

STATE-SPECIFIC NOTICES

ARKANSAS

Arkansas High Cost Fund (AHCF)
Assessment Rate: 11.25%
Effective: December 1, 2019

CALIFORNIA

Caller ID Blocking: Your right to control who gets your phone number.

Your phone number may be transmitted to any person or business you call through a service known as Caller ID unless you take action to block it. Any person or business who subscribes Caller ID service can see the phone numbers of incoming calls on a display unit attached to their phone, even if you do not have the service yourself. Caller ID subscribers can also capture your phone number for future use. Caller ID works automatically. There is no way to tell if the number you are calling has Caller ID.

Two ways to block Caller ID

There are two ways you can block your phone number from being transmitted on most calls. However, blocking does not work when services that utilize Automatic Number Identification (ANI) are called (e.g., 0+, 0-, 700/800/866/877/888/900 and 911 Services).

The choice is yours and both options are free

There is no charge for your first request of blocking service. However, there will be a service charge for each subsequent change. Here's how each blocking option works:

1. Caller ID Blocking - Complete (Outgoing). Also known as per-line blocking, this option offers maximum privacy protection. It automatically blocks your phone number from being transmitted to the person or business you are calling, unless you dial *82 before making the call.
2. Caller ID Blocking - Selective (Outgoing). Also known as per-call blocking, this option offers less privacy protection. This option shows your number, or name and number, on Caller ID display units unless you dial *67 before making the call.

For information concerning your use of a blocking option, including which blocking option may accompany your service, and any necessary equipment programming, please contact us at the number located on your bill. It is important that you decide which free blocking option, if any, is best for you.

Reasons why you may want to transmit your phone number:

The person or business you are calling might have Caller ID; and:

- may only answer if they know it is you calling;
- may refuse to serve anyone whose number they cannot see and/or capture;

- may offer a product or service you want, which requires your number to be released for access to your records;
- you are calling a friend or relative who already has your number.

Reasons why you may not want to transmit your phone number:

The person or business you are calling might have Caller ID; and:

- may obtain your private unlisted number without your permission;
- may use your name and number to get other information about you, including your address, by using a reverse directory;
- may use your phone number to learn where you are. (For instance, if you are a victim of violence or a crime and want to keep your location private, you should protect your phone number from being released);
- may capture your phone number, and then use it to call you back or sell it to others for marketing or other purposes;
- may refuse to do business because of the neighborhood you live in;
- may refuse to answer because they know it is you calling.

If you wish to complain about a company using information displayed on their Caller ID units, and if your complaint is not resolved by Verizon Business, you may write to: Office of the Attorney General-Public Inquiry Unit, P.O. Box 944255, Sacramento, CA 94244-2550, <http://caag.state.ca.us/consumers/mailform.htm> Or, call 1-800-952-5225. You may contact the Federal Communications Commission (FCC) at: Consumer and Governmental Affairs Bureau (CGB), 1919 M Street NW, Washington, DC 20544, <http://www.fcc.gov/cgb/>. You may also contact the Consumer Affairs Branch of the California Public Utilities Commission (CPUC), 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102. Or you can call them at 1-800-649-7570, Monday through Friday, from 8:00 a.m. to 5:00 p.m. Pacific Time.

Enhanced 911

In accordance with California Public Utilities Commission Decision 13-07-019, the following Enhanced 911 logo links to the Calphone website and information concerning E911 and individual station location service:



In accordance with Public Utilities Code 489(a), any person wanting to view copies of executed contracts can send a written request to: Vice President - Regulatory, 201 Spear St., 7th Floor, San Francisco, CA 94105

California Lifeline Program Surcharge:

Assessment Rate: 5.50%

Effective: October 1, 2015

FLORIDA

Florida Telecommunications Relay Services (TRS)
Surcharge: \$0.08
Effective: September 1, 2024

GEORGIA

Georgia Universal Access Fund (UAF)
Assessment Rate: 5.25%
Effective: April 1, 2023

HAWAII

Local Services in Hawaii are no longer offered to new Customers.

IDAHO

Idaho Universal Service Fund
Surcharge (per month)
Per Residential Line: \$0.25
Per Business Line: \$0.44
Per MTS/WATS Minute: \$0.007
Effective: October 1, 2023

ILLINOIS

Digital Divide Fund Invoice Notice: Verizon Business Local Service Customers

The Illinois Commerce Commission has established a program to bridge the digital divide that exists between those who grow up with new technology and those who don't. This program helps equip Illinois schools, libraries, park districts and other community technology centers with access to computers and training for youths and low-income Illinois residents. Verizon Business local service customers in Illinois can elect to make a voluntary monthly contribution of (\$0.50, \$1.00, \$2.00, \$5.00, \$10.00, \$15.00 or \$25.00) to the Digital Divide Fund. Any contributions made will be added to the total amount due for Local Service or other charges appearing on your invoice. You may discontinue or change the amount of the monthly contribution at any time upon providing 30 days' notice to Verizon Business. If you would like to have a voluntary contribution included in your monthly statement from Verizon Business, please call 1-877-261-0987 during normal business hours and mention the Illinois Digital Divide Fund.

ITAC Supplemental Charge

Pursuant to the Order dated April 18, 2024, of the Illinois Commerce Commission in Docket 24-0137, MCImetro Access Transmission Services LLC d/b/a Verizon Access Transmission

Services shall impose a supplemental charge of 2 cents per month per line for all Illinois telecommunications carriers, including wireless carriers (other than prepaid wireless carriers) and VoIP* residential subscriber lines, a charge of .4 cents per VoIP* business subscriber lines, a charge of .4 cents per line for all Centrex lines and a charge of 10 cents per PBX trunk. Charges for services provisioned by T-1 lines and other advanced services shall mirror MCImetro Access Transmission Services LLC d/b/a Verizon Access Transmission Services' application of 9-1-1 charges. The assessment on prepaid wireless transactions is established at .07% of prepaid retail transactions, to be implemented by the Illinois Department of Revenue. These charges shall be effective with bills rendered or transactions occurring on or after July 1, 2024 or at the beginning of the first cycle after July 1, 2024.

* The VoIP references are included because the April 18, 2024 Order in Docket No. 24-0137 set forth mandatory language to be included in LEC tariffs. However, MCImetro Access Transmission Services LLC d/b/a Verizon Access Transmission Services does not currently offer VoIP services.

Statewide 911 Surcharge

Surcharge: \$1.50 per month in all municipalities, other than those with a population over 500,000 (Chicago); Surcharge (Chicago): \$5.00
Effective: January 1, 2018

Telecommunications Relay Service (TRS) Notice and Surcharge

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.

TRS provides, at a minimum:

- Text-to-voice and voice-to-text relay service;
- Capability to communicate with ASCII or Baudot format at any speed generally in use;
- Speech-to-speech relay service;
- Spanish language relay service;
- VCO, two-line VCO, VCO-to-TTY, and VCO-to-VCO;
- HCO, two-line HCO, HCO-to-TTY, HCO-to-HCO; and
- Access via the 7-1-1 dialing code to all relay services as a toll free call.

Local TRS payphone calls are free of charge.

Access via the 7-1-1 dialing code to all relay services are toll free.

TRS users are not charged for local calls placed or received through the relay system. For calls other than local calls, TRS users shall pay rates no greater than the rates paid for functionally equivalent voice communication services with respect to those such factors as the duration of the call, the time of day, and the distance from the point of origination to the point of termination.

Any discounts that which would apply to a direct call between the originating and terminating points on the same day, time and duration of the relay-assisted call, shall be applied to the charges billed for the relay-assisted call.

For Local Service provided by MCI metro Access Transmission Services LLC d/b/a Verizon Access Transmission Services (“Verizon Access”), the following TRS surcharge applies:
TRS Surcharge: \$0.02 per line per month
This Surcharge is used to fund the Illinois Telecommunications Relay Service program.

Universal Telephone Service Assistance Program Invoice Notice

Verizon Business local service customers in Illinois can elect to make a voluntary monthly contribution of (\$1.00, \$5.00, \$10.00 or \$25.00) to the Universal Telephone Service Assistance Program (UTSAP) to help subsidize telephone service for low income households in Illinois. Any contribution made will be added to the total amount due for Local Service or other charges appearing on your invoice. You may discontinue or change the amount of the monthly contribution at any time upon providing 30 days’ notice to Verizon Business. Your contribution will be supplemented by federal funds to help provide phone service for individuals and families who otherwise could not afford them. If you would like to have a voluntary contribution included in your monthly statement from Verizon Business, please call 1-877-261-0987 during normal business hours and mention the Illinois Universal Telephone Service Assistance Program.

Illinois Universal Service Fund (IUSF)

Surcharge: 2.5605%
Effective: October 1, 2023

INDIANA

Indiana Statewide 911 Fee

Fee: \$1.00
Effective: July 1, 2015

Indiana Universal Service Fund (IUSF)

Surcharge: 2.26%
Effective: January 1, 2022

IOWA

In lieu of annual billing inserts, the following information is conveyed to Customers via this Guide: The telephone number and address to reach a representative to assist in resolving customer complaints can be found on the Customer bill. If MCI metro Access Transmission Services LLC d/b/a Verizon Access Transmission Services (for Local Service) does not resolve your complaint, the service may be subject to state regulation. You may request assistance from the Iowa Utilities Board, 350 Maple Street, Des Moines, Iowa 50319-0069, (515) 281-3839 or toll-free 1-877-565-4450 or E-mail iubcustomer@iub.state.ia.us.

Electronic bills may be rendered and the invoice date of electronic bills is the date the bill is made available to the Customer on the Verizon Enterprise Center (“VEC”), available at:

<https://enterprisecenter.verizon.com/>). In the event of a conflict between an electronic bill and the PDF version of the bill available on the VEC, the electronic bill shall control.

KANSAS

Kansas Universal Service Fund (KUSF)

Assessment Rate: 11.69%

Effective: March 1, 2024

Kansas 911 Fee

Fee Per Month Per Subscriber Account: \$0.90

Effective: July 1, 2019

LOUISIANA

Louisiana Universal Service Fund (LUSF)

Assessment Rate: 3.9%

Effective: August 1, 2015

MAINE

Maine Universal Service Fund (MUSF) Surcharge

A surcharge for the Maine Universal Service Fund (MUSF) applies to all intrastate retail telecommunications services billed to a retail customer. The surcharge shall not apply to surcharges such as those for Enhanced 911, the Maine Telecommunications Education Access Fund, or similar funds. The surcharge shall be equal to the Revenue Percentage established quarterly by the Fund Administrator of the MUSF.

Alternative Rates – Maine

The following are Alternative Rates applicable to Services in Maine in certain circumstances.

1. **Pre-Verizon Business Services III (Pre-VBS III) Discounts:** Discounts may be applicable to Pre-VBS III Intrastate Telecommunications Services described on the Guide. The applicable discount, if any is indicated in Customer's agreement with Company. A discount is provided on the monthly recurring charges otherwise available under the Guide for Pre-VBS III Intrastate Telecommunications Services in response to competitive marketplace conditions. To be eligible for the discount, Customer must:
 - a) demonstrate to the Company's reasonable satisfaction that it will accept another company's offer in absence of any further inducement; and,
 - b) commit to a term of service for Pre-VBS III Intrastate Telecommunications Services that equals or exceeds six months to receive a discount of up to a 25 percent.
2. **Intrastate Long Distance Alternative Rates:** For intrastate long distance voice services in Maine, Alternative Rates may be available under the following services under the conditions described in this document.

A. Verizon Business Services I Alternative Rates: The following range of per minute rates may apply to intrastate long distance voice services in Maine for Verizon Business Services I, in lieu of all other rates, in response to competitive marketplace conditions. To be eligible for these rates, Customer must at a minimum: 1) demonstrate to the Company's reasonable satisfaction that it will accept another company's offer in the absence of any further inducement, 2) commit to a new minimum term of service that equals or exceeds 1 year with an Annual Volume Commitment of at least \$6,000. Usage charges are based on origination and termination type.

A.1 Outbound

Origination Type	Termination Type	Rates
Local Network Connection	Local Network Connection	\$0.0163
Local Network Connection	Dedicated	0.0163
Local Network Connection	Switched	0.0163
Dedicated	Local Network Connection	0.0163
Dedicated	Dedicated	0.0115
Dedicated	Switched	0.0163
Switched	Local Network Connection	0.0163
Switched/Card	Dedicated	0.0163
Switched/Card	Switched	0.0319

A.2 Inbound

Origination Type	Termination Type	Range of Rates (high to low)
Local Network Connection	Local Network Connection	\$0.0458 to \$0.0146
Local Network Connection	Dedicated	\$0.0458 to \$0.0146
Local Network Connection	Switched	\$0.0458 to \$0.0146
Switched	Local Network Connection	\$0.0458 to \$0.0146
Switched	Dedicated	\$0.0458 to \$0.0146
Switched	Switched	\$0.0916 to \$0.0290

A.3 Alternative Directory Assistance and Alternative Card Surcharge: The following Alternative Directory Assistance charge and Alternative Card Surcharge may apply, in lieu of all other rates, in response to competitive marketplace conditions. To be eligible for this rate, Customer must at a minimum meet the Alternative Rate requirements above.

Alternative Directory Assistance: \$0.35 per call

Alternative Card Surcharge: \$0.00

B. Verizon Business Services II Alternative Rates: The following per minute rates may apply to intrastate long distance voice services in Maine for Verizon Business Services II, in lieu of all other rates, in response to competitive marketplace conditions. To be eligible for these rates, Customer must at a minimum: 1) demonstrate to the Company's reasonable satisfaction that it will accept another company's offer in the absence of any further inducement, 2) commit to a new minimum term of service that equals or exceeds 1 year with an Annual Volume Commitment of at least \$6,000. Usage charges are based on origination and termination type.

B.1 Outbound:

Origination Type	Termination Type	Rates
Local Network Connection	Local Network Connection	\$0.0163
Local Network Connection	Dedicated	0.0163
Local Network Connection	Switched	0.0163
Dedicated	Local Network Connection	0.0163
Dedicated	Dedicated	0.0115
Dedicated	Switched	0.0163
Switched	Local Network Connection	0.0163
Switched/Card	Dedicated	0.0163
Switched/Card	Switched	0.0319

B.2 Inbound:

Origination Type	Termination Type	Rates
Local Network Connection	Local Network Connection	\$0.0163
Local Network Connection	Dedicated	\$0.0163
Local Network Connection	Switched	\$0.0163
Switched	Local Network Connection	\$0.0163
Switched	Dedicated	\$0.0163
Switched	Switched	\$0.0319

B.3 Alternative Directory Assistance and Alternative Card Surcharge: The following Alternative Directory Assistance charge and Alternative Card Surcharge may apply, in lieu of all other rates, in response to competitive marketplace conditions. To be eligible for this rate, Customer must at a minimum meet the Alternative Rate requirements above.

Alternative Directory Assistance: \$0.35 per call
 Alternative Card Surcharge: \$0.00

C. Verizon Business Services III Alternative Rates: The following per minute rates may

apply to intrastate long distance voice services in Maine for Verizon Business Services III, in lieu of all other rates, in response to competitive marketplace conditions. To be eligible for these rates, Customer must at a minimum: 1) demonstrate to the Company's reasonable satisfaction that it will accept another company's offer in the absence of any further inducement, 2) commit to a new minimum term of service that equals or exceeds 1 year with an Annual Volume Commitment of at least \$6,000. Usage charges are based on origination and termination type.

C.1 Outbound:

Origination Type	Termination Type	Rates
Local Network Connection	Local Network Connection	\$0.0163
Local Network Connection	Dedicated	0.0163
Local Network Connection	Switched	0.0163
Dedicated	Local Network Connection	0.0163
Dedicated	Dedicated	0.0115
Dedicated	Switched	0.0163
Switched	Local Network Connection	0.0163
Switched/Card	Dedicated	0.0163
Switched/Card	Switched	0.0319

C.2 Inbound:

Origination Type	Termination Type	Rates
Local Network Connection	Local Network Connection	\$0.0163
Local Network Connection	Dedicated	\$0.0163
Local Network Connection	Switched	\$0.0163
Switched	Local Network Connection	\$0.0163
Switched	Dedicated	\$0.0163
Switched	Switched	\$0.0319

C.3 Alternative Directory Assistance and Alternative Card Surcharge: The following Alternative Directory Assistance charge and Alternative Card Surcharge may apply, in lieu of all other rates, in response to competitive marketplace conditions. To be eligible for this rate, Customer must at a minimum meet the Alternative Rate requirements above.

Alternative Directory Assistance: \$0.35 per call
Alternative Card Surcharge: \$0.00

The Michigan service quality rules (R 484.519 to R 484.579 of the Michigan Administrative Code) do not apply to business (i.e., non-residential) Customers with four or more lines.

Restructuring Mechanism Surcharge - Michigan law requires telecommunications providers to contribute to an intrastate switched access rate restructuring mechanism. The fund is administered by the Michigan Public Service Commission (MI PSC). Effective October 1, 2010 MCImetro Access Transmission Services LLC and MCI Communications Services LLC will impose a surcharge assessed on intrastate telecommunications services in order to recover their contributions to the fund. The surcharge rate will be the same as the contribution rate established by the MI PSC. A Customer will not be required to pay the surcharge if it demonstrates to the Company's reasonable satisfaction that it is acquiring the Company's services for resale and is contributing directly into the MI PSC's funding mechanism for intrastate switched access rate restructuring.

MISSISSIPPI

Changes to any rate, term or condition as set forth on this Guide will become effective for Mississippi intrastate services at the earlier of: 1) thirty (30) days after being posted to this Guide, or 2) the date mentioned in a written notice to the Customer where at least thirty (30) days prior written notice is provided.

In the event of any change to Customer's Mississippi intrastate rates, terms or conditions of service, the Customer has the option to:

1. terminate the Mississippi intrastate service with the Company by contacting the Company in writing prior to the effective date, in which case the Customer shall have the right to pay off the account in the same manner and under the same rates, terms and conditions as then in effect; or
2. use the Mississippi intrastate services of the Company or to otherwise continue the account with the Company on or after the effective date of any change, either of which shall constitute the Customer's assent to the changes in the rates, terms or conditions.

MISSOURI

The following provisions of the Missouri Code of State Regulations do not apply where services are provided to business Customers: 4 CSR 240-32.050; 4 CSR 240-32.070, and 4 CSR 240-32.080.

NEBRASKA

Telecommunications Relay Service (TRS) Surcharge: Verizon Business Local Service Customers
Telecommunications Relay Service (TRS) enables deaf, hard-of-hearing or speech-impaired persons who use a Text Telephone (TTY) or similar devices to communicate freely with the hearing population not using TTY and vice versa. A Customer will be able to access the state provider to complete such calls.

Effective July 1, 2024, the TRS surcharge shall be five cents (\$.05) per telephone number or functional equivalent per month.

Nebraska Universal Service Fund (NUSF)

Surcharges are \$1.75 per connection for residential services and 6.95% of revenues for business services

Effective: July 1, 2024

NEVADA

Nevada Universal Service Fund (NUSF)

Assessment Rate: 0.24%

Effective: January 1, 2024

NEW HAMPSHIRE

New Hampshire Enhanced 911 Surcharge

Fee: \$0.75

Effective: October 1, 2015

NEW MEXICO

State Rural Universal Service Fund (SRUSF)

Surcharge: \$1.13

Effective: January 1, 2024

NEW YORK

In the case of a dispute between the Customer and the Company which cannot be resolved with mutual satisfaction, the Customer may file a complaint by contacting the New York State Department of Public Service by phone, online or by mail.

- A. By Phone: Helpline (for complaints/inquiries): 1-800-342-3377 for Continental United States or, 1-800-662-1220 for Hearing/Speech Impaired: TDD or, 518-472-8502 for fax.
- B. Online: <http://www.dps.ny.gov/complaints.html> or,
- C. By Mail: NYS Department of Public Service, Office of Consumer Services, 3 Empire State Plaza, Albany, NY 12223-1350

New York Gross Revenue Tax Surcharges and MTA Tax Surcharges

The applicable Gross Revenue and MTA Tax Surcharges are listed below for Local Service provided by MCImetro Access Transmission Services LLC d/b/a Verizon Access Transmission Services (“Verizon Access”) and for Intrastate IXC Services provided by MCI Communications Services LLC d/b/a Verizon Business Services (“Verizon Business”).

Gross Revenue Tax Surcharges:

Verizon Access:

	Services Provided For Resale <u>Surcharge*</u>	Intralata Toll and RCP Service <u>Surcharge</u>	All Other Services <u>Surcharge</u>
Period: 07/1/2000 +	.3764%	2.8273%	2.9405%

Verizon Business:

	<u>Surcharge</u>
Period: 02/1/2014 +	2.9405%

MTA Tax Surcharges:

Verizon Access:

	Services Provided For Resale <u>Surcharge*</u>	Intralata Toll and RCP Service <u>Surcharge</u>	All Other Services <u>Surcharge</u>
Period 10/1/1988 +	1277%	.6890%	.73%

Verizon Business:

	<u>Surcharge</u>
Period: 02/1/2014 +	.73%

- * To qualify for this rate, resellers must either be included in the list of resellers that the New York State Department of Taxation and Finance publishes called "Publication 41, Treatment of Sales for Resale under Sec. 186(e) of the Tax Law," or must possess and provide to the underlying carrier a copy of its Certification of Public Convenience and Necessity obtained from the New York State Public Service Commission.

New York Schools and Libraries Discount Program

The Schools and Libraries Discount Program permits eligible schools (public and private, grades Kindergarten through 12) and libraries to purchase the Company services offered in the New York intrastate portion of this Guide at a discounted rate, in accordance with the Rules adopted by the Federal Communications Commission (FCC) in its Universal Service Order 97-157, issued May 8, 1997 and the New York State Public Service Commission in its Opinion and Order 97-11 Adopting Discounts for Services for Schools and Libraries, issued June 25, 1997. The Rules are codified at 47 Code of Federal Regulation (C.F.R.) 54.500 et. seq.

As indicated in the Rules, the discounts will be between 20 and 90 percent of the pre-discount price, which is the price of services to schools and libraries prior to application of a discount. The level of discount will be based on an eligible school or library's level of economic disadvantage and by its location in either an urban or rural area. A school's level of economic disadvantage will be determined by the percentage of its students eligible for participation in the national school lunch program, and a library's level of economic disadvantage will be calculated on the basis of school lunch eligibility in the public school district in which the library is located. A nonpublic school may use either eligibility for the

national school lunch program or other federally approved alternative measures to determine its level of economic disadvantage. To be eligible for the discount, schools and libraries will be required to comply with the terms and conditions set forth in the Rules. Discounts are available only to the extent that they are funded by the federal universal service fund. Schools and libraries may aggregate demand with other eligible entities to create a consortium.

Regulations

1. Obligations of Eligible Schools and Libraries

a. Requests for Service

1. Schools and libraries and consortia shall participate in a competitive bidding process for all services eligible for discounts, in accordance with any state and local procurement rules.
2. Schools and libraries and consortia shall submit requests for services to the Schools and Libraries Corporation, as designated by the FCC, and follow established procedures.
3. Services requested will be used for educational purposes.
4. Services will not be sold, resold or transferred in consideration for money or any other thing of value.

2. Obligations of the Company

- a. The Company will offer discounts to eligible schools and libraries on commercially available intrastate telecommunications services contained in this Guide. The intrastate services which are excluded from the discount program in accordance with the Rules are Voice Mail Services.
- b. The Company will offer services to eligible schools, libraries and consortia at prices no higher than the lowest price it charges to similarly situated non-residential customers for similar services (lowest corresponding price).
- c. In competitive bidding situations, the Company may offer flexible intrastate pricing or rates other than in this Guide, where specific flexible pricing arrangements are allowed.

Discounted Rates for Schools and Libraries

1. Discounts for eligible schools and libraries and consortia shall be set as a percentage from the pre-discount price, which is the price of services to schools and libraries prior to application of a discount.
2. The discount rate will be applied to eligible intrastate services purchased by eligible schools, libraries or consortia.
3. The discount rate is based on each school or library's level of economic disadvantage as determined in accordance with the FCC Order or other federally approved alternative measures (as permitted by the Rules) and by its location in either an urban or rural area.

Schools and Libraries Discount Matrix

How Disadvantaged % of students eligible for national school lunch program	% Discount Level	
	Urban Discount	Rural Discount
<1	20	25
1-19	40	50

20-34	50	60
35-49	60	70
50-74	80	80
75-100	90	90

New York Health Care Providers Support Program

The purpose of the Health Care Providers Support Program is to enable public and non-profit rural health care providers to have access to telecommunications services necessary for the provision of health care services at rates comparable to those paid for similar services in urban areas. The Health Care Providers Support Program offers eligible public and non-profit health care providers located in rural areas reduced rates for Company intrastate services, available in this Guide. Such services must be purchased in accordance with the Rules adopted by the Federal Communications Commission (FCC) in its Universal Service Order 97-157, issued May 8, 1997 and the New York State Public Service Commission in its Order in Cases 94-C-0095 and 28425, issued November 4, 1997. The FCC Rules are codified at 47 Code of Federal Regulation (C.F.R.) 54.601 et. seq., and any amendments made thereto.

Regulations

- a. To be eligible for the reduced rates, rural health care providers are required to comply with the terms and conditions set forth in the FCC Rules.
- b. Reduced rates are available only to the extent that they are funded by the federal universal fund.
- c. Eligible rural health care providers may aggregate demand with other entities to create a consortium. Universal service support shall apply only to the portion of eligible services used by an eligible health care provider.
- d. Responsibility of eligible health care providers:
 1. Rural health care providers and consortia shall participate in a competitive bidding process for all services eligible for reduced rates in accordance with any state and local procurement rules.
 2. Rural health care providers and consortia shall submit requests for services to the program Administrator, as designated by the FCC, and follow established procedures.
 3. Services requested must be used for purposes related to the provision of health care services or instruction that the health care provider is legally authorized to provide under law.
 4. A health care provider that cannot obtain toll free access to an Internet service provider and who is eligible for support for limited toll-free access under the Rules must certify that it lacks toll-free Internet access and that it is an eligible health care provider.
 5. Services cannot be sold, resold or transferred in consideration for money or any other thing of value.
- e. Responsibility of the Company:
 1. The Company shall offer the current New York intrastate rates and charges as specified in the Guide, to eligible health care providers to the extent that facilities and services are available and offered in the Guide specified in 1. preceding.
 2. The Company shall offer services to eligible rural health care providers and consortia at prices no higher than the highest urban rate as defined in the FCC Order and Rules.
 3. In competitive bidding situations, where specific flexible pricing arrangements are allowed, the Company may offer flexible pricing (to determine the reduced rate).

Health Care Providers Support Program Rate and Charges

The following price adjustments will be available to eligible rural health care providers, except subparagraph c., which shall be available to all eligible health care providers, regardless of location.

- a. A reduced rate for telecommunications services, using a bandwidth capacity of up to 1.544 Mbps, not to exceed the highest tariffed or publicly available rate charged to a commercial customer for a similar service provided over the same distance in the nearest city in New York State with a population of at least 50,000.
- b. An exemption from some mileage charges for any telecommunications services, using a bandwidth capacity of up to 1.544 Mbps, that is necessary for the provision of health care services. The exempted mileage includes the distance between the rural health care provider and the most distant perimeter of the nearest city in New York State with a population of 50,000 or more, less the standard urban distance, which is the maximum average diameter of all cities with population of 50,000 or more in the state.
- c. Each eligible health care provider that cannot obtain toll-free access to an Internet service provider is entitled to receive toll charge credits for toll charges imposed for connecting to an Internet service provider as per the FCC Rules.

New York Critical Facilities Administration Service

Customers that subscribe to Critical Facilities Administration (“CFA”) Service*, upon written request, will be shown information about the physical path of their Qualified Circuits that are enrolled in the Federal Telecommunications Service Priority (“TSP”) Program by a Company Representative, subject to applicable Company security and confidentiality safeguards and procedures and subject to customer execution of a Company supplied nondisclosure agreement. *Issued in compliance with Orders of the Public Service Commission dated July 28, 2004, October 26, 2004 and June 15, 2005, in Case 03-C-0922.

Definitions

Federal TSP Program – The Federal program described in this Guide.

Qualified Circuit – A circuit which is (i) provided by the Company using Company facilities, and (ii) is enrolled in the Federal TSP Program as described in this Guide, but only for so long as that circuit meets both conditions (i) and (ii).

Subscribing Circuit – A Qualified Circuit that is subscribed to the CFA Service, as specified below.

CFA Subscriber – A Company Customer subscribing to the CFA Service for at least one Subscribing Circuit.

Eligibility

Only Qualified Circuits will be eligible for subscription to CFA Service.

In order to subscribe a circuit to the CFA Service, a Company Customer must submit a written request to Company and identify in that request one or more Qualified Circuits that the Customer seeks to subscribe to the CFA Service. Those Qualified Circuits will be referred to as “Subscribing Circuits.”

All Subscribing Circuits must be enrolled in the Federal TSP Program and Customers must demonstrate the sponsorship of a federal agency supporting the designation of those circuits as qualifying under the Federal TSP Program. A Subscribing Circuit that is no longer enrolled in the TSP Program will no longer be eligible for CFA Service.

Upon subscribing to the CFA Service, the CFA Subscriber must execute a nondisclosure agreement supplied by the Company, under which the CFA Subscriber agrees to treat as confidential data, all information shown by the Company and viewed by the Subscriber. No data regarding the physical path of a Qualified Circuit will be shown to the CFA Subscriber under the CFA Service until the confidentiality agreement has been executed.

Availability

After submitting a written request for physical path information for one or more Subscribing Circuits and after execution of the required nondisclosure agreement, the CFA Subscriber will be permitted to view documentation containing a description of the physical path of the Subscribing Circuits. The review session will take place in the presence of a Company Representative, who will be available to answer the CFA Subscriber's questions concerning the physical circuit path. The review session will take place at a Company-designated facility. The CFA Subscriber will not be permitted to take notes or receive copies of any documents produced for or reviewed during the session.

The CFA Subscriber will be shown a reasonable representation of the physical circuit path, which may include maps and street level detail of said path, where available ("Path Information"), to enable the CFA Subscriber to determine, with a reasonable degree of accuracy, the physical path of the Subscribing Circuit.

The Company will make Path Information documentation available for CFA Subscriber review within a reasonable time frame, consistent with the availability of suitable facilities, resources and personnel.

In the event of a major service outage, provision of CFA Service as to any area directly or indirectly impacted by the outage may be suspended at the sole discretion of the Company. In these circumstances, the Company will provide Path Information, reflecting the restoration, if applicable, in response to a written request within ninety (90) days after the restoration of service. This interval is subject to change if information from a third party is required. The Company will negotiate an acceptable time frame with the CFA Subscriber for review of the Path Information, subject to the availability of suitable facilities, resources and personnel.

The Path Information shown to the CFA Subscriber represents the data available at the time of the CFA Subscriber's written request. Because the data is subject to changes or rearrangements, updates will be provided only upon subsequent written request of the Customer. Any additional requests or updates are also subject to the confidentiality requirements described above, as well as the rates specified below.

Rates: For each request submitted, the Customer will be charged on a per circuit basis the appropriate engineering customer work order charge in effect at the time of the request.

New York Special Pricing Arrangements

Special Pricing Arrangements ("SPA's") for Local Service provided by MCImetro Access Transmission Services LLC d/b/a Verizon Access Transmission Services ("Verizon Access") and for Intrastate IXC Services provided by MCI Communications Services LLC d/b/a Verizon Business Services ("Verizon Business") are available as follows:

Verizon Access

- SPA's for Local Service in New York are set forth in New York Local Exchange Services Catalog Schedule No. 2 (Enterprise Special Pricing Arrangements) and may be viewed at http://www.verizon.com/tariffs/Sections.aspx?docnum=NYBCCA2&type=T&sch=Y&se=Y&att=N&typename=BC&tims_Status=E&entity=BC.

Verizon Business

- SPA's for Intrastate Interexchange Services in New York are set forth in New York Interexchange Services Catalog Schedule No. 2 (Enterprise Special Pricing Arrangements) and may be viewed at http://www.verizon.com/tariffs/Sections.aspx?docnum=NYBCCA3&type=T&sch=Y&se=Y&att=N&typename=BC&tims_Status=E&entity=BC.

New York Municipal Surcharge for Local Utility Gross Revenue Taxes

The surcharges listed below apply to Local Service provided by MCI metro Access Transmission Services LLC d/b/a Verizon Access Transmission Services ("Verizon Access") and to Intrastate IXC Services provided by MCI Communications Services LLC d/b/a Verizon Business Services ("Verizon Business").

The New York Municipal Surcharge for Local Utility Gross Revenue Taxes recovers the additional expense related to the Local Utility Gross Revenue Tax. In the municipalities listed below, the municipal surcharge shown applies to recurring and non-recurring rates and charges for all intrastate services except intrastate 800-service usage charges and toll usage.

<u>Locality</u>	<u>Municipal Surcharge</u>
Adams	0.0100
Addison	0.0100
Adelphi	0.0235
Airmont	0.0100
Akron	0.0100
Albany	0.0100
Albion	0.0100
Alden	0.0100
Alexandria Bay	0.0100
Alfred	0.0100
Allegany	0.0100
Almond	0.0100
Altamont	0.0100
Altmar	0.0100
Amityville	0.0100
Amsterdam	0.0100
Angola	0.0100

Arcade	0.0100
Ardsley	0.0100
Ardsley On Hudson	0.0100
Arkport	0.0100
Arverne	0.0235
Asharoken	0.0100
Astoria	0.0235
Atlantic Beach	0.0100
Attica	0.0100
Auburn	0.0100
Aurora	0.0100
Avon	0.0100
Babylon	0.0100
Baldwinsville	0.0100
Ballston Spa	0.0100
Barker	0.0100
Batavia	0.0100
Bath Beach	0.0235
Bay Ridge	0.0235
Baychester	0.0235
Bayside	0.0235
Bayville	0.0100
Beacon	0.0100
Belle Terre	0.0100
Bellerose (Nassau County)	0.0100
Bellerose (Queens County)	0.0235
Bellerose Terrace	0.0100
Bellerose Village	0.0100
Bellport	0.0100
Bible School Park	0.0100
Binghamton	0.0100
Black River	0.0100
Blasdell	0.0100
Bloomingburg	0.0100
Breezy Point	0.0235

Briarcliff Manor	0.0100
Brightwaters	0.0100
Brm Customer	0.0100
Broad Channel	0.0235
Brockport	0.0100
Bronx	0.0235
Bronxville	0.0100
Brooklyn	0.0235
Brookville	0.0100
Brownsville	0.0235
Brownville	0.0100
Buffalo	0.0300
Burdett	0.0100
Burke	0.0100
Bushwick	0.0235
Caledonia	0.0100
Cambria Heights	0.0235
Camden	0.0100
Camillus	0.0100
Canajoharie	0.0100
Canandaigua	0.0100
Canarsie	0.0235
Canaseraga	0.0100
Canastota	0.0100
Canisteo	0.0100
Canton	0.0100
Carthage	0.0100
Castle	0.0100
Castleton-On-Hudson	0.0100
Catskill	0.0100
Cattaraugus	0.0100
Cayuga	0.0100
Cayuga Heights	0.0100
Cazenovia	0.0100
Cedarhurst	0.0100

Celoron	0.0100
Central Square	0.0100
Centuck	0.0300
Charlotte	0.0300
Chaumont	0.0100
Cherry Creek	0.0100
Chester	0.0100
Chestnut Ridge	0.0100
Chinatown	0.0235
Chittenango	0.0100
City Island	0.0235
Clason Point	0.0235
Clayton	0.0100
Clayville	0.0100
Cleveland	0.0100
Clyde	0.0100
Cobleskill	0.0100
Cohoes	0.0100
Colgate	0.0100
College Point	0.0235
Colonie	0.0100
Coney Island	0.0235
Cooperstown	0.0100
Corinth	0.0100
Corners	0.0100
Corning	0.0100
Cornwall-On-Hudson	0.0100
Corona	0.0235
Cortland	0.0100
Cove Neck	0.0100
Coxsackie	0.0100
Crestwood	0.0300
Croton-On-Hudson	0.0100
Dannemora	0.0100
Dansville	0.0100

De Ruyter	0.0100
Deferiet	0.0100
Delevan	0.0100
Delhi	0.0100
Depew	0.0100
Dobbs Ferry	0.0100
Dolgeville	0.0100
Douglaston	0.0235
Dryden	0.0100
Dundee	0.0100
Dunkirk	0.0100
Dyker Heights	0.0235
East	0.0300
East Atlantic Beach	0.0100
East Aurora	0.0100
East Elmhurst	0.0235
East Hampton	0.0100
East Hill	0.0100
East Hills	0.0100
East New York	0.0235
East Rochester	0.0100
East Rockaway	0.0100
East Syracuse	0.0100
East White Plains	0.0100
East Williston	0.0100
Eastwood	0.0100
Edgemere	0.0235
Edwards	0.0100
Elbridge	0.0100
Elmhurst	0.0235
Elmira	0.0100
Elmira Heights	0.0100
Elmsford	0.0100
Eltingville	0.0235
Endicott	0.0100

Fairport	0.0100
Falls	0.0100
Far Rockaway	0.0235
Farmingdale	0.0100
Farmingdale	0.0100
Farnham	0.0100
Fayetteville	0.0100
Fishkill	0.0100
Flatbush	0.0235
Fleetwood	0.0100
Floral Park	0.0100
Flower Hill	0.0100
Flushing	0.0235
Fordham	0.0235
Forest Hills	0.0235
Forestville	0.0100
Fort Ann	0.0100
Fort Edward	0.0100
Fort Hamilton	0.0235
Fort Plain	0.0100
Fort Tilden	0.0235
Frankfort	0.0100
Franklin	0.0100
Fredonia	0.0100
Freeport	0.0100
Fresh Meadows	0.0235
Fresh Pond	0.0235
Fulton	0.0100
Galway	0.0100
Garden City	0.0100
Garnerville	0.0100
Gedney	0.0100
Geneseo	0.0100
Geneva	0.0100
Gilgo Beach	0.0100

Gimbels Number One	0.0100
Glen Cove	0.0100
Glen Oaks	0.0235
Glen Park	0.0100
Glendale	0.0235
Glens Falls	0.0100
Gloversville	0.0100
Goshen	0.0100
Gouverneur	0.0100
Gowanda	0.0100
Grand View On Hudson	0.0100
Grant Avenue	0.0100
Gravesend	0.0235
Great Kills	0.0235
Great Neck Estates	0.0100
Great Neck Plaza	0.0100
Greenpoint	0.0235
Greenwich	0.0100
Greenwood Lake	0.0100
Griffiss Afb	0.0100
Groton	0.0100
Hamburg	0.0100
Hamilton	0.0100
Hammondsport	0.0100
Harriman	0.0100
Harrison	0.0100
Hastings-On-Hudson	0.0100
Hempstead	0.0100
Herkimer	0.0100
Hewlett Bay Park	0.0100
Hewlett Harbor	0.0100
Hewlett Neck	0.0100
High Bridge	0.0235
Highland Falls	0.0100
Hillburn	0.0100

Hilton	0.0100
Hobart	0.0100
Hollis	0.0235
Homer	0.0100
Honeoye Falls	0.0100
Hoosick Falls	0.0100
Hornell	0.0100
Howard Beach	0.0235
Hudson	0.0100
Hudson Falls	0.0100
Huntington Bay	0.0100
Ilion	0.0100
Imperial Plaza	0.0100
Interlaken	0.0100
Inwood	0.0235
Irvington	0.0100
Island Park	0.0100
Ithaca	0.0100
Jackson Heights	0.0235
Jamaica	0.0235
Jamestown	0.0100
Johnson City	0.0100
Johnstown	0.0100
Jordan	0.0100
Kaser	0.0100
Keeseville	0.0100
Kenmore	0.0100
Kensington (Kings County)	0.0235
Kensington (Nassau County)	0.0100
Kenwood	0.0100
Kernan	0.0100
Kew Gardens	0.0235
Kings	0.0235
Kings Bridge	0.0235
Kings Point	0.0100

Kingston	0.0100
Kiryas Joel	0.0100
La Salle	0.0100
Lackawanna	0.0100
Lacona	0.0100
Lake George	0.0100
Lake Grove	0.0100
Lake Placid	0.0100
Lake Success	0.0100
Lancaster	0.0100
Lane	0.0100
Lansing	0.0100
Lansingburg	0.0100
Larchmont	0.0100
Lattingtown	0.0100
Laurel Hollow	0.0100
Laurelton	0.0235
Lawrence	0.0100
Le Roy	0.0100
Leicester	0.0100
Lewiston	0.0100
Liberty	0.0100
Linden Hill	0.0235
Lindenhurst	0.0100
Little Falls	0.0100
Little Neck	0.0235
Little Valley	0.0100
Liverpool	0.0100
Livonia	0.0100
Lloyd Harbor	0.0100
Lockport	0.0100
Long Beach	0.0100
Long Island City	0.0235
Lynbrook	0.0100
Lyndonville	0.0100

Lyons	0.0100
Macedon	0.0100
Malone	0.0100
Malverne	0.0100
Mamaroneck	0.0100
Manchester	0.0100
Manhattan	0.0235
Manhattanville College	0.0100
Manlius	0.0100
Manorhaven	0.0100
Marcellus	0.0100
Mariners Harbor	0.0235
Marymount	0.0100
Maspeth	0.0235
Massapequa Park	0.0100
Massena	0.0100
Matinecock	0.0100
Maybrook	0.0100
Mayfield	0.0100
Mcgraw	0.0100
Mechanicville	0.0100
Mediacom Park	0.0100
Medina	0.0100
Meridian	0.0100
Merriweather Campus	0.0100
Mexico	0.0100
Middle Village	0.0235
Middleburgh	0.0100
Middleport	0.0100
Middletown	0.0100
Midland Beach	0.0235
Millbrook	0.0100
Mineola	0.0100
Minoa	0.0100
Monroe	0.0100

Montgomery	0.0100
Monticello	0.0100
Montour Falls	0.0100
Moravia	0.0100
Morris Heights	0.0235
Morris Park	0.0235
Morrisania	0.0235
Morrisville	0.0100
Mott Haven	0.0235
Mount Kisco	0.0100
Mount Morris	0.0100
Mount Vernon	0.0100
Munsey Park	0.0100
Muttontown	0.0100
Neponsit	0.0235
New Dorp	0.0235
New Hempstead	0.0100
New Hyde Park	0.0100
New Market	0.0100
New Paltz	0.0100
New Rochelle	0.0100
New Springville	0.0235
New Square	0.0100
New York City	0.0235
Newark	0.0100
Newark Valley	0.0100
Newburgh	0.0100
Niagara Falls	0.0100
North	0.0300
North Collins	0.0100
North Haven	0.0100
North Hills	0.0100
North Hornel	0.0100
North Syracuse	0.0100
North Tarrytown	0.0100

North Woodmere	0.0100
Northport	0.0100
Norwich	0.0100
Norwood	0.0100
Nunda	0.0100
Nyack	0.0100
Oakfield	0.0100
Oakland Gardens	0.0235
Ocean Beach	0.0100
Ogdensburg	0.0100
Old Brookville	0.0100
Old Field	0.0100
Old Westbury	0.0100
Olean	0.0100
Oneida	0.0100
Oneonta	0.0100
Orchard Park	0.0100
Ossining	0.0100
Oswego	0.0100
Otisville	0.0100
Owego	0.0100
Oyster Bay Cove	0.0100
Ozone Park	0.0235
Painted Post	0.0100
Palmyra	0.0100
Park Slope	0.0235
Parkchester	0.0235
Parkside	0.0235
Parkville	0.0235
Patchogue	0.0100
Peekskill	0.0100
Pelham	0.0100
Pelham Manor	0.0100
Penn Yan	0.0100
Perry	0.0100

Philadelphia	0.0100
Philmont	0.0100
Phoenix	0.0100
Piermont	0.0100
Pittsford	0.0100
Plandome	0.0100
Plandome Heights	0.0100
Plandome Manor	0.0100
Plattsburgh	0.0100
Pleasantville	0.0100
Point Vivian	0.0100
Pomona	0.0100
Port Byron	0.0100
Port Chester	0.0100
Port Dickinson	0.0100
Port Jefferson	0.0100
Port Jervis	0.0100
Port Richmond	0.0235
Port Washington North	0.0100
Portville	0.0100
Potsdam	0.0100
Poughkeepsie	0.0100
Princes Bay	0.0235
Pulaski	0.0100
Purchase	0.0100
Queens	0.0235
Queens Village	0.0235
Quogue	0.0100
Randolph	0.0100
Ravena	0.0100
Red Hook	0.0235
Rego Park	0.0235
Rensselaer	0.0100
Rhinebeck	0.0100
Richfield Springs	0.0100

Richmond	0.0235
Richmond Hill	0.0235
Richville	0.0100
Ridgewood	0.0235
Riverdale	0.0235
Riverside	0.0100
Rochester	0.0300
Rockaway Park	0.0235
Rockaway Point	0.0235
Rockville Centre	0.0100
Rome	0.0100
Roosevelt Island	0.0235
Rosebank	0.0235
Rosedale	0.0235
Roslyn	0.0100
Roslyn Harbor	0.0100
Rye	0.0100
Rye Brook	0.0100
Sackets Harbor	0.0100
Saddle Rock	0.0100
Sag Harbor	0.0100
Sagaponack	0.0100
Saint Albans	0.0235
Saint George	0.0235
Salamanca	0.0100
Saltaire	0.0100
Sands Point	0.0100
Sandy Creek	0.0100
Santapogue	0.0100
Saranac Lake	0.0100
Saranac Lake	0.0100
Saratoga Springs	0.0100
Scarborough	0.0100
Scarsdale	0.0100
Schaghticoke	0.0100

Schenectady	0.0100
Schoharie	0.0100
Scotia	0.0100
Scottsville	0.0100
Sea Cliff	0.0100
Seneca Falls	0.0100
Sharon Springs	0.0100
Shortsville	0.0100
Sidney	0.0100
Silver Creek	0.0100
Silver Springs	0.0100
Sinclairville	0.0100
Skaneateles	0.0100
Sleepy Hollow	0.0100
Sloan	0.0100
Sloatsburg	0.0100
Smithaven	0.0100
Sodus	0.0100
Sodus Point	0.0100
Solvay	0.0100
South	0.0300
South Dayton	0.0100
South Floral Park	0.0100
South Glens Falls	0.0100
South Lansing	0.0100
South Nyack	0.0100
South Ozone Park	0.0235
South Richmond Hill	0.0235
South Road	0.0100
South Side	0.0100
Southampton	0.0100
Speculator	0.0100
Spring Valley	0.0100
Springfield Gardens	0.0235
Springville	0.0100

Spuyten Duyvil	0.0235
Stamford	0.0100
Stapleton	0.0235
State University	0.0100
Staten Island	0.0235
Steinway	0.0235
Stewart Manor	0.0100
Suffern	0.0100
Sunmount	0.0100
Sunnyside	0.0235
Sylvan Beach	0.0100
Syracuse	0.0100
Tannersville	0.0100
Tarrytown	0.0100
Terminal	0.0235
Theresa	0.0100
Thomaston	0.0100
Throggs Neck	0.0235
Tonawanda	0.0100
Tottenville	0.0235
Town	0.0100
Tremont	0.0235
Troy	0.0100
Trumansburg	0.0100
Tuckahoe	0.0100
Tully	0.0100
Tupper Lake	0.0100
Unadilla	0.0100
Union	0.0100
Union Springs	0.0100
Unionville	0.0100
University Heights	0.0235
Upper Brookville	0.0100
Upper Nyack	0.0100
Uptown	0.0100

Utica	0.0100
Utopia	0.0235
Valley Falls	0.0100
Valley Stream	0.0100
Van Del	0.0100
Van Etten	0.0100
Van Nest	0.0235
Vernon	0.0100
Veterans Administration	0.0100
Village Of Sleepy Hollow	0.0100
Village Of The Branch	0.0100
Voorheesville	0.0100
Waddington	0.0100
Wakefield	0.0235
Walden	0.0100
Walton	0.0100
Wappingers Falls	0.0100
Warsaw	0.0100
Warwick	0.0100
Washingtonville	0.0100
Waterloo	0.0100
Watertown	0.0100
Watervliet	0.0100
Watkins Glen	0.0100
Wave Crest	0.0235
Webster	0.0100
Weedsport	0.0100
Wellsburg	0.0100
Wellsville	0.0100
Wesley Hills	0.0100
West Carthage	0.0100
West Coxsackie	0.0100
West Farms	0.0235
West Hampton Dunes	0.0100
West Harrison	0.0100

West Haverstraw	0.0100
West New Brighton	0.0235
West Newburgh	0.0100
West Side	0.0100
Westbury	0.0100
Westchester	0.0235
Westchester County Airport	0.0100
Westhampton Beach	0.0100
White Plains	0.0100
Whitestone	0.0235
Williams Bridge	0.0235
Williamsburg	0.0235
Williamsville	0.0100
Williston Park	0.0100
Wolcott	0.0100
Woodhaven	0.0235
Woodlawn	0.0235
Woodridge	0.0100
Woodsburgh	0.0100
Woodside	0.0235
Wurtsboro	0.0100
Wykagyl	0.0100
Yonkers	0.0300
Youngstown	0.0100

NORTH CAROLINA

Telecommunications Relay Service (TRS) Surcharge
 Surcharge: \$0.16 per access line, per month
 Effective: April 1, 2023

NORTH DAKOTA

North Dakota Telecommunications Relay Service Surcharge
 Per Access Line Per Month: \$.03
 Effective: July 1, 2024

OHIO

The Ohio minimum telephone service standards (Chapter 4901:1-5 of the Ohio Administrative Code) do not apply to business (i.e., non-residential) Customers with four or more access lines.

OKLAHOMA

Consistent with OAC 165:55-9-8 and OAC 165:55-11-14, the Oklahoma rules for Telecommunications Services (Title 165, Chapter 55, Subchapters 9 and 11 of the Oklahoma Administrative Code) do not apply to business Customers. The [Online Master Terms](#) set forth in this Guide apply to all subjects set forth in Title 165, Chapter 55, Subchapters 9 and 11 of the Oklahoma Administrative Code which include, but are not limited to, the following subjects: billing period, content of bills, bills rendered by a billing agent, due date and penalty, request for payments other than normal billings, billing disputes, denial or termination of service without notice, denial or termination of service after notice, responsibility for accounts, reasons for suspension or disconnection of service, suspended accounts, service disputes, written correspondence, suspension or disconnection for nonpayment or failure to make security deposit, suspension or disconnection for reasons other than nonpayment, notice of disconnection or notice of suspension, emergency service following suspension, and reconnection.

MCImetro Access Transmission Services LLC d/b/a Verizon Access Transmission Services (for [Local Service](#)) and MCI Communications Services LLC d/b/a Verizon Business Services (for [Intrastate IXC Services](#)) no longer file tariffs with the Oklahoma Corporation Commission. The complete terms and conditions that govern the provision of services no longer tariffed in Oklahoma consist of Customer's Signed Contract and this Guide. For Local Service and IXC Services on the Guide, see the [Intrastate Telecommunications Services](#) section of this Guide.

Oklahoma Universal Access Fund (OUSF)

Assessment Rate: \$2.02

Effective: July 1, 2023

Oklahoma Telecommunications Relay Service (TRS)

Rate: \$0.03 per exchange access line or arrangement

Effective: September 1, 2015

PENNSYLVANIA

Pennsylvania Uniform 911 Surcharge

Fee: \$1.95 per line

Effective: March 1, 2024

SOUTH CAROLINA

South Carolina Universal Access Fund (USF)

Rate: 3.27%

Effective: January 1, 2024

TEXAS

Texas Universal Service Fund (TUSF)

Assessment Rate: 12%

Effective: July 1, 2023

VERMONT

When a Customer dials a toll free number from Vermont, Verizon Access Transmission Services will send to the receiving party the ten digit telephone number from which the call is dialed except where the Customer has implemented Call Blocking.

When a Customer orders Vermont intrastate service or orders a change in such service whereby the Customer is bound to a contract extension, the Customer has the right to cancel such service order within fifteen days of receiving written confirmation of the service order without incurring any termination or cancellation charges specific to the Vermont intrastate service. The Vermont Consumer Affairs & Public Information Division (CAPI, Vermont Department of Public Service, 112 State Street, Drawer 20, Montpelier, VT 05620-2601, 802-828-2811) is available for complaint resolution specific to Vermont intrastate service.

WYOMING

Wyoming Universal Service Fund

Assessment Rate: 1.9%

Effective: July 1, 2024

Wyoming Relay Service Fee

Per Line Per Month: \$0.10

Effective: February 1, 2024