 (I)
Selective Call Forward	\$7.50
Selective Call Acceptance [Grandfathered 9/1/2021]	\$7.50
Selective Call Rejection	\$7.50
Selective Call Ring	\$7.50
Hot Line [Obsolete 6/21/2008]	\$6.25
Warm Line [Obsolete 6/21/2008]	\$6.25

2. Per Use Features:

Three Way Calling	\$2.50
Return Call	\$2.50
Repeat Dialing	\$2.50
Call Trace	\$6.00

SECTION 5 – SUPPLEMENTAL SERVICES AND RATE, (CONT'D.)**5.3 Custom Calling Features, (Cont'd.)****D. Brightspeed of Virginia fCentral Tel VA, Embarq (T)****1. Monthly Rates:**

	Business
Anonymous Call Rejection	\$6.25
Call Forwarding – Basic	\$6.25
Caller ID Deluxe	\$13.75
Unlimited * 69 Call Return	\$7.50
Call Waiting ID	\$10.75
Call Waiting	\$10.00
Caller ID	\$13.75
Select/Preferred Call Forward	\$7.50
Special Call Acceptance	\$7.50
Unlimited * 66 Repeat Dialing	\$7.50
Call Forwarding BL Cust Prg	\$3.75
Call Forwarding DA Cust Prg	\$3.75
Talking Call Waiting	\$4.24
Three-Way Calling with Transfer	\$8.26
Call Intercept	\$7.50
Call Priority/ Selector	\$7.50
Distinctive Ring 1 Dependent Number	\$7.50
Three-Way Calling	\$6.25
Toll Restriction 1+, 0+, 0-, 10XXX, 900, 700	\$3.38
Call Forwarding – No Answer	\$3.75
Call Forwarding – Busy	\$3.75
Remote Call Forwarding – Initial Path	\$45.00 (I)
Remote Call Forwarding – Each Addl Path	\$45.00 (I)
Call Forwarding –Additional Path	\$6.25
Hot Line ¹	\$6.25

2. Per Use Features:

Three Way Calling	\$2.50
Return Call	\$2.50
Repeat Dialing	\$2.50
Call Trace	\$7.61

¹Effective September 13, 2019 this Custom Calling features is grandfathered. Availability to current customers is limited to features in service at existing locations.

SECTION 5 - SUPPLEMENTAL SERVICES AND RATE, (CONT'D.)**5.4 Connection Charges**

Connection Charges are non-recurring charges based on the type of action requested by the Customer.

A. Verizon Virginia Territory

Service Order Charge applies whenever a Customer initiated service change is requested.

Access Line Connection charges apply for each new or additional telephone access line or trunk placed by the Customer with the Company.

Move Service – Different Premises charges apply when the Customer requests the move of their service, in whole or in part, to a location other than their

Telephone Number Change charges apply for each request placed by the Customer to the Company for change of a telephone number.

Restore Service for Non-Payment applies whenever a Customer has been disconnected from the Company for reasons of non-payment. The charge will apply when the Customer's service is restored.

SECTION 5 - SUPPLEMENTAL SERVICES AND RATE, (CONT'D.)**5.4 Connection Charges, (Cont'd.)****A. Verizon Virginia Territory****1. Rates:**

	Business	
Service Order Charge	\$63.25	
Access Line Connection Per Line:	\$69.00	(D)
New Installation/Outside Moves (N) Per Line:	\$200.00	(N)
Telephone Number Change Per Line:	\$37.15	
Restore Service for Non-Payment Per Line:	\$25.94	
Maintenance Visit Charge	\$250.00	
Change of Service Charge Per Line:	\$24.75	
Features – Add/Change/Delete Per Order	\$24.00	

SECTION 5 - SUPPLEMENTAL SERVICES AND RATE, (CONT'D.)**5.4 Connection Charges, (Cont'd.)****B. Verizon South Territory**

Service Order charge applies to the receiving of information and taking action in connection with a subscriber's request.

Central Office Line Connection applies for each local line tested and connected within the Central Office and extending the line from the Co to the customer's premises.

Maintenance of Service Charge applies to visits to customer premises when a service difficulty or trouble report results from the customer provided equipment or facilities.

Restoration/Reconnection Charge applies to reconnection after suspension or termination for non-payment.

1. Rates:

	Business
Service Order	\$63.25
Central Office Line Connection (D) New	\$69.00 (D)
Installation/Outside Moves – Per Line (N)	\$200.00 (N)
Change of Service – Per Line	\$24.75
Features – Add/Change /Delete – Per Order	\$24.00
Change Telephone Number	\$80.00
Rewire Charge	\$80.00
Restore Service for Non-Payment	\$36.75
Maintenance of Service	\$250.00

SECTION 5 - SUPPLEMENTAL SERVICES AND RATE, (CONT'D.)**5.4 Connection Charges, (Cont'd.)****C. Brightspeed of Appalachia, LLC fUnited Tel Southeast VA (Embarq) (T)**

Service Ordering Charge applies for receiving/recording information and/or taking action in connection with a customer or applicant requesting connection, moves or changes to telephone service.

Record Order Charge applies to service requests where subscriber, business office, directory or billing records only are involved.

Access Line Charge applies to work associated with connection or changes in telephone lines and trunks.

1. Rates:

	Business
New Line or Move	
First Line	\$60.00
Each Additional Line	\$25.00
Telephone Number Change	
First Line	\$60.00
Each Additional Line	\$25.00
Rewire	
First Line	\$60.00
Each Additional Line	\$25.00
Restore Service	
First Line	\$60.00
Each Additional Line	\$25.00
 Change of Service Charge	
Per Line:	\$24.75 (I)
 Features – Add/Change/Delete	
Per Order	\$24.00

SECTION 5 – SUPPLEMENTAL SERVICES AND RATE, (CONT'D.)**5.4 Connection Charges, (Cont'd.)****D. Brightspeed of Virginia fCentral Tel VA, Embarq (T)**

New Line Installation or Move- First line	\$60.50
New Line Installation or Move - Each Add'l Line	\$13.75
Telephone Number Change- First line	\$60.50
Telephone Number Change- Each Add'l Line	\$13.75
Rewire Charge-First Line	\$60.50
Rewire Charge-Each Add'l Line	\$13.75
Restore Service For Non-Payment-First Line	\$31.25
Change Bill Name/or Billing Address	\$9.30
Change in Service Address-On Csr side of Demarc	\$21.25
Listings-Add/Change	\$15.75
Mtce Chg No Trouble Found-Dispatch to Csr Prem	\$250.00 (I)
Maintenance Charge No Access to NID	\$250.00 (I)
Change of Service Charge – Per Line	\$24.75 (I)
Features – Add/Change/Delete – Per Order	\$24.00

SECTION 5 - SUPPLEMENTAL SERVICES AND RATE, (CONT'D.)

5.5 Reserved for Future Use

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SECTION 5 - SUPPLEMENTAL SERVICES AND RATE, (CONT'D.)

5.5 Reserved for Future Use

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SECTION 5 - SUPPLEMENTAL SERVICES AND RATE, (CONT'D.)

5.5 Reserved for Future Use

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SECTION 5 - SUPPLEMENTAL SERVICES AND RATE, (CONT'D.)**5.6 Subscriber Intrastate Access Service****General Description**

The Subscriber Intrastate Access Service provides interconnected access to the local public switched telephone network so that local exchange customers can make and receive calls to and from the customers of other carriers within the state.

Limitations

- (A) A telephone number is not provided with Subscriber Intrastate Access Service.
- (B) Detail billing is not provided with Subscriber Intrastate Access Service.
- (C) Directory listings are not included with Subscriber Intrastate Access Service.
- (D) Intercept arrangements are not included with Subscriber Intrastate Access Service

Undertaking of the Company

The Company will provide Subscriber Intrastate Access Service to each Customer that subscribes to its local exchange service.

Term of Service

Subscriber Intrastate Access Service shall be coterminous with the Company's local exchange service, and the Subscriber Access Charge shall apply for each telephone line or service as defined herein for all periods in which Customer subscribes to local exchange service from the Company.

Rate Regulations

- (A) If Customer is eligible to receive prorated credit for their associated local exchange service, such as for network outages or suspension or termination of service, the Subscriber Access Charge will be prorated or credited in the same manner consistent with the terms of this Product Guide and any contract. No other credits are available for Subscriber Intrastate Access Service.
- (B) When Customer is provided more than one local business exchange service in a state, the Subscriber Access Charge Multi-line Business Subscriber rates are assessed for each line.

SECTION 5 - SUPPLEMENTAL SERVICES AND RATE, (CONT'D.)**5.6 Subscriber Intrastate Access Service (Cont'd.)****Rate Regulations (Cont'd.)**

(C) The Subscriber Access Charge, as set forth in Rates following, will be billed to the end user subscriber of the associated local exchange service, including, where applicable, a reseller of the associated local exchange service, in which case the reseller shall be deemed an end user for purposes of application of such charges.

(D) For each local exchange service provided as remote call forwarding business service under the Local Exchange Service Product Guide or Product Guide, the Subscriber Access Charge does not apply.

Rates

Services	ILEC AREA/OCN			
	Brightspeed of VA/ Appalachia / fCentralTel/UnitedTel VA (Embarq) 4511, 0254	Frontier- Virginia/ 127 G	Verizon Virginia 5040, 9213	Verizon South 4337, 0233
Single Line Local Exchange Service	7.50	7.50	7.50	7.50
Multi-line Local Exchange Service	10.20 (I)	10.20	8.36 (I)	10.20
Centrex	10.20 (I)	10.20	8.36 (I)	10.20
Trunk	10.20 (I)	10.20	8.36 (I)	10.20
PRI	51.00 (I)	51.00	41.80 (I)	51.00
T-1/Digital PBX	244.80 (I)	244.80	200.64 (I)	244.80
BRI	8.00	8.00	7.98 (I)	8.00

SECTION 5 - SUPPLEMENTAL SERVICES AND RATE, (CONT'D.)**5.7 Local Telecom Surcharge**

Rate Regulations,

(A) Telecommunications rules and regulations allows Incumbent Local Exchange Carriers to increase rates to wholesale providers in the form of a surcharge per line. As a result of these rate increases, the Company will assess the Local Telecom Surcharge on all local exchange service lines provided by the Company. See table in paragraph 5.12 following for rates.

5.8 Carrier Access Recovery Charge

Rate Regulations,

(A) Customers assessed a Subscriber Intrastate Access Charge as specified in paragraph 5.6 preceding will be assessed a flat-rated, monthly Carrier Access Recovery Charge (CARC). CARCs will be billed to the associated end user or reseller of the local exchange services except for those customers who participate in the Lifeline Assistance Program. See table in paragraph 5.12 following for rates.

5.9 Regulatory Recovery Fee-State

Rate Regulations,

(A) Regulatory Recovery Fee-State (RRF-S) is a charge assessed to recover the costs of state and local regulatory activities, including costs associated with compliance filings, payments to industry organizations for required services, legal expenses and employee salaries related to those Company regulatory activities. See table in paragraph 5.12 following for rates.

5.10 End User Port Charges

Rate Regulations,

Certain local exchange services provided under the general and/or local exchange service tariffs are subject to End User Port Charges. These services include:

- Business Lines, Centrex Lines
- Integrated Services Digital Network (ISDN) – Basic Rate and Primary Rate
- T-1 Digital PBX Services
- PBX Trunks

See table in paragraph 5.13 following for rates.

SECTION 5 - SUPPLEMENTAL SERVICES AND RATE, (CONT'D.)

5.11 Local Portability Charge

Rate Regulations,

(A) Telecommunications rules and regulations require all local phone companies to provide "service provider number portability," which allows customers to retain their local phone number when switching companies to provide their local phone service. The Local Portability Charge (LPC) is used by telephone companies to recover the costs associated with the development, implementation, and operability of service provider number portability.

(B) The Company will assess the Local Portability Charge (LPC) on all local exchange services. The LPC, as set forth below applies to all local exchange service lines provided by the Company. See table in paragraph 5.12 following for rates.

5.12 Rate Table (LTS, CARC, RRF-S and LPC) applies to all service areas.

Monthly Per Line or Per Trunk*

Services	Business			
	Local Telecom Surcharge	Carrier Access Recovery Charge	Regulatory Recovery Fee-State	Local Portability Charge
Single Line Local Exchange Svc.	\$5.00	\$4.50	\$2.99	\$1.49
Multi-line Local Exchange Svc.	\$5.00	\$4.50	\$2.99	\$1.49
Lifeline customer	-	-	-	-
ISDN BRI	\$5.00	\$4.50	\$2.99	\$1.49
ISDN PRI (rates per svc.)	-	\$22.50	\$14.95	\$53.55
Foreign Exchange—Single Line	\$5.00	\$4.50	\$2.99	\$1.49
Foreign Exchange—Multi-Line	\$5.00	\$4.50	\$2.99	\$1.49
Remote Call Forward	\$5.00	-	-	\$1.49
Centrex	\$5.00	\$4.50	\$2.99	\$1.49
Trunks	\$5.00	\$4.50	\$2.99	\$10.71
T-1/Digital PBX (rates per svc.)	-	\$22.50	\$14.95	\$53.55

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SECTION 5 - SUPPLEMENTAL SERVICES AND RATE, (CONT'D.)

5.13 End User Port Charge Rate Table

Business Monthly Per Line or Per Trunk*

Services	End User Port Charge			
	Brightspeed of VA/ Appalachia / fCentralTel/UnitedTel VA (Embarq) 4511, 0254	Frontier of Virginia/ 127 G	Verizon Virginia 5040, 9213	Verizon South 4337, 0233
Single Line Local Exchange Svc.	\$0.85	-	-	-
Multi-line Local Exchange Svc.	\$0.85	-	-	-
Lifeline customer	-	-	-	-
ISDN BRI	\$0.85	\$1.52	\$1.52	\$3.00
ISDN PRI (rates per svc.)	\$4.25	\$23.43	\$23.43	\$15.53
Foreign Exchange– Single Line	\$0.85	-	-	-
Foreign Exchange– Multi-Line	\$0.85	-	-	-
Remote Call Forward	-	-	-	-
Centrex	\$0.85	-	-	-
Trunks	\$0.85	\$0.70	\$0.70	-
T-1/Digital PBX (rates per svc.)	\$20.40	\$16.80	\$16.80	\$28.18

*Unless otherwise noted

SECTION 6. SERVICE AREAS**6.1 Service Area and Rate Groups**

The Company provides service, subject to the availability of facilities and equipment, in the exchange areas served by the following local exchange companies:

A. Verizon Virginia Territory

Exchange	Rate Group	Local Calling Exchanges
Alexandria-Arlington	31	All zones of the WMEA, Arcola Braddock, Catocin, Dulles, Dulles Metro, Engleside, Herndon, Leesburg, Lorton, Lorton Metro
Appalachia	41	Appalachia, Big Stone Gap, Norton, Pennington Gap, Wise
Ashland	29	Ashland, Bethia, Chester, Hanover, Manakin, Mechanicsville, Midlothian, Richmond, Rockville, Sandston, Varina
Bedford	27	Bedford, Buchanan, Big Island, Lynchburg, Montvale, Roanoke, Stone Mountain
Belle Haven	3	Belle Haven, Eastville, Onancock
Bent Mountain	19	Bent Mountain, Locust Grove, Roanoke, Salem, Shawsville
Berryville	14	Berryville, Bluemont, Boyce, Stephens City, Upperville, Winchester
Bethia	30	Amelia, Ashland, Bethia, Chester, Dinwiddie, Manakin, Mechanicsville, Midlothian, Petersburg, Powhatan, Richmond, Rockville, Sandston, Varina
Big Island	12	Allwood, Bedford, Big Island, Buchanan, Lynchburg
Big Stone Gap	6	Appalachia, Big Stone Gap, Norton, Pennington Gap, Wise
Blacksburg	17	Blacksburg, Christiansburg, Dublin, Pearisburg, Pulaski, Radford, Salem, Shawsville
Bluemont	48	Berryville, Bluemont, Catocin, Leesburg, Middleburg, Mount Gilead, Upperville
Boyce	12	Berryville, Boyce, Stephens City, Upperville, Winchester
Braddock	31	Alexandria-Arlington, Arcola, Braddock, Dale City, Dulles, Dulles Metro, Engleside, Fairfax - Vienna, Falls Church - McLean, Herndon, Leesburg, Lorton, Lorton Metro, Manassas, Washington, D.C.

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SECTION 6. SERVICE AREAS, (CONT'D.)

6.1 Service Area and Rate Groups, (Cont'd.)

A. Verizon Virginia Territory, (cont'd.)

Exchange	Rate Group	Local Calling Exchanges	(T)
Craigsville	11	Craigsville, Staunton	(C)
Criglersville	46	Criglersville, Culpeper, Madison, Orange, Shenandoah Park, Sperryville	(C)
Culpeper	20	Criglersville, Chancellor, Culpeper, Hartwood, Madison, Marshall, Orange, Remington, Sperryville, Unionville, Warrenton, Washington	(D)
Cumberland	54	Arvonias, Buckingham, Cartersville, Cumberland, Dillwyn, Farmville, Powhatan, Prospect	(D)
Cumberland Gap	5	Cumberland Gap, Tenn. Cumberland Gap, Va., Fork Ridge, Tenn., Jonesville, Middlesboro, Ky., Pennington Gap, New Tazewell, Tenn., Sharpe's Chapel, Tenn.	(D)
Dante	42	Clinchco, Clintwood, Coeburn, Dante, Davenport, Haysi, Lebanon, Saint Paul	(D)
Danville	9	Axton, Bachelors Hall, Chatham, Danville, Gatewood, N.C., Milton, N.C., Whitmell	(D)
Davenport	8	Big Prater, Clinchco, Dante, Davenport, Grundy, Haysi, Honaker, Jewell Ridge, Lebanon, Oakwood, Richlands	(D)
Dinwiddie	31	Bethia, Dinwiddie, McKenney, Petersburg, Stony Creek	(D)
Dublin	14	Blacksburg, Christiansburg, Dublin, Pearisburg, Pulaski, Radford	(D)
Eastville	9	Belle Haven, Cape Charles, Eastville	(D)
Engleside	31	Alexandria-Arlington, Braddock, Dulles, Dulles Metro, Engleside, Fairfax-Vienna, Falls Church-McLean, Herndon, Lorton, Lorton Metro, Occoquan, Washington, D.C.	(C)

SECTION 6. SERVICE AREAS, (CONT'D.)**6.1 Service Area and Rate Groups, (Cont'd.)****A. Verizon Virginia Territory, (cont'd.)**

Exchange	Rate Group	Local Calling Exchanges	(T) (C)
Enon	23	Charles City, Chester, Claremont, Enon, Hopewell, Petersburg, Varina	
Fairfax-Vienna Zone	31	All zones of the WMEA, Arcola, Braddock, Catoctin, Dulles, Dulles Metro, Engleside, Herndon, Leesburg, Lorton, Lorton Metro	
Falls Church-McLean Zone	31	All zones of the WMEA, Arcola, Braddock, Catoctin, Dulles, Dulles Metro, Engleside, Herndon, Leesburg, Lorton, Lorton Metro	
Fife	31	Cartersville, Fife, Goochland, Louisa, Mineral, Powhatan	
Fredericksburg	16	Bowling Green, Brokenburg, Chancellor, Colonial Beach, Fredericksburg, Hartwood, King George, Port Royal, Spotsylvania, Stafford	
Gainesboro	9	Gainesboro, Gore, Winchester	
Goochland	37	Fife, Goochland, Manakin, Mineral, Powhatan, Richmond, Rockville	
Gordonsville	26	Charlottesville, Gordonsville, Louisa, Orange, Unionville	
Gore	12	Capon Bridge, W. Va., Gainesboro, Gore, Winchester	
Greenwood	50	Charlottesville, Crozet, Greenwood, Lovingston	
Hampton	29	All Zones of the NNMEA Zone, Chuckatuck, Crittenden, Gloucester, Great Bridge, Hayes, Hickory, Norfolk-Va. Beach Zone, Princess Anne, Portsmouth Zone, Smithfield, Surry, Suffolk, Toano, Williamsburg, Windsor	
Hartwood	19	Calverton, Chancellor, Culpeper, Fredericksburg, Hartwood, Remington, Stafford, Triangle	
Haysi	11	Big Prater, Clinchco, Dante Clintwood, Davenport, Haysi, Honaker, Lebanon, Maxie, Richlands	
Herndon	31	Alexandria-Arlington, Arcola, Braddock, Catoctin, Dulles, Dulles Metro, Engleside, Fairfax-Vienna, Falls Church- McLean, Herndon, Leesburg, Lorton, Lorton Metro, Washington, D.C.	
Honaker	43	Davenport, Grundy, Haysi, Honaker, Jewell Ridge, Lebanon, Oakwood, Richlands Tazewell	(C)

SECTION 6. SERVICE AREAS, (CONT'D.)**6.1 Service Area and Rate Groups, (Cont'd.)****A. Verizon Virginia Territory, (cont'd.)**

Exchange	Rate Group	Local Calling Exchanges	(T)
Hopewell	31	Charles City, Chester, Claremont, Disputanta, Enon, Hopewell, Petersburg, Waverly	(C)
Jonesville	39	Cumberland Gap, Jonesville, Pennington Gap, St. Charles	
Lebanon	7	Dante, Davenport, Haysi, Honaker, Jewell Ridge, Lebanon, Richlands, St. Paul	
Leesburg	32	Alexandria-Arlington, Arcola, Bluemont, Braddock, Catoctin, Dulles, Dulles Metro, Fairfax-Vienna, Falls Church-McLean, Herndon, Leesburg, Middleburg, Mount Gilead	
Louisa	5	Fife, Gordonsville, Louisa, Mineral, Orange, Unionville	
Lovingston	18	Amherst, Charlottesville, Gladstone, Greenwood, Lovingston, Piney River, Raphine Sweet Briar	
Lynchburg	16	Allwood, Altavista, Amherst, Appomattox, Bedford, Big Island, Concord, Gladstone, Hurt, Lynchburg, Pamplin, Rustburg, Stone Mountain, Sweet Briar	
Madison	11	Criglersville, Culpeper, Madison, Orange, Shenandoah Park	
Manakin	29	Ashland, Bethia, Chester, Goochland, Manakin, Mechanicsville, Midlothian, Powhatan, Richmond, Rockville, Sandston, Varina	
Marshall	12	Culpeper, Marshall, Middleburg, The Plains, Upperville, Warrenton	
McKenney	36	Alberta, Dinwiddie, Emporia, McKenney, Petersburg, Stony Creek	
Mechanicsville	23	Ashland, Bethia, Chester, Dawn, Hanover, Manakin, Mechanicsville, Midlothian, Old Church, Providence Forge, Richmond, Rockville, Sandston, Varina	
Middleburg	12	Arcola, Bluemont, Haymarket, Leesburg, Marshall, Middleburg, Mount Gilead, The Plains, Upperville	

(C)

SECTION 6. SERVICE AREAS, (CONT'D.)**6.1 Service Area and Rate Groups, (Cont'd.)****A. Verizon Virginia Territory, (cont'd.)**

Exchange	Rate Group	Local Calling Exchanges	(T)
Midlothian	23	Amelia, Ashland, Bethia, Chester, Manakin, Mechanics - ville, Midlothian, Powhatan, Richmond, Rockville, Sandston, Varina	(C)
Mineral	5	Brokenburg, Fife, Goochland, Ladysmith, Louisa, Mineral, Unionville	
Montvale	21	Bedford, Buchanan, Montvale, Roanoke, Salem, Stone Mountain	
Mount Gilead	12	Bluemont, Catoctin, Leesburg, Middleburg, Mount Gilead, Upperville	
Narrows	2	Narrows, Pearisburg, Peterstown, W. Va, Rocky Gap	
Newport News Zone	29	Chuckatuck, Crittenden, Gloucester, Great Bridge, Hayes, Hickory, All zones of the NNMEA, Norfolk-Va. Beach Zone, Portsmouth Zone, Princess Anne, Smithfield, Surry, Suffolk, Toano, Williamsburg, Windsor	
Norfolk-Virginia Beach Zone	29	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	7	Appalachia, Big Stone Gap, Coeburn, Norton, Pound, Wise	
Onancock	7	Belle Haven, Onancock, Parksley	
Orange	43	Chancellor, Criglersville, Culpeper, Gordonsville, Louisa, Madison, Orange, Unionville	
Parksley	4	Onancock, Parksley, Temperanceville	
Pearisburg	11	Blacksburg, Dublin, Narrows, Pearisburg, Pembroke, Pulaski, Radford	
Peninsula Zone	29	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	(C)

SECTION 6. SERVICE AREAS, (CONT'D.)**6.1 Service Area and Rate Groups, (Cont'd.)****A. Verizon Virginia Territory, (cont'd.)**

Exchange	Rate Group	Local Calling Exchanges	(T)
Pennington Gap	3	Appalachia, Big Stone Gap, Cumberland Gap, Jonesville, Pennington Gap, Saint Charles	(C)
Petersburg	53	Bethia, Chester, Claremont Dinwiddie, Disputanta, Enon, Hopewell, McKenney, Petersburg, Stoney Creek, Waverly	
Piny River	23	Allwood, Amherst, Lovingston, Piney River, Raphine, Sweet Briar	
Poquoson Zone	29	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	29	All zones of the NMEA, All zones of the NNMEA, Cape Charles, Chuckatuck, Crittenden, Franklin, Holland, Knotts Is., N.C., Smithfield, Suffolk, Whaleyville, Windsor	
Pound	7	Clintwood, Norton, Pound, Wise	
Powhatan	38	Amelia, Bethia, Cartersville, Cumberland, Fife, Goochland, Manakin, Midlothian, Powhatan, Richmond	
Providence Forge	35	Charles City, Mechanicsville, Old Church, Providence Forge, Richmond, Sandston, Toano, Varina, West Point, Williamsburg	
Pulaski	14	Blacksburg, Christiansburg, Dublin, Pearisburg, Pulaski, Radford	
Radford	16	Blacksburg, Christiansburg, Dublin, Pearisburg, Pulaski, Radford	
Remington	12	Calverton, Culpeper, Hartwood, Remington, Warrenton	(C)

SECTION 6. SERVICE AREAS, (CONT'D.)**6.1 Service Area and Rate Groups, (Cont'd.)****A. Verizon Virginia Territory, (cont'd.)**

Exchange	Rate Group	Local Calling Exchanges	(T) (C)
Richmond S.E., .E., S.W., N.W.	23	Amelia, Ashland, Bethia, Charles City, Chester, Goochland, Hanover, Manakin, Mechanicsville, Midlothian, Old Church, Powhatan, Providence Forge, Richmond, Rockville, Sandston, Varina	
Roanoke	25	Bedford, Bent Mountain, Boones Mill, Buchanan, Burnt Chimney, Christiansburg, Eagle Rock, Fincastle, Montvale, New Castle, Roanoke, Salem, Shawsville, Stone Mountain, Troutville	
Rockville	29	Ashland, Bethia, Chester, Goochland, Manakin, Mechanicsville, Midlothian, Richmond, Rockville, Sandston, Varina	
Saint Charles	40	Jonesville, Pennington Gap, Saint Charles	
Saint Paul	3	Coeburn, Dante, Lebanon, Saint Paul	
Salem	21	Bent Mountain, Blacksburg, Christiansburg, Montvale, New Castle, Roanoke, Salem, Shawsville, Troutville	
Sandston	23	Ashland, Bethia, Chester, Manakin, Mechanicsville, Midlothian, Providence Forge, Richmond, Rockville, Sandston, Varina	
Shawsville	34	Bent Mountain, Blacksburg, Christiansburg, Roanoke, Salem, Shawsville	
Shenandoah Park	3	Criglersville, Luray, Madison, Shenandoah Park, Sperryville, Stanley	
Sperryville	7	Criglersville, Culpeper, Shenandoah Park, Sperryville, Washington, Va.	
Spotsylvania	12	Bowling Green, Brokenburg, Chancellor, Fredericksburg, Ladysmith, Spotsylvania	
Staunton	16	Bridgewater, Craigs ville, New Hope, Raphine, Staunton, Weyers Cave	
Stephens City	47	Berryville, Boyce, Stephens City, Winchester	
Stone Mountain	22	Bedford, Burnt Chimney, Lynchburg, Montvale, Roanoke, Stone Mountain	
Suffolk	29	All zones of the NNMEA, Chuckatuck, Crittenden, Franklin, Great Bridge, Hickory, Holland, Norfolk-Va. Beach Zone, Portsmouth Zone, Princess Anne, Smithfield, Suffolk, Whaleyville, Windsor	(C)

SECTION 6. SERVICE AREAS, (CONT'D.)**6.1 Service Area and Rate Groups, (Cont'd.)****A. Verizon Virginia Territory, (cont'd.)**

Exchange	Rate Group	Local Calling Exchanges	(T) (C)
Tangier	2	Tangier	(T) (C)
Temperanceville	4	Chincoteague, Parksley, Pocomoke, Md., Temperanceville	(T) (C)
The Plains	7	Haymarket, Marshall, Middleburg, The Plains, Warrenton	(T) (C)
Toano	19	All Zones of the NNMEA, Charles City, Claremont, Gloucester, King & Queen, Providence Forge, Smithfield, Surry, Toano, West Point, Williamsburg	(T) (C)
Unionville	23	Brokenburg, Chancellor, Culpeper, Gordonsville, Louisa, Mineral, Orange, Unionville	(T) (C)
Upperville	45	Berryville, Bluemont, Boyce, Marshall, Middleburg, Mount Gilead, Upperville, Warrenton	(T) (C)
Varina	23	Ashland, Bethia, Charles City, Chester, Enon, Manakin, Mechanicsville, Midlothian, Providence Forge, Richmond, Rockville, Sandston, Varina	(T) (C)
Warrenton	12	Calverton, Culpeper, Haymarket, Marshall, Remington, The Plains, Upperville, Warrenton	(T) (C)
Waverly	31	Capron, Claremont, Courtland, Dendron, Disputanta, Hopewell, Petersburg, Stony Creek, Surry, Wakefield, Waverly	(T) (C)
West Point	31	King and Queen, King William, Providence Forge, Toano, West Point, Williamsburg	(T) (C)
Whaleyville	29	Chuckatuck, Crittenden, Franklin, Great Bridge, Hickory, Holland, Norfolk- Va. Beach Zone, Portsmouth Zone, Princess Anne, Smithfield, Suffolk, Whaleyville, Windsor	(T) (C)
Williamsburg	19	All zones of the NNMEA, Charles City, Claremont, Gloucester, King & Queen, Providence Forge, Smithfield, Surry, Toano, West Point, Williamsburg	(T) (C)
Winchester	9	Berryville, Boyce, Gainesboro, Gore, Stephens City, Winchester	(T) (C)
Wise	10	Appalachia, Big Stone Gap, Clintwood, Coeburn, Norton, Pound, Wise	(T) (C)

SECTION 6. SERVICE AREAS, (CONT'D.)**6.1 Service Area and Rate Groups, (Cont'd.)****B. Verizon South Territory**

Exchange	Rate Group	Local Calling Exchanges	(T)
Alberta	4	Lawrenceville, McKenney	
Allwood	9	Amherst, Lynchburg, Big Island Piney River, Gladstone, Raphine	
Amherst	8	Allwood, Lynchburg, Gladstone Piney River, Lovingston	
Appomattox	8	Concord, Lynchburg, Gladstone Pamplin Alexandria/Arlington, Independent Hill, (Includes the Pentagon) Leesburg, Braddock, Lorton, Dale City, Lorton Metro, Dulles Manassas, Dulles Metro, Middleburg, Engleside, Nokesville, Fairfax/Vienna, Occoquan, Falls Church/McLean, Stafford, Haymarket	
Arcola	10	Triangle, Herndon, Washington, D.C. Chase City, Drakes Branch, Clarksville, Keysville,	
Barnesville	6	Clover Big Rock, Haysi, Davenport, Hurley, Dwight, Jewell	
Big Prater	5	Ridge, Grundy, Maxie, Oakwood	
Big Rock	5	Big Prater, Hurley, Dwight, Maxie, Grundy, Oakwood	
Bluefield	6	Bluefield, WV, Rocky Gap, Bluewell, WV, Pocahontas, Bramwell, WV, Tazewell Chancellor, Ladysmith, Dawn, Port Royal, Fredericksburg, Spotsylvania, King William,	
Bowling Green	9	Tappahannock	
Boydton	5	Chase City, Clarksville, Eppes Fork	
Boykins	7	Capron, Emporia, Courtland, Franklin Bergton, Hinton, Broadway, Keezletown, Dayton McGaheysville, Edom, Mt. Solon, Elkton, Staunton,	
Bridgewater	8	Grottoes, Weyers Cave, Harrisonburg Bergton, Harrisonburg, Bridgewater, Hinton, Dayton, Keezletown, Edom, McGaheysville, Elkton, New	
Broadway	8	Market, Grottoes, Weyers Cave	
Callao	5	Farnham Reedville, Hague, Warsaw, Heathsville	

SECTION 6. SERVICE AREAS, (CONT'D.)**6.1 Service Area and Rate Groups, (Cont'd.)****B. Verizon South Territory, (cont'd.)**

Exchange	Rate Group	Local Calling Exchanges	(T)
Capron	7	Boykins Jarratt, Courtlan, Stony Creek, Emporia, Waverly, Franklin	
Chancellor	9	Bowling Green, King George, Brokenburg, Orange, Colonial Beach, Port Royal, Culpeper, Spotsylvania, Fredericksburg, Stafford, Hartwood, Unionville	
Charlotte Court House	5	Clover, Keysville, Drakes Branch, Pamplin	
Chase City	5	Barnesville, Clarksville, Boydton, Keysville	
Chuckatuck	10	Crittenden Peninsula, Franklin, Poquoson, Great Bridge, Portsmouth, Hampton, Princess Anne, Hickory, Smithfield, Holland, Suffolk, Newport News, Whaleyville, Norfolk/Virginia Beach, Windsor	
Claremont	9	Charles City, Dendron, Enon, Hopewell, Petersburg, Surry, Toano, Waverly, Williamsburg	
Clarksville	5	Barnesville, Chase City, Boydton, Eppes Fork	
Colonial Beach	9	Chancellor, King George, Fredericksburg, Montross, Hague, Tappahannock	
Courtland	7	Boykins, Ivor, Capron, Stony Creek, Franklin, Wakefield, Holland, Waverly	
Crittenden	10	Chuckatuck, Peninsula, Franklin, Poquoson, Great Bridge, Portsmouth, Hampton, Princess Anne, Hickory, Smithfield, Holland, Suffolk, Newport News, Whaleyville, Norfolk/Virginia Beach, Windsor	
Dahlgren	5	King George	
Dale City	10	Alexandria/Arlington, Herndon, (includes the Pentagon) Independent Hill, Arcola, Lorton, Braddock, Lorton Metro, Dulles Manassas, Dulles Metro, Nokesville, Engleside, Occoquan, Fairfax/Vienna, Stafford, Falls Church/McLean, Triangle, Haymarket	

SECTION 6. SERVICE AREAS, (CONT'D.)**6.1 Service Area and Rate Groups, (Cont'd.)****B. Verizon South Territory, (cont'd.)**

Exchange	Rate Group	Local Calling Exchanges	(T)
Dawn	8	Bowling Green, Ladysmith, Doswell, Mechanicsville, Hanover, Old Church, King William	
Dayton	8	Bergton, Harrisonburg, Bridgewater, Hinton, Broadway, Keezletown, Edom, McGaheysville, Elkton, Weyers Cave, Grottoes	
Deltaville	8	Gloucester, Mathews, Hayes, Saluda, Kilmarnock	
Dendron	6	Claremont, Wakefield, Smithfield, Waverly, Surry	
Disputanta	8	Dinwiddie, Peterburg, Enon, Waverly, Hopewell	
Doswell	4	Dawn, Hanover, Ladysmith	
Drakes Branch	5	Barnesville, Charlotte Court House, Clover, Keysville	
Dulles	11/12	Alexandria/Arlington, Independent Hill, (includes the Pentagon) Leesburg, Arcola, Lorton, Braddock, Lorton Metro, Dale City, Manassas, Dulles Metro Nokesville, Engleside, Occoquan, Fairfax/Vienna, Stafford, Falls Church/McLean, Triangle, Haymarket Washington, DC, Herndon	(C)
Dwight	6	Big Prater, Jewell Ridge, Big Rock, Maxie, Grundy, Oakwood, Hurley	
Edom	7	Bergton, Harrisonburg, Bridgewater, Hinton, Broadway, Keezletown, Dayton, McGaheysville, Elkton, Weyers Cave, Grottoes	
Elkton	8	Bergton, Bridgewater, Broadway, Dayton, Edom, Grottoes, Harrisonburg, Hinton, Keezletown, McGaheysville, Shenandoah, Weyers Cave	
Emporia	7	Boykins, McKenney, Capron, South Brunswick, Jarratt, Stony Creek, Lawrenceville	
Eppes Fork	8	Boydton, Norlina, NC, Clarksville, Warrenton, NC, Henderson, NC	(C)

SECTION 6. SERVICE AREAS, (CONT'D.)**6.1 Service Area and Rate Groups, (Cont'd.)****B. Verizon South Territory, (cont'd.)**

Exchange	Rate Group	Local Calling Exchanges	(T) (C)
Farnham	7	Callao, Saluda, Heathsville, Tappahannock, Lively Warsaw	----- (C)
Franklin	10	Boykins, Norfolk/Virginia Beach, Capron, Portsmouth, Chuckatuck, Princess Anne, Courtland, Smithfield, Crittenden, Suffolk, Great Bridge, Wakefield, Hickory, Whaleyville, Holland, Windsor, Ivor	
Gladstone	9	Allwood, Concord, Amherst, Lovingston, Appomattox, Lynchburg	
Gloucester	10	Deltaville, Peninsula, Hampton, Poquoson, Hayes, Saluda, King & Queen Toano, Mathews, Williamsburg, Newport News	
Great Bridge	10	Cape Charles, (includes Chuckatuck, Battlefield), Crittenden, Franklin, Hampton, Hickory, Holland, Knotts Island, NC, Newport News, Norfolk/Virginia Beach, Peninsula, Poquoson, Portsmouth, Princess Anne, Smithfield, Suffolk, Whaleyville, Windsor	
Grottoes	8	Bergton, Bridgewater, Broadway, Dayton, Edom, Elkton, Harrisonburg, Hinton, Keezletown, McGaheysville, New Hope, Weyers Cave	
Grundy	6	Big Prater, Big Rock, Davenport, Dwight, Honaker, Hurley, Maxie, Oakwood	
Hague	5	Callao, Colonial Beach, Montross, Warsaw	
Hanover	10	Ashland, Dawn, Doswell, Mechanicsville, Richmond Bergton, Grottoes, Bridgewater, Hinton, Broadway, Keezletown, Dayton, McGaheysville, Edom, Weyers	
Harrisonburg	7	Cave, Elkton	

SECTION 6. SERVICE AREAS, (CONT'D.)**6.1 Service Area and Rate Groups, (Cont'd.)****B. Verizon South Territory, (cont'd.)**

Exchange	Rate Group	Local Calling Exchanges	(T) (C)	
Hayes	9	Deltaville, Newport News, Gloucester Peninsula, Hampton, Poquoson, Mathews Alexandria/Arlington, Herndon, (includes the Pentagon) Independent Hill, Arcola, Lorton, Braddock, Lorton Metro, Calverton, Manassas, Dale City, Middleburg, Dulles, Nokesville, Dulles Metro, Occoquan, Engleside, Stafford, Fairfax/Vienna, The Plains, Falls	----- (C)	
Haymarket	10	Church/McLean, Triangle, Warrenton		
Heathsville	6	Callao, Lively, Farnham, Reedville, Kilmarnock Cape Charles, Norfolk/Virginia Beach, Chuckatuck Peninsula, Crittenden, Poquoson, Franklin, Portsmouth, Great Bridge, Princess Anne, Hampton, Smithfield, Holland, Suffolk, Knotts Island, NC, Whaleyville,		
Hickory	6	Newport News, Windsor Bergton, Grottoes, Bridgewater, Harrisonburg, Broadway, Keezletown, Dayton, McGaheysville, Edom,		
Hinton	8	Weyers Cave, Elkton Chuckatuck, Norfolk/Virginia Beach, Courtland, Portsmouth, Crittenden, Princess Anne, Franklin,		
Holland	10	Suffolk, Great Bridge, Whaleyville, Hickory, Windsor Big Prater, Grundy, Big Rock, Maxie, Dwight,		
Hurley	5	Oakwood Alexandria/Arlington, Haymarket, (includes the Pentagon) Herndon, Arcola, Lorton, Braddock, Lorton Metro, Dale City, Manassas, Dulles, Nokesville, Dulles Metro, Occoquan, Engleside, Stafford, Fairfax/Vienna,		
Independent Hill	10	Triangle, Falls Church/McLean		(C)

SECTION 6. SERVICE AREAS, (CONT'D.)**6.1 Service Area and Rate Groups, (Cont'd.)****B. Verizon South Territory, (cont'd.)**

Exchange	Rate Group	Local Calling Exchanges	(T)
Irvington	5	Kilmarnock, Lively, Saluda	(C)
Ivor	7	Courtland, Wakefield, Franklin, Windsor, Smithfield	
Jarratt	5	Capron, Emporia, Stony Creek	
Jewell Ridge	8	Big Prater, Lebanon, Davenport, Oakwood, Dwight, Richlands, Honaker, Tazewell	
Keezletown	7	Bergton, Grottoes, Bridgewater, Harrisonburg, Broadway, Hinton, Dayton, McGaheysville, Edom, Weyers Cave, Elkton	
Keysville	7	Barnesville, Farmville, Charlotte Court House, Hampden, Sydney, Chase City Prospect, Drakes Branch	
Kilmarnock	6	Deltaville, Lively, Heathsville, Reedville, Irvington	
King & Queen	8	Chancellor, Port Royal, Colonial Beach, Stafford, Dahlgren, Tappahannock, Fredericksburg	
King George	9	Gloucester, Tappahannock, King William, Toano, Saluda, West Point, Williamsburg	
King William	7	Bowling Green, Old Church, Dawn, Tappahannock, King & Queen, West Point	
Ladysmith	7	Bowling Green, Mineral, Brokenburg, Port Royal, Dawn, Spotsylvania, Doswell	
Lawrenceville	6	Alberta, South Brunswick, Emporia	
Lively	7	Farnham, Kilmarnock, Heathsville, Saluda, Irvington, Tappahannock	
Lorton	11	Alexandria/Arlington, Haymarket, (includes the Pentagon) Herndon, Arcola, Independent Hill, Braddock, Lorton Metro, Dale City, Manassas, Dulles, Nokesville, Dulles Metro, Occoquan, Engleside, Stafford, Fairfax/Vienna Triangle, Falls Church/McLean, Washington, DC	(C)

SECTION 6. SERVICE AREAS, (CONT'D.)**6.1 Service Area and Rate Groups, (Cont'd.)****B. Verizon South Territory, (cont'd.)**

Exchange	Rate Group	Local Calling Exchanges	(T)
Lorton Metro	12	Alexandria/Arlington, Haymarket, (includes the Pentagon) Herndon, Arcola, Independent Hill, Braddock, Lorton, Dale City, Lorton Metro, Dulles, Nokesville, Dulles Metro, Occoquan, Engleside, Stafford, Fairfax/Vienna Triangle, Falls Church/McLean	(C)
Manassas	10	Deltaville, Hayes, Gloucester	
Mathews	7	Big Prater, Haysi, Big Rock, Hurley, Dwight, Oakwood, Grundy	
Maxie	5	Bergton, Grottoes, Bridgewater, Harrisonburg, Broadway, Hinton, Dayton, Keezletown, Edom, Weyers Cave, Elkton	
McGaheysville	8	Colonial Beach, Tappahannock, Hague, Warsaw	
Montross	6	Alexandria/Arlington, Haymarket, (includes the Pentagon) Herndon, Arcola, Independent Hill, Braddock, Lorton, Calverton, Lorton Metro, Dale City, Manassas, Dulles, Occoquan, Dulles Metro, Stafford, Engleside, Triangle, Fairfax/Vienna, Falls Church/McLean	
Nokesville	10	Big Prater, Honaker, Big Rock Hurley, Davenport, Jewell Ridge, Dwight, Maxie, Grundy, Richlands, Alexandria/Arlington Haymarket, (includes the Pentagon) Herndon, Arcola, Independent Hill, Braddock, Lorton, Dale City, Lorton Metro, Dulles, Manassas, Dulles Metro, Nokesville, Engleside, Stafford, Fairfax/Vienna Triangle, Falls Church/McLean	
Oakwood	7	Dawn, Providence, Forge, King William, Richmond, Mechanicsville	
Occoquan (includes Woodbridge)	10	Appomattox, Lynchburg, Charlotte Court House, Concord	
Old Church	10	Anawalt, WV, Bluewell, WV, Bluefield, Bramwell, WV, Bluefield, WV, Maybeury, WV, Tazewell	(C)
Pamplin	9		
Pocahontas	6		

SECTION 6. SERVICE AREAS, (CONT'D.)**6.1 Service Area and Rate Groups, (Cont'd.)****B. Verizon South Territory, (cont'd.)**

Exchange	Rate Group	Local Calling Exchanges	(T) (C)	
Stony Creek	9	Capron, Jarratt, Courtland, McKenney, Dinwiddie, Petersburg, Emporia, Waverly	----- (C)	
Surry	10	Claremont, Poquoson, Charles City, Smithfield, Dendron, Toano, Hampton, Waverly, Newport News, Williamsburg, Peninsula		
Tappahannock	8	Bowling Green, Lively, Colonial Beach, Montross, Farnham, Port Royal, King George, Saluda, King & Queen, Warsaw, King William		
Tazewell	7	Bluefield, Pocahontas, Honaker, Richlands, Jewell Ridge, Rocky Gap		
Triangle (includes Quantico)	10	Alexandria/Arlington, Hartwood, (includes the Pentagon) Haymarket, Arcola, Herndon, Braddock, Independent Hill, Calverton, Lorton, Dale City, Lorton Metro, Dulles, Manassas, Dulles Metro, Nokesville, Engleside, Occoquan, Fairfax/Vienna, Stafford, Falls Church/McLean		
Wakefield	7	Courtland, Ivor, Dendron, Smithfield, Franklin, Waverly		
Warsaw	5	Callao, Montross, Farnham, Tappahannock, Hague Bergton, Bridgewater, Broadway, Dayton, Edom, Elkton, Grottoes, Harrisonburg, Hinton, Keezletown,		
Weyers Cave	8	McGaheysville, New Hope, Staunton		
		Chuckatuck, Crittenden, Franklin, Great Bridge, Hampton, Hickory, Holland, Ivor, Newport News, Norfolk/Virginia Beach, Peninsula, Poquoson, Portsmouth, Princess Anne, Smithfield, Suffolk,		
Windsor	10	Whaleyville		(C)

SECTION 6. SERVICE AREAS, (CONT'D.)**6.1 Service Area and Rate Groups, (Cont'd.)****C. Brightspeed of Appalachia, LLC fUnited Tel Southeast VA (Embarq) (T)**

Exchange	Rate Class	Local Calling Exchanges	
Abingdon	8	Abingdon, Damascus, Glade Spring, Konnarock, and Meadowview	
Austinville	9	Meadows, Rural Retreat, Sylvatus and Wytheville	
Bland	4	Bland and Ceres	(T)
Bristol, Virginia	10	Bluff City, Blountville, Bristol, Tenn., and Bristol, Va.	
Cana	7	Cana, Hillsville, Laurel Fork, and Sylvatus	
Ceres	4	Bland and Ceres	
Chilhowie	11	Chilhowie, Konnarock, Marion, Rich Valley, Saltville, and Sugar Grove	(T)
Comers Rock	5	Comers Rock, Independence, and Mouth of Wilson	
Cripple Creek	9	Austinville, Cripple Creek, Max Meadows, Rural Retreat, and Wytheville	
Damascus	9	Abingdon, Damascus, Glade Spring, Konnarock, and Meadowview	
Fries	6	Fries and Galax	
Galax	6	Fries and Galax	
Gate City	7	Gate City, Scott County Telephone Cooperative exchanges of Clinchport, Duffield, Dungannon, Fort Blackmore, Nickelsville, and William's Mill	
Glade Spring	9	Abingdon, Damascus, Glade Spring, Konnarock, and Meadowview	
Hillsville	6	Cana, Hillsville, Laurel Fork, and Sylvatus	
Independence	4	Independence, Comers Rock, and Mouth of Wilson	
Konnarock	14	Abingdon, Chilhowie, Damascus, Glade Spring, Konnarock, Marion, Meadowview, and Saltville	(T)
Laurel Fork	7	Cana, Hillsville, Laurel Fork, and Sylvatus	
Marion	12	Chilhowie, Konnarock, Marion, Rich Valley, Saltville, and Sugar Grove	(T)

SECTION 6. SERVICE AREAS, (CONT'D.)**6.1 Service Area and Rate Groups, (Cont'd.)****C. Brightspeed of Appalachia, LLC fUnited Tel Southeast VA (Embarq) (T), (cont'd.)**

Exchange	Rate Class	Local Calling Exchanges
Max Meadows	8	Austinville, Cripple Creek, Max Meadows, Rural Retreat, and Wytheville
Meadowview	8	Abingdon, Damascus, Glade Spring, Konnarock, and Meadowview
Morrison City	10	Blountville, TN, Bluff City, TN, Bristol, TN, Church Hill, TN, Fall Branch, TN, Kingsport, TN, Midway (Sullivan County), TN, Morrison City, VA, and Sullivan Garden, TN
Mouth of Wilson	5	Comers Rock, Independence, and Mouth of Wilson
Rich Valley	8	Chilhowie, Marion, Rich Valley, Saltville, and Sugar Grove
Rural Retreat	9	Austinville, Cripple Creek, Max Meadows, Rural Retreat, and Wytheville
Saltville	13	Chilhowie, Konnarock, Marion, Rich Valley, Saltville, and Sugar Grove
Sugar Grove	9	Chilhowie, Marion, Rich Valley, Saltville, and Sugar Grove
Sylvatus	10	Austinville, Cana, Hillsville, Laurel Fork, Sylvatus, and Wytheville.
Wytheville	8	Austinville, Cripple Creek, Max Meadows, Rural Retreat, Sylvatus and Wytheville

(T)

SECTION 6. SERVICE AREAS, (CONT'D.)**6.1 Service Area and Rate Groups, (Cont'd.)****D. Brightspeed of Virginia fCentral Tel VA, Embarq (T) (cont'd)**

ii. Local Service Areas

Exchange	Rate Group	Local Calling Exchanges	
ALTAVISTA	24	Hurt (Peoples Mutual Telephone Company), Lynchburg(Verizon-Virginia)	(T)
ARARAT	5	Stuart, Meadows of Dan, Woolwine	
ARVONIA	15	Buckingham, Dillwyn, Farmville, Cumberland (Verizon-Virginia)	(T)
AXTON	8	Collinsville, Martinsville, Ridgeway, Spencer, Bassett, Fieldale, Bachelors Hall, Danville (Verizon-Virginia)	
BACHELORSHALL	22	Whitmell, Danville (Verizon-Virginia), Axton, Martinsville, Chatham (Verizon-Virginia)	(T)
BASSETT	6	Axton, Collinsville, Martinsville, Ridgeway, Spencer, Fieldale	
BEAVERDAM	9	Gum Tree, Montpelier	
BLACKSTONE	5	Burkeville, Crewe, Victoria	
BOONESMILL	25	Burnt Chimney, Rocky Mount, Ferrum, Union Hall, Roanoke (Verizon-Virginia)	(T)
BRODNAX	4	LaCrosse, South Hill, Beechwood, Blackridge (Buggs Island Telephone Cooperative)	
BROOKNEAL	4	Gladys, Volens	
BROWNSBURG	6	Buena Vista, Glasgow, Lexington, Natural Bridge	
BUCKINGHAM	17	Arvonias, Dillwyn, Farmville, Cumberland (Verizon-Virginia), Prospect	(T)
BUENAVISTA	5	Brownsburg, Glasgow, Lexington, Natural Bridge	
BURKEVILLE	18	Blackstone, Crewe, Farmville, Prospect, Victoria	(T)
BURNTCHMNY	9	Boones Mill, Ferrum, Roanoke (Verizon-Virginia), Rocky Mount, Stone Mountain (Verizon-Virginia), Union Hall	
CHARLOTSVL	21	Crozet, Gordonsville (Verizon-Virginia), Scottsville, Lovingsston, Greenwood (Verizon-Virginia), Stanardsville	(T)
COLLINSVL	6	Axton, Bassett, Fieldale, Martinsville, Ridgeway, Spencer	
CREWE	4	Blackstone, Burkeville, Prospect	
CROZET	21	Charlottesville, Greenwood (Verizon-Virginia)	(T)
DILLWYN	13	Arvonias, Buckingham, Farmville, Cumberland (Verizon-Virginia), Prospect	(T)
FARMVILLE	16	Cumberland (Verizon-Virginia), Hampden Sydney, Prospect, Arvonias, Buckingham, Dillwyn, Burkeville, Keysville (VerizonSouth), Cartersville (Verizon-Virginia)	(T)

SECTION 6. SERVICE AREAS, (CONT'D.)**6.1 Service Area and Rate Groups, (Cont'd.)****D. Brightspeed of Virginia fCentral Tel VA, Embarq (T) (Cont'd.)**

ii. Local Service Areas (Cont'd)

Exchange	Rate Group	Local Calling Exchanges	
FERRUM	6	Boones Mill, Burnt Chimney, Rocky Mount, Union Hall	
FIELDALE	6	Axton, Bassett, Collinsville, Martinsville, Ridgeway, Spencer	
FORK UNION	7	Palmyra	
FRONTROYAL	5	Washington	
GLADYS	4	Brookneal, Rustburg, Volens	
GLASGOW	5	Brownsburg, Buena Vista, Lexington, Natural Bridge	
GUM TREE	9	Beaverdam, Montpelier	
HALIFAX	5	South Boston, Turbeville, Virgilina, Volens	(T)
HAMPDESDNY	14	Farmville, Prospect, Keysville (Verizon South)	
KENBRIDGE	3	Victoria	
LA CROSSE	4	Brodnax, South Hill, Beechwood, Blackridge (Buggs Island Telephone (Cooperative))	
LEXINGTON	5	Brownsburg, Buena Vista, Glasgow, Natural Bridge	
LURAY	4	Stanley, Shenandoah, Shenandoah Park (Verizon-Virginia)	
MARTINSVL	6	Axton, Bassett, Collinsville, Fieldale, Ridgeway, Spencer, Bachelors Hall	
MEADOWSDAN	11	Ararat, Ballard (Citizens Telephone Cooperative), Stuart, Woolwine	(T)
MONTPELIER	9	Beaverdam, Gum Tree	
NATURALBDG	6	Brownsburg, Buena Vista, Glasgow, Lexington	
PALMYRA	7	Fork Union	
PROSPECT	6	Farmville, Hampden Sydney, Buckingham, Burkeville, Crewe, Dillwyn, Cumberland (Verizon-Virginia), Keysville (Verizon South)	
RIDGEWAY	6	Axton, Bassett, Collinsville, Fieldale, Martinsville, Spencer	
ROCKYMOUNT	6	Boones Mill, Burnt Chimney, Ferrum, Union Hall	
RUSTBURG	23	Gladys, Concord, Lynchburg (Verizon Virginia)	(T)
SCHUYLER	7		
SCOTTSVL	8	Charlottesville	
SHENANDOAH	5	Luray, Stanley, Elkton (Verizon South)	

SECTION 6. SERVICE AREAS, (CONT'D.)**6.1 Service Area and Rate Groups, (Cont'd.)****D. Brightspeed of Virginia fCentral Tel VA, Embarq (T) (Cont'd.)**

ii. Local Service Areas (Cont'd)

Exchange	Rate Group	Local Calling Exchanges	
SO BOSTON	5	Halifax, Turbeville, Virgilina, Volens	
SOUTH HILL	4	Brodnax, LaCrosse, Beechwood, Blackridge (Buggs Island Telephone Cooperative)	
SPENCER	6	Axton, Bassett, Collinsville, Fieldale, Martinsville, Ridgeway	
STANARDSVL	26	Charlottesville	(T)
STANLEY	4	Luray, Shenandoah, Shenandoah Park (Verizon-Virginia)	
STUART	4	Ararat, Meadows of Dan, Woolwine	
TURBEVILLE	6	Halifax, South Boston, Virgilina, Volens	
UNION HALL	6	Boones Mill, Burnt Chimney, Ferrum, Rocky Mount	
VICTORIA	12	Kenbridge, Blackstone, Burkeville	(T)
VIRGILINA	6	Halifax, South Boston, Turbeville, Volens	
VOLENS	6	Brookneal, Gladys, Halifax, South Boston, Turbeville, Virgilina	
WASHINGTON	20	Sperryville, Culpeper (Verizon-Virginia), Front Royal	(T)
WHITMELL	19	Bachelors Hall, Danville (Verizon-Virginia), Chatham (Verizon-Virginia)	(T)
WOOLWINE	5	Ararat, Stuart, Meadows of Dan	

ii. Mandatory and Optional Extended Areas

Exchange	Mandatory	Optional
ALTAVISTA	Lynchburg	
ARVONIA	Cumberland and Farmville	
BACHELORSHALL	Axton, Chatham	
BEAVERDAM		Ashland, Richmond
BOONESMILL	Roanoke	
BUCKINGHAM	Cumberland and Farmville, Prospect	

SECTION 6. SERVICE AREAS, (CONT'D.)**6.1 Service Area and Rate Groups, (Cont'd.)****D. Brightspeed of Virginia fCentral Tel VA, Embarq (T) (Cont'd.)**

ii. Mandatory and Optional Extended Areas (Cont'd)

Exchange	Mandatory	Optional
BURKEVILLE	Farmville	
CHARLOTSVL	Lovington, Gordonville, Greenwood, Stanardsville	Fork Union, Palmyra, Schuyler
CROZET	Greenwood	
DILLWYN	Cumberland and Farmville	
FARMVILLE	Cumberland, Keysville, Cartersville	
FORK UNION		Charlottesville, Scottsville
GUM TREE		Ashland, Richmond
HALIFAX		Clover
HAMPDESDNY	Keysville	
MARTINSVL	Bachelors Hall	
MEADOWSDAN	Ballard	
MONTPELIER	Ashland, Richmond	
PALMYRA		Charlottesville, Scottsville

SECTION 6. SERVICE AREAS, (CONT'D.)**6.1 Service Area and Rate Groups, (Cont'd.)****D. Brightspeed of Virginia fCentral Tel VA, Embarq (T) (Cont'd.)**

ii. Mandatory and Optional Extended Areas (Cont'd)

Exchange	Mandatory	Optional
RUSTBURG	Concord, Lynchburg	
SCHUYLER		Charlottesville, Scottsville
SCOTTSVL		Fork Union, Palmyra, Schuyler
SO BOSTON		Clover
STANARDSVL	Charlottesville	
VICTORIA	Blackstone & Burkville	
WASHINGTON	Culpeper, FrontRoyal	
WHITMELL	Chatham	

SECTION 6. SERVICE AREAS, (CONT'D.)

(D)

(D)

SECTION 6. SERVICE AREAS, (CONT'D.)

6.1 Service Area and Rate Groups, (Cont'd.)

(D)

(D)

SECTION 7 - SPECIAL ARRANGEMENTS

7.1 Individual Case Basis (ICB) Arrangements

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

7.2 Service and Promotional Trials

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

7.3 Special Assembly

The Company may provide a unique local exchange service for a customer where no Product Guide 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.

SECTION 7 - SPECIAL ARRANGEMENTS, (CONT'D.)**7.4 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. The customer may access TRS via the Company by either TRS's toll free 800 number or by dialing the 711 service access code.

SECTION 8 - BUNDLED SERVICES**8.1 General Statement**

This unique section contains service bundles consisting of regulated local exchange services combined with other communication services that are regulated under other Product Guides of the Company and/or services not regulated by the Commission. Examples of the other communication Services that may be included in a bundle with local services are: Toll Services, Voice Mail, Speed Calling, Internet, and Cable. Where other communication services not regulated under the local exchange service Product Guide are listed in the bundles they will be marked with an asterisk “*” or another unique symbol or mark.

SECTION 8 - BUNDLED SERVICES, (CONT'D.)**8.2 MetPak Advantage Plan for Business Customers**

8.2.1 The MetPak Advantage Plan provides Business Customers with the option to pay a flat monthly fee for unlimited calling. The flat monthly fee is in addition to the rate the customer pays for their telephone line (see Section 4.0 of this Product Guide for prevailing rates for Business Lines). There are three options for the customer to consider, (1) unlimited local calling, (2) unlimited local and ¹regional toll calling and (3) unlimited local, regional toll and long distance calling. The monthly flat rate is dependent upon which option the customer elects.

8.2.2 Regulations

- A.** Only one calling plan option can be ordered per individual line.
- B.** For a customer's business line(s) to be eligible for any of the options described in A. preceding the line(s) must also be eligible for the terms and conditions applicable to the Product Guides filed for Unbundled Network Elements Platform (UNE P) within the Commonwealth of Virginia and/or terms and conditions the Company deems comparable to UNE P.
- C.** The unlimited calling options are available to business customers, who at the time they order these plans have no more than 25 voice grade lines for all BTNs per service address. Eligible customers may order the options on a maximum of 10 lines per service address. Business customers with multiple service addresses may order the unlimited calling options subject to the preceding eligibility requirements.

1. Regional is defined as those call areas beyond the customer's local calling area and / or extended call area, but do not constitute an Interstate or InterLATA call.

SECTION 8 - BUNDLED SERVICES, (CONT'D.)**8.2 MetPak Advantage Plan for Business Customers (Cont'd.)****8.2.2 Regulations, (Cont'd.)**

- D.** Customers must use MetTel as their local, regional toll and long distance carrier in order to qualify for the options as defined in A. preceding.. In those cases in which the customer may have selected “None” as their PIC option for regional toll and long distance, they will still qualify for the unlimited local option. In those cases in which the customer may have selected “None” as their PIC option for long distance, they will still qualify for the unlimited local and regional toll options, or an unlimited local and a per minute MetTel regional toll calling plan.
- E.** Unlimited Local Usage for Business applies to voice grade traffic only. The Company reserves the right to terminate a Customer’s plan for use with inappropriate non-voice traffic or violations of this Product Guide.
- F.** These plans are not available for use with PBX Trunks, ground start lines or trunks, ISDN BRI or ISDN PRI Services, Digital PBX Trunk Services (T1s), Remote Call Forwarding Service, Foreign Exchange Service, Coin or Pay Telephone Service. The calling options, as defined in A. preceding, will not be provided to customers with PBX or Key Systems who convert their trunks to Business Message Rate lines. The Company maintains the right to terminate the plan when the Company has determined the service has been compromised for its intended applications.

8.2.3 MetPak Advantage Plan - Rates

MetPak Advantage is a plan that provides Businesses the opportunity to customize flat rate calling plans for their local, regional and long distance calling needs. The plans are only available on POTS and Centrex lines. All rates are per line, per month.

Verizon Virginia and Verizon South Territory

	Monthly
Unlimited Local Calling	\$37.00
Unlimited Local and Regional Calling	\$44.00 I
Unlimited Local, Regional and Long Distance	\$59.00 I

SECTION 8 - BUNDLED SERVICES, (CONT'D.)**8.3 MetPak Advantage Plus Plan for Business Customers**

The MetPak Advantage Plus Plan is consistent with the terms and conditions defined in preceding Section 6.1.1, except as stated in A. below.

A. The MetPak Advantage Plus Plan provides customers with all of the following features for an additional fixed monthly rate of \$20.00 per line. Anonymous Call Rejection, Caller ID with Name, Call Forwarding, Three-Way Calling, Speed Dialing 8, Unlimited Call Return and Repeat Dial.

8.3.1 MetPak Advantage Plus Plan - Rates

The MetPak Advantage Plus Plan mirrors the MetPak Advantage Plans; additionally the following features are included for each line equipped with the offer. Service pertains to POTS lines only.

Anonymous Call Rejection, Call ID with Name, Call Waiting, Call Forwarding, Three-Way Calling, Speed Dialing 8, Unlimited Call Return and Repeat Dialing.

Plans are discounted by 5%, 7% and 10% for 12, 24 and 36 months respectively.

8.3.1.1 Term Agreements

The MetPak Advantage Plans for Unlimited Local and Regional Toll, and Unlimited Local, Regional Toll and Long Distance Usage for Business customers are available under a Month-to-Month, 12, 24 or 36 Month Term Agreement.

Customers on the Month-to-Month term option may discontinue their enrollment in the plan(s) at any time upon notification to MetTel.

Term agreements are applied per line and each line can have a different start date. At the end of the term period, or any subsequent renewal, the agreement will automatically be renewed for successive 12, 24 or 36 Month Terms, on the same terms and conditions, unless either party provides advance notice that it does not wish to renew the term. Pricing will remain the same during any automatic renewal unless the MetTel has provided 30 days' notice of any change.

MetTel reserves the right to change the price for the Term Agreements at any time on 30 days' notice, and such new price shall apply to all new and existing term agreements from the end of the 30-day period.

SECTION 8 - BUNDLED SERVICES, (CONT'D.)**8.3 MetPak Advantage Plus Plan for Business Customers, (Cont'd.)****8.3.1.1 Term Agreement, (Cont'd.)**

In the event the customer terminates the Month-to Month plan option, the change will be reflected on the customer's next bill from the date of notification.

If the customer terminates a 12, 24 or 36 month term agreement prior to the completion of the term commitment period, the customer shall be liable for an early termination charge of \$20.00 per month per MetPak Advantage Plan for each month remaining in the term.

An early termination charge *will not apply* under the following circumstances.

- (1) Customer moves existing service either to a new location within the same address and/or same building (inside move) or to a new location (outside move) and maintains that service for the remainder of the term;
- (2) Customer renegotiates a new term commitment plan for the same service before the current term commitment expires and the revenue value, as described following, of the new term commitment is equal to or greater than the remaining revenue value of the current service period; or
- (3) Customer changes to another service or usage plan or upgrades service or usage under a term commitment, and the revenue value, as described following, of the new term commitment is equal to or greater than the remaining revenue value* of the current term commitment.

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

SECTION 8 - BUNDLED SERVICES, (CONT'D.)**8.4 MetTel CentrexPak and CentrexNet Services**

MetTel CentrexPak and CentraNet Service is a business service which provides local exchange service, direct inward-dialing identification and billing of outgoing long distance messages by line number if available, touch tone calling service and intercept to the main listed number. This service allows the Customer to place calls outside the group without having to dial the access code "9".

Service is available only where facilities exist and where technically feasible.

Service is offered as a complete package only: local exchange access, intercommunication and services are not offered separately. This is a customized package for small business customers with a minimum of two (2) lines and a maximum of thirty (30) lines unless otherwise restricted by the central office from which service originates.

8.4.1 Regulations

CentrexNet customers may select either a month-to-month or 24 month term option.

Additional lines may be added to an existing system, up to a maximum of thirty (30), during the term period. For Customers subscribing to the two year term plan, the term obligation with respect to any additional lines will be coterminous with such two year term.

There is no termination liability for Customers to have elected the month-to-month payment option. When a 2 year term option is selected and the Customer disconnects or terminates the service after thirty (30) days following installation, the non-recurring and installation charges will not be refunded. The amount of the early termination charge will be the monthly recurring charge for the remainder of the term and will apply only to those rate elements under a term commitment period.

CentrexPak customers may select either a month-to-month or 36 month term option.

Additional lines may be added to an existing system, up to a maximum of thirty (30), during the term period. For Customers subscribing to the three year term plan, the term obligation with respect to any additional lines will be coterminous with such three year term.

There is no termination liability for Customers to have elected the month-to-month payment option. When a 3 year term option is selected and the Customer disconnects or terminates the service after thirty (30) days following installation, the non-recurring and installation charges will not be refunded. In addition, the Customer will be liable for any early termination charges. The amount of the early termination charge will be the monthly recurring charge for the remainder of the term and will apply only to those rate elements under a term commitment period.

SECTION 8 - BUNDLED SERVICES, (CONT'D.)**8.4 MetTel CentrexPak and CentrexNet Services, (Cont'd.)****8.4.2 Features**

The following features are automatically included on every line with this service: Direct Inward Dial, Direct Outward Dial, Distinctive Ringing, Call Transfer, Call Hold, Consultation Hold, Three Way Calling, Intercom Dialing.

In addition the following features may be selected by the Customer to be placed on any line of Hunt Group at no additional charge: Automatic Call Back, Call Forwarding - Busy, Call Forwarding - No Answer, Call Forwarding - Variable, Call Waiting/Cancel Call Waiting, Dial Call Waiting - Originating, Call Pick-Up Group, Hunting Services and/or Multi-Line Only, Speed Calling 6* or 8*, and Call Restriction Options 0-7.

The following features may be added to any line or Hunt Group for an additional charge, if available: Automatic Busy Redial, Call Block, Automatic Call Return, Caller ID-Number, Caller ID-Name and Number, Special Call Forwarding, VIP Alert, Call Tracing Service.

8.4.3 Rates – CentrexPak (Flat or Measured), Verizon Virginia

	Monthly Rate	36 Month Rate
Flat Rate		
Exchange Access	\$16.25 (I)	\$16.25 (I)
Intercommunications	\$46.94 (I)	\$16.44 (I)
Unlimited Local Usage	<u>\$52.73 (I)</u>	<u>\$52.73 (I)</u>
Total	\$115.92 (I)	\$85.42 (I)
Measured Rate		
Exchange Access	\$16.25 (I)	\$16.25 (I)
Intercommunications	<u>\$46.94 (I)</u>	<u>\$16.44 (I)</u>
Total	\$63.19 (I)	\$32.69 (I)

8.4.3.1 Rates – CentrexNet, Verizon South

	Monthly Rate
Flat Rate	\$87.50 (I)
Measured Rate	\$75.00 (I)

8.4.3.2 Rates – Centrex II, Brightspeed of Virginia fCentral Tel VA, Embarq (T)

	Monthly Rate
Flat Rate	\$51.25 (I)

SECTION 8 - BUNDLED SERVICES, (CONT'D.)

8.4 MetTel CentrexPak and CentrexNet Services, (Cont'd.)

8.4.4 Optional Features - CentrexPak, former Bell Atlantic area

Automatic Busy Redial	\$1.50
Automatic Call Return	\$1.50
Select Call Forward	\$1.50
Caller ID Number	\$5.85
Priority Call	\$6.00
Caller ID Name & Number	\$7.13
Special Call Forwarding	\$3.00
VIP Alert	\$4.00
Call Tracing Service	\$6.00

(I)

SECTION 8 - BUNDLED SERVICES, (CONT'D.)**8.6 ISDN BRI¹****8.6.1 Rates** (are in addition to Individual Measured Rate Service)

	<u>Virginia</u>	<u>South</u>	<u>Brightspeed fCentral/United Tel (Embarq) (T)</u>
ISDN Basic Exchange Digital Line	\$23.39 (I)	\$17.81 (I)	\$43.75 (I)
ISDN Basic Exchange Digital Line-Multipoint	-	\$31.63 (I)	-
ISDN Basic Exchange Circuit Switched Data	\$5.45	\$9.90	-
ISDN Basic Exchange Circuit Switched Voice	\$5.45	\$3.30	-
ISDN Basic Exchange Circuit Switched Voice/Data	\$5.45	-	-
ISDN Data Rate – 1 st Minute	\$0.0200	\$0.0400	-
ISDN Data Rate – Add'l Minutes	\$0.0200	\$0.0200	-
20 Hour Local Data Allowance	\$15.62	-	-
140 Hour Local Data Allowance	\$40.66	-	-
Unlimited Local Data Allowance:			
Month to Month	\$88.70	-	-
24/30 Month Term	\$44.00	-	-
ISDN BRI Additional Call Offering (ACO)			\$1.25
ISDN BRI Additional Directory Number (each)			\$3.13/\$2.50
ISDN BRI Automatic Callback (Repeat Dial)			\$2.50
ISDN BRI Call Forwarding			\$2.50
ISDN BRI Call Pickup (per member)			\$1.25
ISDN BRI Calling Number ID/Calling Name ID			\$8.75
ISDN BRI Feature Package 1			\$15.00
ISDN BRI Flexible Calling			\$1.25
ISDN BRI Link Extension Facility, per BRI			\$18.75
ISDN BRI Multi-line Hunt Group			\$2.50
ISDN BRI Six-Way Conference Calling			\$6.25

¹ Effective May 18, 2013 service is available for existing customers only.