

OTHER TELEPHONE COMPANY (OTC) CUSTOMER LISTING ERROR REMEDY PLAN

A. GENERAL

1. Definitions—The following definitions shall apply to Verizon PA Tariff Pa. P.U.C.-No. 216, Section 2A.
 - a. "OTC Customer Listing" means and includes an OTC end-user's name, address and telephone number.
 - b. "Error" means and includes:
 - (i) omission from a printed Verizon PA telephone directory of an OTC Customer Listing that the OTC requested be included in the directory;
 - (ii) publication in a printed Verizon PA telephone directory of an OTC Customer Listing that pursuant to Verizon PA's Non-Published Telephone Number Service or Non-Listed Telephone Number Service (Section 9 of the Product Guide for Competitive Services (FBA Tariff No. 500) available at ww.verizon.com/tariffs under Pennsylvania Non-Tariff Documents) the OTC requested be excluded from the directory;
 - (iii) publication in a printed Verizon PA telephone directory of an OTC end-user's name that differs from the name that the OTC requested Verizon PA to publish in the directory;
 - (iv) publication in a printed Verizon PA telephone directory of an OTC end-user's address that differs from the address that the OTC requested Verizon PA to publish in the directory; and,
 - (v) publication in a printed Verizon PA telephone directory of an OTC end-user's telephone number that differs from the telephone number that the OTC requested Verizon PA to publish in the directory.

"Errors" do not include any publication or omission of, or change, modification, error or other deficiency in, an OTC Customer Listing, if Verizon PA's act or omission conforms to Verizon PA's tariffs and/or any Verizon PA directory rules, standards, practices and/or ethical requirements that are referenced in a Verizon PA tariff and made available to the OTC by Verizon PA (such as through a website accessible by the OTC). "Errors" also do not include any publication or omission of, or change, modification, error or other deficiency in, an OTC Customer Listing, that was requested, caused or contributed to by the OTC or the OTC's end-user. If an OTC submits a request to Verizon PA for action with regard to an OTC Customer Listing (such as inclusion of an OTC Customer Listing in, or exclusion of an OTC Customer Listing from, a Verizon PA telephone directory, or a change in an OTC Customer Listing) but the request is submitted after the final date set by Verizon PA for the OTC to submit such request for the applicable Verizon PA telephone directory, a failure by Verizon PA to take the requested action for that directory shall not be deemed to be an "Error."¹

¹ For instance, if the final date set by Verizon PA for OTCs to submit requests for new OTC Customer Listings to be included in the July 2010 West Chester Directory is April 15, 2010 and an OTC submits a request for a new OTC Customer Listing for the West Chester Directory on April 20, 2010, a failure by Verizon PA to include the requested OTC Customer Listing in the July 2010 West Chester Directory shall not be deemed to be an "Error."

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B. REGULATIONS

1. Scope of the Remedy Plan

a. This remedy plan applies only to Verizon PA printed telephone directories and only to the following Verizon PA telephone directory listing services:

- (i) White Pages OTC Customer Listings provided by Verizon PA pursuant to Verizon PA Tariffs Pa. P.U.C.-No. 216, Section 2, and Section 9 of the Product Guide for Competitive Services (FBA Tariff No. 500) available at ww.verizon.com/tariffs under Pennsylvania Non-Tariff Documents (including both White Pages listings for which no specific charge applies and White Pages listings for which a specific charge applies). (C)
- (ii) The "free" OTC Customer Listing for OTC business end-users in a Verizon PA Yellow Pages (classified) telephone directory, provided by Verizon PA pursuant to Verizon PA Tariff Pa. P.U.C.-No. 216, Section 2. (C)
- (iii) Non-Published Telephone Number Service and Non-Listed Telephone Number Service, provided by Verizon PA pursuant to Section 9 of the Product Guide for Competitive Services (FBA Tariff No. 500) available at ww.verizon.com/tariffs under Pennsylvania Non-Tariff Documents. (C)

b. This remedy plan is available only to an OTC that has an interconnection agreement with Verizon PA pursuant to 47 U.S.C. §§ 251 and 252 and applies only to OTC Customer Listings that are ordered from Verizon PA by an OTC pursuant to such an interconnection agreement and the applicable Verizon PA tariff section as stated in subsection 2A.B.1.a, above.

c. This remedy plan does not apply to:

- (i) OTC Customer Listings associated with telecommunications service provided by Verizon PA to an OTC for resale (including, but not limited to, telecommunications service provided by Verizon PA to an OTC for resale pursuant to 47 U.S.C. § 251(c)(4), 47 U.S.C. § 251(b)(1), Verizon PA Tariff Pa. P.U.C.-No. 1, Section 1.8.1, "Interim Resale Provisions," or an interconnection or resale agreement or tariff);
- (ii) OTC Customer Listings associated with Verizon Wholesale Advantage Service (or any comparable successor service);
- (iii) OTC Customer Listings provided by Verizon PA to an OTC that are associated with telecommunications service provided by the OTC as an incumbent local exchange carrier;
- (iv) OTC Customer Listings provided by Verizon PA to an OTC pursuant to an agreement that excludes application of this remedy plan;
- (v) an OTC Customer Listing that was requested by an OTC but for which Verizon PA rejected the request, either in whole or as to any part (i.e., as to the name, address or telephone number), and gave notice of the rejection and the reason for the rejection to the OTC;

OTHER TELEPHONE COMPANY (OTC) CUSTOMER LISTING ERROR REMEDY PLAN

B. REGULATIONS

1. Scope of the Remedy Plan: (Cont'd)

c. This remedy plan does not apply to: (Cont'd)

- (vi) an OTC Customer Listing that pursuant to Verizon PA's Non-Published Telephone Number Service or Non-Listed Telephone Number Service (Section 9 of the Product Guide for Competitive Services (FBA Tariff No. 500) available at ww.verizon.com/tariffs under Pennsylvania Non-Tariff Documents) the OTC requested be excluded from the directory but for which Verizon PA rejected the request for the OTC Customer Listing and/or the request for exclusion of the OTC Customer Listing from the directory, and gave notice of the rejection and the reason for the rejection to the OTC; (C)
- (vii) an OTC Customer Listing Error for which the OTC end user has made a claim against Verizon PA and/or the directory publisher or printer (for instance, SuperMedia); (C)
- (viii) the extent Verizon PA ceases to provide telephone directory listing services to OTCs pursuant to Verizon PA Tariff Pa. P.U.C.-No. 216, Section 2;
- (ix) the extent Verizon PA ceases to provide telephone directory listing services to OTCs pursuant to Section 9 of the Product Guide for Competitive Services (FBA Tariff No. 500) available at ww.verizon.com/tariffs under Pennsylvania Non-Tariff Documents; or, (C)
- (x) the extent an OTC arranges directly with the directory publisher or printer (for instance, SuperMedia) for publication of the OTC's OTC Customer Listings. (C)

2. Remedy

- a. If a printed Verizon PA telephone directory contains one or more Errors in an OTC's OTC Customer Listing and the Error or Errors were caused by Verizon PA (including by a contractor used by Verizon PA to publish or print the directory), Verizon PA will reimburse the OTC for any bill credit the OTC has provided to the OTC's end-user on account of the Error(s) up to an amount not to exceed the following:

(i) Residence OTC Customer Listings:

For each telephone number for which one or more OTC Customer Listings associated with that telephone number are subject to an Error:

- 1. \$28.00 for the first OTC Customer Listing that is subject to an Error.
- 2. \$14.00 per OTC Customer Listing for each of the second through fifth OTC Customer Listings that are subject to an Error.
- 3. No reimbursement will be provided for the sixth and subsequent OTC Customer Listings that are subject to an Error.

OTHER TELEPHONE COMPANY (OTC) CUSTOMER LISTING ERROR REMEDY PLAN

B. REGULATIONS

2. Remedy

a. (Cont'd)

(ii) Business and other Non-Residence OTC Customer Listings

For each telephone number for which one or more OTC Customer Listings associated with that telephone number are subject to an Error:

1. \$80.00 for the first OTC Customer Listing that is subject to an Error.
2. \$40.00 per OTC Customer Listing for each of the second through fifth OTC Customer Listings that are subject to an Error.
3. No reimbursement will be provided for the sixth and subsequent OTC Customer Listings that are subject to an Error.

- b. The amount of the reimbursement that Verizon PA is obligated to provide to an OTC shall not exceed the amount of any bill credit the OTC has actually provided to the OTC's end-user on account of the Error(s).
- c. The amount of the reimbursement that Verizon PA is obligated to provide to an OTC shall not exceed the amount specified in subsections 2A.B.2.a and b, above, even if an OTC Customer Listing contains more than one Error.
- d. The reimbursement that Verizon PA is obligated to provide to an OTC pursuant to subsections 2A.B.2.a through .c, above, shall be provided by Verizon PA by means of a credit to a Verizon PA bill to the OTC, in accordance with the process outlined in subsection 2A.B.3, following.
- e. When Verizon PA provides a bill credit to an OTC pursuant to subsections 2A.B.2.a through .d, above (hereinafter referred to as a "Reimbursement Bill Credit"), Verizon PA also will provide to the OTC a bill credit (hereinafter referred to as an "Administrative Bill Credit") equal to twenty-five percent (25%) of the Reimbursement Bill Credit Verizon PA provided to the OTC.

3. Claims Process

- a. When making a claim for reimbursement of amounts credited to its end-user on account of an Error(s) in an OTC Customer Listing caused by Verizon PA, the OTC shall provide the following information to Verizon PA in writing on a form that shall be provided by Verizon PA:

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B. REGULATIONS

3. Claims Process (Cont'd)

a. (Cont'd)

- (i) The end-user's name, service address and telephone number.
- (ii) The end-user's correct listed name, address and telephone number.
- (iii) The OTC Customer Listing that was requested (including, end-user name, address and telephone number), the directory that was to contain the OTC Customer Listing, whether the OTC Customer Listing was to be in the White Pages [residence end-users] or both the White Pages and Yellow Pages [business end-users], and, if the OTC Customer Listing was to be in the Yellow Pages [business end-users], the primary business heading under which the OTC Customer Listing was to appear.
- (iv) A description of the Error(s).
- (v) The most recent PON establishing the listing.
- (vi) The amount of the bill credit the OTC has provided to its end-user as a result of the Error(s) and the date on which the bill containing the bill credit was issued to the OTC's end-user.

- b. Verification of Accuracy of OTC Claims for Reimbursement-
Verizon PA shall have the right, once in each calendar year, to perform an audit of the portions of an OTC's end user bills that show the credits to end users for which the OTC has requested reimbursement under this remedy plan², in order to verify the accuracy of the OTC's requests under this remedy plan for reimbursement of amounts credited to the OTC's end-users on account of Errors in OTC Customer Listings. The audit shall be conducted in accordance with the procedures set out in the OTC's interconnection agreement with Verizon PA pursuant to which a party to the interconnection agreement may audit the accuracy of the other party's bills under the interconnection agreement. In the absence of such interconnection agreement procedures, the audit shall be conducted in accordance with reasonable procedures that shall be mutually agreed upon in good faith by Verizon PA and the OTC; provided that if Verizon PA and the OTC do not agree upon such procedures within thirty (30) days after Verizon PA gives notice to the OTC of Verizon PA's intent to conduct an audit, either Verizon PA or the OTC may request the Commission to determine the procedures that will apply.

² For instance, the portions of a bill that show the end user's name, address and telephone number, the date of the bill, and the amount of the credit.

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B. REGULATIONS

3. Claims Process (Cont'd)

- c. OTC claims for reimbursement under this remedy plan must be submitted to Verizon PA in writing by the earlier of the following dates: (1) ninety calendar days after the OTC issues its first bill showing the bill credit being provided to the OTC's end-user on account of the Error(s); or, (2) one year after the last day of the month of initial publication of the Verizon PA telephone directory containing the Error(s).³
- d. Verizon PA shall provide a contact person or organization or electronic interface for OTCs to submit requests for reimbursement of bill credits provided to an OTC end-user as a result of an Error(s). Within sixty (60) calendar days after Verizon PA receives a properly completed OTC request for reimbursement of bill credits provided to an OTC end-user as a result of an Error(s), Verizon PA shall advise the OTC whether Verizon PA will provide the OTC with the requested reimbursement. If the request for reimbursement is denied (either in whole or in part), Verizon PA shall provide the OTC with a written explanation of the reason for the denial. If Verizon PA agrees that reimbursement is due to the OTC (either in whole or in part), Verizon PA shall provide the applicable reimbursement by means of a credit to a Verizon PA bill to the OTC within forty-five (45) calendar days after the date on which Verizon PA notifies the OTC that the reimbursement will be provided.⁴

4. No Double Dipping

An OTC may not obtain under both this remedy plan and another plan or arrangement⁵ (a) reimbursement of compensation provided to its end-user for an Error or Errors in an OTC Customer Listing, or (b) other financial remedies or benefits for an Error or Errors in an OTC Customer Listing. An OTC may not submit a claim for an Error or Errors in an OTC Customer Listing under both this remedy plan and another plan or arrangement. Notwithstanding the preceding sentence of this subsection 2A.B.4, if an OTC submits a claim for an Error or Errors in an OTC Customer Listing under this remedy plan and Verizon PA denies such claim in its entirety and provides the OTC no reimbursement under this remedy plan for such Error or Errors in the OTC Customer Listing, the OTC may withdraw its claim under this remedy plan and pursue such remedies for the Error or Errors in the OTC Customer Listing as may be available to the OTC under another plan or arrangement.

³ For instance, for the July 2010 West Chester Directory, claims for reimbursement must be submitted by July 31, 2011.

⁴ If Verizon PA provides a Reimbursement Bill Credit to an OTC, the Administrative Bill Credit associated with such Reimbursement Bill Credit will be applied to the Verizon PA bill to the OTC to which the Reimbursement Bill Credit is applied.

⁵ Such as a Federal or state regulatory commission plan or arrangement (for instance, the "Performance Assurance Plan" adopted by the PA PUC in Docket M-00011468), or a performance plan, bill credit or remedies provision, or other provision, in a Verizon PA tariff or an interconnection agreement.

OTHER TELEPHONE COMPANY (OTC) CUSTOMER LISTING ERROR REMEDY PLAN

C. APPLICATION OF REMEDY PLAN

Examples of the application of this remedy plan are set out in this subsection 2A.C. This remedy plan, though, is not limited to these examples. In Examples 1. through 6., following, the OTC end-user has only one telephone number for which one or more OTC Customer Listings associated with that telephone number are subject to an Error. In Example 7., following, the OTC end-user has two telephone numbers for which one or more OTC Customer Listings associated with those telephone numbers are subject to an Error.

1. If a printed Verizon PA telephone directory contains a Verizon PA caused Error in which an OTC business end-user's White Pages Primary OTC Customer Listing is omitted from the directory, Verizon PA will provide to the OTC a bill credit (a "Reimbursement Bill Credit") equal to the lesser of: (a) \$80.00; or, (b) the amount actually credited by the OTC to its end-user on account of the omitted OTC Customer Listing. Verizon PA also will provide to the OTC a bill credit (an "Administrative Bill Credit") equal to twenty-five percent (25%) of the Reimbursement Bill Credit Verizon PA provided to the OTC. Accordingly, if the OTC credited its end-user \$200.00 on account of the omitted OTC Customer Listing, Verizon PA will provide to the OTC a Reimbursement Bill Credit of \$80.00 and an Administrative Bill Credit of \$20.00 (resulting in a total Bill Credit of \$100.00). If the OTC credited its end-user \$30.00 on account of the omitted OTC Customer Listing, Verizon PA will provide to the OTC a Reimbursement Bill Credit of \$30.00 and an Administrative Bill Credit of \$7.50 (resulting in a total Bill Credit of \$37.50).
2. If a printed Verizon PA telephone directory contains Verizon PA caused Errors in which an OTC business end-user's White Pages Primary OTC Customer Listing contains a name that is spelled differently from the spelling requested by the OTC and a telephone number that is different from the telephone number requested by the OTC, Verizon PA will provide to the OTC a bill credit (a "Reimbursement Bill Credit") equal to the lesser of: (a) \$80; or, (b) the amount actually credited by the OTC to its end-user on account of the Errors. Verizon PA also will provide to the OTC a bill credit (an "Administrative Bill Credit") equal to twenty-five percent (25%) of the Reimbursement Bill Credit Verizon PA provided to the OTC. Accordingly, if the OTC credited its end-user \$200.00 on account of the Errors, Verizon PA will provide to the OTC a Reimbursement Bill Credit of \$80.00 and an Administrative Bill Credit of \$20.00 (resulting in a total Bill Credit of \$100.00). If the OTC credited its end-user \$30.00 on account of the Errors, Verizon PA will provide to the OTC a Reimbursement Bill Credit of \$30.00 and an Administrative Bill Credit of \$7.50 (resulting in a total Bill Credit of \$37.50).

OTHER TELEPHONE COMPANY (OTC) CUSTOMER LISTING ERROR REMEDY PLAN

C. APPLICATION OF REMEDY PLAN (Cont'd)

3. If a printed Verizon PA telephone directory contains Verizon PA caused Errors in which both of an OTC residence end-user's White Pages Primary OTC Customer Listings are omitted from the directory, Verizon PA will provide to the OTC a bill credit (a "Reimbursement Bill Credit") equal to: (a) for the first omitted OTC Customer Listing, the lesser of (i) \$28.00 or (ii) the amount actually credited by the OTC to its end-user on account of such omitted OTC Customer Listing; plus, (b) for the second omitted OTC Customer Listing, the lesser of (i) \$14.00 or (ii) the amount actually credited by the OTC to its end-user on account of such omitted OTC Customer Listing. Verizon PA also will provide to the OTC a bill credit (an "Administrative Bill Credit") equal to twenty-five percent (25%) of the Reimbursement Bill Credit Verizon PA provided to the OTC. Accordingly, if the OTC credited its end-user \$75.00 for each omitted OTC Customer Listing on account of the omission of that OTC Customer Listing, Verizon PA will provide to the OTC a Reimbursement Bill Credit of \$28.00 for the first omitted OTC Customer Listing, plus \$14.00 for the second omitted OTC Customer Listing (a total Reimbursement Bill Credit of \$42.00), and an Administrative Bill Credit of \$7.00 for the first omitted OTC Customer Listing, plus \$3.50 for the second omitted OTC Customer Listing (a total Administrative Bill Credit of \$10.50) (resulting in a total Bill Credit of \$52.50). If the OTC credited its end-user \$12.00 for each omitted OTC Customer Listing on account of the omission of that OTC Customer Listing, Verizon PA will provide to the OTC a Reimbursement Bill Credit of \$12.00 for each omitted OTC Customer Listing (a total Reimbursement Bill Credit of \$24.00) and an Administrative Bill Credit of \$3.00 for each omitted OTC Customer Listing (a total Administrative Bill Credit of \$6.00) (resulting in a total Bill Credit of \$30.00).

OTHER TELEPHONE COMPANY (OTC) CUSTOMER LISTING ERROR REMEDY PLAN

C. APPLICATION OF REMEDY PLAN (Cont'd)

4. If a printed Verizon PA telephone directory contains Verizon PA caused Errors in which an OTC business end-user's White Pages Primary OTC Customer Listing and "free" Yellow Pages OTC Customer Listing are omitted from the directory, Verizon PA will provide to the OTC a bill credit (a "Reimbursement Bill Credit") equal to: (a) for the first omitted OTC Customer Listing, the lesser of (i) \$80.00 or (ii) the amount actually credited by the OTC to its end-user on account of such omitted OTC Customer Listing; plus, (b) for the second omitted OTC Customer Listing, the lesser of (i) \$40.00 or (ii) the amount actually credited by the OTC to its end-user on account of such omitted OTC Customer Listing. Verizon PA also will provide to the OTC a bill credit (an "Administrative Bill Credit") equal to twenty-five percent (25%) of the Reimbursement Bill Credit Verizon PA provided to the OTC. Accordingly, if the OTC credited its end-user \$200.00 for each omitted OTC Customer Listing on account of the omission of that OTC Customer Listing, Verizon PA will provide to the OTC a Reimbursement Bill Credit of \$80.00 for the first omitted OTC Customer Listing, plus \$40.00 for the second omitted OTC Customer Listing (a total Reimbursement Bill Credit of \$120.00), and an Administrative Bill Credit of \$20.00 for the first omitted OTC Customer Listing, plus \$10.00 for the second omitted OTC Customer Listing (a total Administrative Bill Credit of \$30.00) (resulting in a total Bill Credit of \$150.00). If the OTC credited its end-user \$30.00 for each omitted OTC Customer Listing on account of the omission of that OTC Customer Listing, Verizon PA will provide to the OTC a Reimbursement Bill Credit of \$30.00 for each omitted OTC Customer Listing (a total Reimbursement Bill Credit of \$60.00), and an Administrative Bill Credit of \$7.50 for each omitted OTC Customer Listing (a total Administrative Bill Credit of \$15.00) (resulting in a total Bill Credit of \$75.00).

OTHER TELEPHONE COMPANY (OTC) CUSTOMER LISTING ERROR REMEDY PLAN

C. APPLICATION OF REMEDY PLAN (Cont'd)

5. If a printed Verizon PA telephone directory contains Verizon PA caused Errors in which an OTC business end-user's White Pages Primary OTC Customer Listing, "free" Yellow Pages OTC Customer Listing, and six "paid" White Pages Additional Listings (provided pursuant to Section 9 of the Product Guide for Competitive Services (FBA Tariff No. 500) available at ww.verizon.com/tariffs under Pennsylvania Non-Tariff Documents), were omitted from the directory, Verizon PA will provide to the OTC a bill credit (a "Reimbursement Bill Credit") equal to: (a) for the first omitted OTC Customer Listing, the lesser of (i) \$80.00 or (ii) the amount actually credited by the OTC to its end-user on account of such omitted OTC Customer Listing; (b) for the second omitted OTC Customer Listing, the lesser of (i) \$40.00 or (ii) the amount actually credited by the OTC to its end-user on account of such omitted OTC Customer Listing; (c) for the third omitted OTC Customer Listing, the lesser of (i) \$40.00 or (ii) the amount actually credited by the OTC to its end-user on account of such omitted OTC Customer Listing; (d) for the fourth omitted OTC Customer Listing, the lesser of (i) \$40.00 or (ii) the amount actually credited by the OTC to its end-user on account of such omitted OTC Customer Listing; and, (e) for the fifth omitted OTC Customer Listing, the lesser of (i) \$40.00 or (ii) the amount actually credited by the OTC to its end-user on account of such omitted OTC Customer Listing (Verizon PA will provide no bill credit for the sixth through eighth omitted OTC Customer Listings). Verizon PA also will provide to the OTC a bill credit (an "Administrative Bill Credit") equal to twenty-five percent (25%) of the Reimbursement Bill Credit Verizon PA provided to the OTC. Accordingly, if the OTC credited its end-user \$200.00 for each omitted OTC Customer Listing on account of the omission of that OTC Customer Listing, Verizon PA will provide to the OTC a Reimbursement Bill Credit of \$80.00 for the first omitted OTC Customer Listing, plus \$40.00 for each of the second through fifth omitted OTC Customer Listings (a total Reimbursement Bill Credit of \$240.00) (Verizon PA will provide no bill credit for the sixth through eighth omitted OTC Customer Listings), plus an Administrative Bill Credit of \$20.00 for the first omitted OTC Customer Listing, plus \$10.00 for each of the second through fifth omitted OTC Customer Listings (a total Administrative Bill Credit of \$60.00) (resulting in a total Bill Credit of \$300.00). If the OTC credited its end-user \$30.00 for each omitted OTC Customer Listing on account of the omission of that OTC Customer Listing, Verizon PA will provide to the OTC a Reimbursement Bill Credit of \$30.00 for each of the first through fifth omitted OTC Customer Listings (a total Reimbursement Bill Credit of \$150.00) (Verizon PA will provide no bill credit for the sixth through eighth omitted OTC Customer Listings), and an Administrative Bill Credit of \$7.50 for each of the first through fifth omitted OTC Customer Listings (a total Administrative Bill Credit of \$37.50) (resulting in a total Bill Credit of \$187.50).

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OTHER TELEPHONE COMPANY (OTC) CUSTOMER LISTING ERROR REMEDY PLAN

C. APPLICATION OF REMEDY PLAN (Cont'd)

6. If a printed Verizon PA telephone directory contains a Verizon PA caused Error in which an OTC residence end-user's OTC Customer Listing was published in the White Pages portion of the directory and the OTC had requested that the OTC Customer Listing be omitted from the directory pursuant to Verizon PA's Non-Published Telephone Number Service (Section 9 of the Product Guide for Competitive Services (FBA Tariff No. 500) available at ww.verizon.com/tariffs under Pennsylvania Non-Tariff Documents), Verizon PA will provide a bill credit (a "Reimbursement Bill Credit") to the OTC equal to the lesser of: (a) \$28.00; or, (b) the amount actually credited by the OTC to its end-user on account of publication of the OTC Customer Listing. Verizon PA also will provide to the OTC a bill credit (an "Administrative Bill Credit") equal to twenty-five percent (25%) of the Reimbursement Bill Credit Verizon PA provided to the OTC. Accordingly, if the OTC credited its end-user \$100.00 on account of publication of the OTC Customer Listing, Verizon PA will provide to the OTC a Reimbursement Bill Credit of \$28.00 and an Administrative Bill Credit of \$7.00 (resulting in a total Bill Credit of \$35.00). If the OTC credited its end-user \$20.00 on account of the publication of the OTC Customer Listing, Verizon PA will provide to the OTC a Reimbursement Bill Credit of \$20.00 and an Administrative Bill Credit of \$5.00 (resulting in a total Bill Credit of \$25.00).

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7. If an OTC business end-user has two telephone numbers and a printed Verizon PA telephone directory contains Verizon PA caused Errors in which for the first telephone number the OTC business end-user's White Pages Primary OTC Customer Listing and "free" Yellow Pages OTC Customer Listing were omitted from the directory and for the second telephone number the OTC business end-user's White Pages Primary OTC Customer Listing was omitted from the directory, Verizon PA will provide bill credits to the OTC as follows:

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C. APPLICATION OF REMEDY PLAN (Cont'd)

7. (Cont'd)

(i) For the first telephone number:

Verizon PA will provide to the OTC a bill credit (a "Reimbursement Bill Credit") equal to: for the first omitted OTC Customer Listing, the lesser of (i) \$80.00 or (ii) the amount actually credited by the OTC to its end-user on account of such omitted OTC Customer Listing; plus, (b) for the second omitted OTC Customer Listing, the lesser of (i) \$40.00 or (ii) the amount actually credited by the OTC to its end-user on account of such omitted OTC Customer Listing. Verizon PA also will provide to the OTC a bill credit (an "Administrative Bill Credit") equal to twenty-five percent (25%) of the Reimbursement Bill Credit Verizon PA provided to the OTC. Accordingly, if the OTC credited its end-user \$200.00 for each omitted OTC Customer Listing on account of the omission of that OTC Customer Listing, Verizon PA will provide to the OTC a Reimbursement Bill Credit of \$80.00 for the first omitted OTC Customer Listing, plus \$40.00 for the second omitted OTC Customer Listing (a total Reimbursement Bill Credit of \$120.00), and an Administrative Bill Credit of \$20.00 for the first omitted OTC Customer Listing, plus \$10.00 for the second omitted OTC Customer Listing (a total Administrative Bill Credit of \$30.00) (resulting in a total Bill Credit of \$150.00). If the OTC credited its end-user \$30.00 for each omitted OTC Customer Listing on account of the omission of that OTC Customer Listing, Verizon PA will provide to the OTC a Reimbursement Bill Credit of \$30.00 for each omitted OTC Customer Listing (a total Reimbursement Bill Credit of \$60.00), and an Administrative Bill Credit of \$7.50 for each omitted OTC Customer Listing (a total Administrative Bill Credit of \$15.00) (resulting in a total Bill Credit of \$75.00).

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C. APPLICATION OF REMEDY PLAN (Cont'd)

7. (Cont'd)

(ii) For the second telephone number:

Verizon PA will provide to the OTC a bill credit (a "Reimbursement Bill Credit") equal to the lesser of: (a) \$80.00; or, (b) the amount actually credited by the OTC to its end-user on account of the omitted OTC Customer Listing. Verizon PA also will provide to the OTC a bill credit (an "Administrative Bill Credit") equal to twenty-five percent (25%) of the Reimbursement Bill Credit Verizon PA provided to the OTC. Accordingly, if the OTC credited its end-user \$200.00 on account of the omitted OTC Customer Listing, Verizon PA will provide to the OTC a Reimbursement Bill Credit of \$80.00 and an Administrative Bill Credit of \$20.00 (resulting in a total Bill Credit of \$100.00). If the OTC credited its end-user \$30.00 on account of the omitted OTC Customer Listing, Verizon PA will provide to the OTC a Reimbursement Bill Credit of \$30.00 and an Administrative Bill Credit of \$7.50 (resulting in a total Bill Credit of \$37.50).

8. Effective Date - This remedy plan shall apply to Verizon PA telephone directories published after the initial effective date of this Section 2A of Verizon PA Tariff Pa. P.U.C.-No. 216.