

NAVIGATOR TELECOMMUNICATIONS, LLC.  
REGULATIONS AND SCHEDULE OF CHARGES  
APPLYING TO LOCAL EXCHANGE COMMUNICATIONS SERVICES  
WITHIN THE COMMONWEALTH OF VIRGINIA

This tariff is on file with the Virginia State Corporation Commission and can be viewed at their Division of Communications located in the Tyler Building – 9<sup>th</sup> Floor, 1300 East Main Street, Richmond, Virginia 23219. In addition, this tariff is available for review at the Company's principle place of business, Monday - Friday, 9:00 AM - 5:00 PM, local time, located at 8525 Riverwood Park Drive, North Little Rock, Arkansas 72113.

Toll Free Number for Navigator's principle place of business is 1-877-762-8835.

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**CHECK PAGE**

The Title Page and pages listed below of this tariff are effective as of the date shown. Revised pages contain all changes from the original tariff that are in effect as of the date indicated.

<u>Page</u>	<u>Revision</u>	<u>Page</u>	<u>Revision</u>	<u>Page</u>	<u>Revision</u>
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1	Fourth Revised *	35	Original	69	Original
2	Third Revised *	36	Original	70	Original
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\* = New/Revised Page This Issue



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<sup>SM</sup> Registered Servicemark of Verizon.

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### **SYMBOLS**

The following symbols are used for the purposes indicated below:

**R** – to signify a reduced rate

**I** – to signify an increased rate

**C** – to signify a changed regulation

**T** – to signify a change in text but no change in rate or regulation

**S** – to signify a reissued matter

**M** – to signify a move in the location of text

**N** – to signify a new rate or regulation

**D** – to signify a discontinued rate or regulation

**Z** – to signify a correction

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**TARIFF FORMAT**

- A. Page Numbering** - Page numbers appear in the upper right corner of the page. All pages of the tariff are sequentially numbered. However, new Pages are occasionally added to the tariff. When a new Page is added between Pages already in effect, a decimal is added. For example, a new Page added between Pages 14 and 15 would be 14.1.
- B. Page Revision Numbers** - Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current Page version on file with the Virginia State Corporation Commission. For example, the 4th revised Page 14 cancels the 3rd revised Page 14. Consult the Check Page for the Page currently in effect.
- C. Paragraph Numbering Sequence** - There are nine levels of paragraph coding. Each level of coding is subservient to the next higher level:
- 2
  - 2.1
  - 2.1.1
  - 2.1.1.A
  - 2.1.1.A.1
  - 2.1.1.A.1.(a)
  - 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 Pages** - When a tariff filing is made with the Virginia State Corporation Commission, an updated Check Page accompanies the tariff filing. The Check Page lists the Pages contained in the tariff, with a cross reference to the current revision number. When new pages are added or revised, the Check Page 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 the Check Page if these are the only changes made (i.e., the format, etc. remain the same), just revised revision levels on some pages. The tariff user should refer to the latest Check Page to determine if a particular Page within the tariff is the most current on file with the Virginia State Corporation Commission.

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**APPLICATION OF TARIFF**

This tariff sets forth the service offerings, rates, terms and conditions applicable to the furnishing of intrastate end-user local exchange telecommunications services by Navigator Telecommunications, LLC., hereinafter referred to as the Company, to Customers within the Commonwealth of Virginia. Navigator's services are furnished subject to the availability of facilities and subject to terms and conditions set forth herein.

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## TECHNICAL TERMS AND ABBREVIATIONS

**Access Line** - A circuit directly connecting a central office line with the Customer's termination point, including all dial tone lines, basic telephone connections, key system trunks, private branch exchange trunks, pay stations and special circuits. Each Customer on a multi-party line is an access line.

**Advance Payment** – Part or all of a payment required from a customer before the start of Service.

**Applicant** – An individual or concern making an application to the Company for communications service under the terms of this tariff.

**Application** – 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 is to be furnished in accordance with provisions of this tariff.

**Authorized User** - A person, firm, corporation, or any other entity authorized by the Customer to communicate utilizing the Company's service. An authorized user must be specifically named in the application for service.

**Carrier or Company** - Whenever used in this tariff, "Carrier" or "Company", or "Navigator" refers to Navigator Telecommunications, LLC. unless otherwise specified or clearly indicated by the context.

**Central Office** – A switching unit in a telephone system, providing service to the general public, having the necessary equipment and operating arrangements for terminating and interconnecting lines. More than one central office may be located in the same building.

**Channel** - A path for communication between two or more stations or telephone central offices, furnished in such a manner as the facility may be provided, either by carrier, radio or a combination thereof, or by a single physical facility or route.

**Class of Service** – The method of charging for local messages, namely unlimited or measured service.

**Commission** – Virginia State Corporation Commission.

**Customer** - Any person, firm, partnership, corporation, municipality, cooperative, organization, governmental agency, etc., subscribing to telecommunications services from a utility subject to the jurisdiction of the Commission. The customer is responsible for the payment of charges and compliance with all terms and conditions of this tariff.

**Exchange Access Line** - The serving central office line equipment and all LEC plant facilities up to and including the LEC provided Standard Network Interface. These facilities are LEC provided and maintained and provide access to and from the telecommunications network for message toll service and for local calling appropriate to the tariffed use offering selected by the Customer.

**Exchange Area** - The territory served by an exchange.

**Exchange Service** – The furnishing of central office line facilities to provide for telephone communications with the local service calling area on a measured or unlimited service basis in accordance with the rates and regulations of the tariff.

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**TECHNICAL TERMS AND ABBREVIATIONS, CONT.**

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

**ILEC** - The Incumbent Local Exchange Carrier.

**Interexchange Company** – A long distance telecommunications services provider.

**Local Access and Transport Area (LATA)** – A geographic area established by the Company for the administration of communications service. A LATA encompasses designated exchanges, which are grouped to serve common social, economic, and other purposes.

**LEC** - Local Exchange Carrier

**Local Exchange Services** - Telecommunications services furnished for use by end-users in placing and receiving local telephone calls within local calling areas.

**Message** – A completed communication between two telephone numbers and classified as either Local or Toll.

**Message, Local** – A message between telephones where the called telephone is within the unlimited, message rate or primary calling area of the calling telephone.

**Message, Toll** – A message between telephones in different local calling areas for which a Message Telecommunications Service charge applies.

**Nonrecurring Charges** – A charge applying to the provision of certain items of service and equipment or facilities as distinguished from the service charges applicable for the establishment of telephone service.

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

**Resold Local Exchange Service** - A service composed of the resale of exchange access lines and local calling provided by other authorized Local Exchange Carrier, in combination with Company provided usage services, miscellaneous services or interstate/international services.

**Restoration of Suspended Service** – The return of service following a period of suspension for nonpayment of bills, provided this return occurs prior to discontinuance of the service.

**Services** – The services, or combination thereof, offered by the Company and contained in this Tariff.

**Service Charges** – Charges in connection with the ordering or connection of services. Charges are typically nonrecurring.

**Service Order** - A written request for Network Services executed by the Customer and the Company in a form devised by the Company. The signing of a Service Order by the Customer and acceptance by the Company initiates the respective obligations of the parties as set forth therein and pursuant to this tariff.

**User or 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.

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## SECTION 1 - RULES AND REGULATIONS

### 1.1 Undertaking of the Company

Navigator Telecommunications, LLC. services offered pursuant to this tariff are furnished for Local Exchange Service among specified points within a Local Calling Area. Services provided under this tariff may be used for any lawful purpose for which the service is technically suited. Navigator Telecommunications, LLC. will offer these services through both resale and facilities-based arrangements.

Navigator may act as the Customer's agent for ordering access connection facilities provided by other carriers or entities as required in the Commission's rules and orders, when authorized by the Customer, to allow connection of a Customer's location to the Company network. The Customer is responsible for all charges due for such service arrangement.

The Company's services are provided on a monthly basis unless otherwise indicated, and are available twenty-four hours per day, seven days per week.

Applications for initial or additional service made verbally or in writing become a contract upon the establishment of the service or facility.

Pursuant to this tariff, Navigator will offer local exchange telecommunications services to non-residential (business and coin customers) within the Commonwealth of Virginia.

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**SECTION 1 - RULES AND REGULATIONS, CONT.**

**1.2 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, without obtaining any further consent from the Customer, assign any rights, privileges, or obligations under this tariff. The Customer or End User may not assign or transfer in any manner the Service or any rights associated with the Service without the written consent of the Company.
- C. The Company may require a Customer to immediately shut down its transmission of signals if the Company concludes, in its sole discretion, that such transmission is causing interference to others.
- D. 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.

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**SECTION 1 - RULES AND REGULATIONS, CONT.**

**1.3 Obligations of the Customer**

The Customer (or End User) shall be responsible for:

- A. The payment of all charges applicable to the Services.
- B. Damage or loss to 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 tariff, 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.

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**SECTION 1 - RULES AND REGULATIONS, CONT.**

**1.3 Obligations of the Customer, cont.**

- 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.
- 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's 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.

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**SECTION 1 - RULES AND REGULATIONS, CONT.****1.4 Liabilities of the Company**

- A. The Services the Company furnishes are subject to the terms, conditions, and limitations specified in this tariff 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 tariff.
- 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, 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 a Customer may suffer, except when caused by the 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.

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**SECTION 1 - RULES AND REGULATIONS, CONT.****1.4 Liabilities of the Company, cont.**

- G. The Company does not guarantee nor make any 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, whether suffered, made, instituted, or asserted by any other party or person(s), and for any 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.
- H. 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.
- I. The Company shall not be liable for any damages resulting from delays in meeting any Service dates.
- J. 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.
- K. THE COMPANY MAKES NO WARRANTIES OR REPRESENTATIONS, EXPRESS OR IMPLIED EITHER IN FACT OR BY OPERATION OF LAW, STATUTORY OR OTHERWISE, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR USE, EXCEPT THOSE EXPRESSLY SET FORTH HEREIN.
- L. 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 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.

**SECTION 1 - RULES AND REGULATIONS, CONT.**

**1.4 Liabilities of the Company, cont.**

M. With respect to Universal Emergency Telephone Number Service (911, E911):

1. This service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies. The company is not responsible for any losses, claims, demands, suits or any liability whatsoever, whether suffered, made instituted or asserted by the Customer or by any other party or person for any personal injury or death of any person or persons, and for any loss, damage or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused by: (1) mistakes, omissions, interruptions, delays, errors or other defects in the provision of service, of (2) installation, operation, failure to operate, maintenance, removal, presence, condition, local or use of any equipment and facilities furnishing this service.
2. Neither is the Company responsible for any infringement, nor invasion of the right of privacy of any person or persons, caused or claimed to have been caused directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of emergency 911 service features and the equipment associated therewith, or by any services furnished by the Company, including, but not limited to the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing emergency 911 service, and which arise out of the negligence or other wrongful act of the Company, the Customer, its users, agencies or municipalities, or the employees or agents of any one of them.
3. When a Customer with a nonpublished telephone number, as defined herein, places a call to the emergency 911 service, the Company will release the name and address of the calling party, where such information can be determined, to the appropriate local governmental authority responsible for emergency 911 service upon request of such governmental authority. By subscribing to service under this tariff, the Customer acknowledges and agrees with the release of information as described above.

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**SECTION 1 - RULES AND REGULATIONS, CONT.**

**1.5 Service Connections and Customer Equipment**

1.5.1 General

- A. All Service along the facilities between the point identified as the 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 tariff.
- 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 tariff. The Company does not guarantee availability by any such date and shall not be liable for any delays in commencing Service to any Customer.
- 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 nor 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.
- 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.

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**SECTION 1 - RULES AND REGULATIONS, CONT.**

**1.5 Service Connections and Customer Equipment, cont.**

1.5.1 General, cont.

- 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 operation or maintenance of such equipment. Where such equipment is connected to the facilities furnished pursuant to this tariff, the responsibility of the Company shall be limited to the furnishing of facilities offered under this tariff and to 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.

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**SECTION 1 - RULES AND REGULATIONS, CONT.**

**1.5 Service Connections and Customer Equipment, cont.**

1.5.1 General, cont.

- 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 Users 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.

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**SECTION 1 - RULES AND REGULATIONS, CONT.**

**1.5 Service Connections and Customer Equipment, cont.**

1.5.1 General, cont.

- 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 manufacturers 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 items 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 Customers expense.

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**SECTION 1 - RULES AND REGULATIONS, CONT.**

**1.5 Service Connections and Customer Equipment, cont.**

1.5.2 Limitations of Service

- A. Service is offered subject to the provisions of this tariff 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 tariff.
- 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 tariff 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 tariff, 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 tariff is subject to the availability on a continuing basis of all the necessary facilities and is limited to the capacity of the Company's facilities, as well as facilities the Company may obtain from other carriers to furnish Service from time to time as required at the sole discretion of the Company.

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**SECTION 1 - RULES AND REGULATIONS, CONT.****1.5 Service Connections and Customer Equipment, cont.****1.5.3 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 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, RJ48H, 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 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.

**1.5.4 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.

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**SECTION 1 - RULES AND REGULATIONS, CONT.**

**1.6 Deposits**

The Company will not require a deposit from its customers.

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**SECTION 1 - RULES AND REGULATIONS, CONT.**

**1.7 Advance Payments**

Recurring Charges: For Customers from whom the Company feels an advance payment is necessary, Navigator reserves the right to collect an amount not to exceed one (1) month's estimated charges as an advance payment for service. This will be applied against the next month's charges.

Non-Recurring Charges: Navigator reserves the right to require pre-payment of non-recurring charges in such amount as may be deemed necessary by the Company. In addition, where special construction is involved, advance payment of the quoted construction charges may be required at the time of application for service.

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**SECTION 1 - RULES AND REGULATIONS, CONT.****1.8 Installation**

Service is installed upon mutual agreement between the Customer and the Company. The service agreement does not alter rates specified in this tariff.

At the Customer's request, non-routine 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.

**1.9 Billing and Payment Procedures**

1.9.1 The Company shall bill all charges incurred by and credits due to the Customer. The Customer will receive bills in paper format. Such bills are due within thirty (30) days after the date of issuance thereof. 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. 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.

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

1.9.3 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 25 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 25 days of the mail date on the bill, then a late payment penalty shall be due the Company. The late payment penalty shall be that portion of the payment not received by the date due minus any charges billed as local taxes multiplied by 1.5 percent.

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**SECTION 1 - RULES AND REGULATIONS, CONT.**

**1.9 Billing and Payment Procedures, cont.**

1.9.4 Customer shall be responsible for payment of all sales, use, gross receipts, excise, access, bypass, franchise or other local, state 911 taxes, LNP, 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 items shall be separately stated on the Customer's invoice.

1.9.5 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.

**1.10 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 the Commission. The current address for filing Complaints is:

Virginia State Corporation Commission  
Communications Division  
Tyler Building  
1300 E. Main Street  
Richmond, VA 23219  
Telephone: (804) 371-9420  
Facsimile: (804) 371-9069

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

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**SECTION 1 - RULES AND REGULATIONS, CONT.****1.11 Cancellation by Customer**

Any Customer desiring service terminated or changed from one address to another shall give the Company three (3) working days' notice in person, in writing, or by telephone, provided such notice does not violate contractual obligations or tariff provisions. The Customer shall not be responsible for charges for service beyond the three (3) day notice period if the Customer provides reasonable access to the Company's equipment on the Customer's premise during the notice period. If the Customer notifies the Company of his request for termination by telephone, the burden of proof is on the Customer to prove that service termination was requested if a dispute arises. Customers who cancel service but are under a term contract may pay penalties as stated in the term contract or appropriate section of the Company's tariffs.

**1.12 Interconnection**

Service furnished by Navigator may be connected with the services or facilities of other carriers or enhanced service providers. The Customer is responsible for all charges billed by these entities for use in connection with Navigator's service. Any special interface equipment or facilities necessary to achieve compatibility between these entities is the responsibility of the Customer. Neither the Company nor any connecting carrier participating in a service shall be liable for any act or omission of any other company or companies furnishing a portion of such service.

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**SECTION 1 - RULES AND REGULATIONS, CONT.****1.13 Discontinuance and Restoration of Service**

## 1.13.1 Cancellation by the Company

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

The Company will not terminate local service for non-pay of regulated noncompetitive tariffed services without first giving the customer 10 days written notice.

- 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.
- 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 therefore within the time permitted by law: The Company may immediately discontinue or suspend Service under this tariff without incurring any liability.

## 1.13.2 Resumption of Service

If Service is discontinued for 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 (other than nonpayment) is corrected to the Company's satisfaction. Applicable nonrecurring charges apply.

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**SECTION 1 - RULES AND REGULATIONS, CONT.**

**1.14 Inspection, Testing, and Adjustment**

Upon reasonable notice, the facilities provided by the Company shall be made available to the Company for tests and adjustments as may be deemed necessary by the Company for maintenance. No interruption allowance will be granted for the time during which such tests and adjustments are made.

**SECTION 1 - RULES AND REGULATIONS, CONT.**

**1.15 Interruption of Service 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 or Company becomes independently aware of such malfunction. A malfunction period ends when the affected line and/or associated equipment is fully operative and restored to the customer.

1.15.1 Credit allowances do not apply to interruptions:

- A. caused by the Customer, any End User or any third party;
- B. due to failure of power or equipment provided by the Customer or others;
- C. during any period in which the Company is not given access to the Premises;
- D. due to scheduled maintenance and repair; or
- E. due to Acts of God or other events listed in Section 1.4(c).

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

<u>Length of Service Interruption</u>	<u>Credit</u>
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.

1.15.3 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 credit will be allowed for any period of twenty-four hours.

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**SECTION 1 - RULES AND REGULATIONS, CONT.**

**1.16 Use of Service by Others**

All Service provided under this tariff 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 tariff 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 tariff or any applicable agreements.

**1.17 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 all bills for such services and for the resolution of any disputed or discrepancies with the appropriate service provider.

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**SECTION 1 - RULES AND REGULATIONS, CONT.**

**1.18 Service Implementation**

Absent a promotional offering, service implementation charges per service order will apply to new service orders or to orders to change existing service for the services shown in Section 3.

**1.19 Application for Service**

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

1.19.1 Cancellation of Application for Service

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

1.19.2 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.

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**SECTION 1 - RULES AND REGULATIONS, CONT.**

**1.20 Restoration of Suspended Service**

A restoration charge applies to the restoration of suspended service and facilities because of nonpayment of bills and is payable at the time that the restoration of the suspended service and facilities is arranged. The restoration charge does not apply when, after disconnection of service, service is later re-installed. Charge for Business customers: \$25.94.

**1.21 Virginia Telecommunications Relay Service (TRS)**

TRS is a relay telecommunication service for the deaf, hearing, and/or speech disabled population of the Commonwealth. The service permits telephone communications between deaf, hearing, and/or speech disabled individuals who must use a Text Telephone and individuals with normal hearing and speech. The Company end users can access TRS by their toll free (800) number or by dialing 711.

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**SECTION 1 - RULES AND REGULATIONS, CONT.****1.22 Special Construction**

Subject to the agreement of the Company and to all of the regulations contained in this tariff, special construction of facilities may be undertaken on a reasonable efforts basis at the request of the Customer. Construction charges will be based on cost to the Company plus a reasonable administrative charge minus any credit for reuse or salvage. Special construction is construction undertaken:

- 1.22.1 where facilities are not presently available, and there is no other requirement for the facilities so constructed;
- 1.22.2 of a type other than that which the Company would normally utilize in the furnishing of its services;
- 1.22.3 over a route other than that which the Company would normally utilize in the furnishing of its services;
- 1.22.4 in a quantity greater than that which the Company would normally construct;
- 1.22.5 on an expedited basis;
- 1.22.6 on a temporary basis until permanent facilities are available;
- 1.22.7 involving abnormal costs; or
- 1.22.8 in advance of its normal construction.

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**SECTION 1 - RULES AND REGULATIONS, CONT.**

**1.23 Rate Guide**

**1.23.1 Regulations**

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

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**SECTION 1 - RULES AND REGULATIONS, CONT.**

**1.23 Rate Guide, cont.**

**1.23.2 Charges Based Upon Facility Distance**

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

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

Step 1: Obtain the "V" (vertical) and "H" (horizontal) coordinates for each point/wire center from the above-referenced Telcordia document.

Step 2: Compute the difference between the "V" coordinates of the two rate centers; and the difference between the two "H" coordinates.

Step 3: Square each difference obtained in Step 2 above.

Step 4: Add the square of the "V" difference and the square of the "H" difference obtained in Step 3 above.

Step 5: Divide the sum of the squares by 10. Round to the next higher whole number if any fraction is obtained.

Step 6: Obtain the square root of the whole number result obtained above. Round to the next higher whole number if any fraction is obtained. This is the airline mileage.

The formula for distance calculations is:

$$\text{Formula: } \frac{\sqrt{(V1 - V2)^2 + (H1 - H2)^2}}{10}$$

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**SECTION 1 - RULES AND REGULATIONS, CONT.**
**1.23 Rate Guide, cont.****1.23.3 Charges Based Upon Local Measured Service When Applicable**

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

- (1) Obtain the "V" and "H" coordinates for each rate center.
- (2) Obtain the difference between the "V" coordinates of the two rate centers. Obtain the difference between the "H" coordinates. Note: The difference is always obtained by subtracting the smaller coordinate from the larger coordinate.
- (3) Divide each of the differences obtained in (2) by three, rounding each quotient to the nearer integer.
- (4) Square these two integers and add the two squares. If the sum of the squares is greater than 1777, divide the integers obtained in (3) by three and repeat step (4). Repeat this process until the sum of the squares obtained in (4) is less than 1778.
- (5) The number of successive divisions by three in steps (3) and (4) determines the value of "N". Multiply the final sum of the two squares obtained in step (4) by the multiplier specified in the following table for this value of "N" preceding.

N	Multiplier	Minimum Range Mileage
1	0.9	-
2	8.1	41
3	72.9	121
4	656.1	361

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

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**SECTION 1 - RULES AND REGULATIONS, CONT.****1.24 Universal Emergency Telephone Number Service (911, E911)**

Universal Emergency Telephone Number Service (911 Service) allows customers to reach appropriate emergency services including police, fire and hospital medical services and will be provided to customers at no additional charge. 911 has the ability to selectively route an emergency call to the primary 911 provider so that it reaches the correct emergency service located closest to the caller. In addition, the customer's address and telephone information will be displayed to the person handling the 911 call.

- 1.24.1 The Company is obligated to supply the E-911 service provider in the Company's service area (the E-911 service provider) with information necessary to update the E-911 database.
- 1.24.2 At the time the Company provides basic local service to a Customer by means of its own cable pair, or over any other exclusively owned facility, the Company will be obligated to make the necessary equipment or facility additions in the 911 service provider's equipment in order to properly update the database for 911. The Company will be obligated to provide facilities to route calls from the end users to the proper Public Safety Answering Point. The Company recognizes the authority of the E-911 Customer to establish service specifications and grant final approval or denial of service configurations offered by the Company.
- 1.24.3 The Company will collect 911 surcharges and remit surcharge revenue to the appropriate governmental entity on a monthly basis.
- 1.24.4 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.
- 1.24.5 After service establishment, it is the Public Safety Agency's responsibility to continue to verify the accuracy of and to advise the Company of any changes as they occur in street names, establishment of new streets, changes in address numbers used on existing streets, closing and abandonment of streets, changes in police, fire, ambulance or other appropriate agencies' jurisdiction over any address, annexations and other changes in municipal and county boundaries, incorporation of new cities or any other similar matter that may affect the routing of 911 calls to the proper Public Safety Answering Point.

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**SECTION 1 - RULES AND REGULATIONS, CONT.**

**1.24 Universal Emergency Telephone Number Service (911, E911), cont.**

- 1.24.6 The Company assumes no liability for any infringement, or invasion of any right of privacy of any person or persons caused, or claimed to be caused, directly or indirectly by the use of 911 Service. Under the terms of this tariff, 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 losses or claims whatsoever, whether suffered, made, instituted, or asserted by the Public Safety Agency or by any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage, or destruction of any property, whether owned by the Customer or others.

Under the terms of this tariff the Public Safety Agency must also agree to release, indemnify, defend and hold harmless the Company for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion, or use of 911 Service features and the equipment associated therewith, or by any services furnished by the Company in connection therewith, including, but not limited to, the identification of the telephone number, address, or name associated with the telephone used by the party or parties accessing 911 Service hereunder, and which arise out of the negligence or other wrongful act of the Public Safety Agency, its user, agencies or municipalities, or the employees or agents of any one of them, or which arise out of the negligence, other than gross negligence or willful misconduct, of the Company, its employees or agents.

## **SECTION 2 - DESCRIPTION OF SERVICE**

### **2.1 Product Descriptions Generally**

Navigator provides local exchange service in those areas within the Commonwealth of Virginia where services are provided by Verizon Virginia, Inc. Terms, conditions, and rates for Navigator's service offerings are shown in this tariff.

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**SECTION 2 - DESCRIPTION OF SERVICE, CONT.**

**2.2 Local Service Areas**

2.2.1 General

- A. Navigator will provide local exchange service, subject to availability of facilities and equipment, in areas currently served by Verizon Virginia, Inc. See Section 2.2.3 for definitions of the Rate Class column of this table.

2.2.2 Regulations

- A. Service for Pay Telephone Lines is provided as shown in Section 4 of this tariff.

B. Multizone Exchanges

1. The Newport News Metropolitan Exchange Area (NNMEA) embraces Newport News and certain suburban areas. The NNMEA comprises zones designated as follows: Hampton, Newport News, Peninsula and Poquoson.
2. The Norfolk Metropolitan Exchange Area (NMEA) embraces Norfolk and certain suburban areas. The NMEA comprises zones designated as follows: Norfolk-Virginia Beach and Portsmouth, which are served by this Company; Princess Anne, Great Bridge and Hickory, which are served by Verizon South, Inc.
3. The Washington Metropolitan Exchange Area (WMEA) embraces the District of Columbia and certain suburban areas in Virginia and Maryland. The WMEA comprises zones designated as follows: Alexandria-Arlington (Va.), Berwyn (Md.), Bethesda (Md.), Bowie-Glenn Dale (Md.), Capitol Heights (Md.), Clinton (Md.), Fairfax-Vienna (Va.), Falls Church-McLean (Va.), Hyattsville (Md.), Kensington (Md.), Layhill (Md.), Marlboro (Md.), Oxon Hill (Md.), Rockville (Md.), Silver Spring (Md.) and Washington (D.C.).

**SECTION 2 - DESCRIPTION OF SERVICE, CONT.**

**2.2 Local Service Areas, cont.**

2.2.3 Service Area(s) Exchange, Rate Class and Local Calling Exchanges - Verizon Virginia Market Area

<u>Service Area Exchange</u>	<u>Rate Class (1)</u>	<u>Notes (2)</u>	<u>UNE Zone</u>	<u>Local Calling Exchanges</u>
Alexandria-Arlington	8,8,8		1	All zones of the WMEA, Arcola, Braddock, Catoctin, Dulles, Dulles Metro, Engleside, Herndon, Leesburg, Lorton, Lorton Metro
Appalachia	4,3,4		3	Appalachia, Big Stone Gap, Norton, Pennington Gap, Wise
Ashland	8,7,8		2	Ashland, Bethia, Chester, Hanover, Manakin, Mechanicsville, Midlothian, Richmond, Rockville, Sandston, Varina
Bedford	7,6,7		3	Bedford, Buchanan, Big Island, Lynchburg, Montvale, Roanoke, Stone Mountain
Belle Haven	4,3,4		3	Belle Haven, Eastville, Onancock
Bent Mountain	7,6,7		1	Bent Mountain, Locust Grove, Roanoke, Salem, Shawsville
Berryville	6,5,6		3	Berryville, Bluemont, Boyce, Stephens City, Upperville, Winchester
Bethia	8,7,8		3	Amelia, Ashland, Bethia, Chester, Dinwiddie, Manakin, Mechanicsville, Midlothian, Petersburg, Powhatan, Richmond, Rockville, Sandston, Varina
Big Island	6,5,6		3	Allwood, Bedford, Big Island, Buchanan, Lynchburg
Big Stone Gap	5,3,5		3	Appalachia, Big Stone Gap, Norton, Pennington Gap, Wise
Blacksburg	6,6,6		1	Blacksburg, Christiansburg, Dublin, Pearisburg, Pulaski, Radford, Salem, Shawsville
Bluemont	6,5,6		3	Berryville, Bluemont, Catoctin, Leesburg, Middleburg, Mount Gilead, Upperville
Boyce	6,5,6		3	Berryville, Boyce, Stephens City, Upperville, Winchester
Braddock	8,8,8		1	Alexandria-Arlington, Arcola, Braddock, Dale City, Dulles, Dulles Metro, Engleside, Fairfax - Vienna, Falls Church - McLean, Herndon, Leesburg, Lorton, Lorton Metro, Manassas, Washington, D.C.
Brokenburg	6,6,6		3	Brokenburg, Chancellor, Fredericksburg, Ladysmith, Mineral, Spotsylvania, Unionville
Buchanan	7,6,7		3	Bedford, Big Island, Buchanan, Fincastle, Montvale, Roanoke, Troutville

- (1) For Rate Class explanations, see Page 48 following.
- (2) For Notes explanations, see Page 48 following.

**SECTION 2 - DESCRIPTION OF SERVICE, CONT.**

**2.2 Local Service Areas, cont.**

2.2.3 Service Area(s) Exchange, Rate Class and Local Calling Exchanges - Verizon Virginia Market Area, cont.

<u>Service Area Exchange</u>	<u>Rate Class (1)</u>	<u>Notes (2)</u>	<u>UNE Zone</u>	<u>Local Calling Exchanges</u>
Calverton	6,5,6		3	Calverton, Hartwood, Haymarket, Nokesville, Remington, Triangle, Warrenton
Cape Charles	8,7,8		3	Cape Charles, Eastville, Great Bridge, Hickory, Norfolk-Va. Beach Zone, Portsmouth, Princess Anne
Cartersville	8,8,8		3	Cartersville, Cumberland, Farmville, Fife, Powhatan
Catoctin	8,7,8		3	Alexandria – Arlington, Bluemont, Catoctin, Fairfax – Vienna, Falls Church – McLean, Herndon, Leesburg, Mount Gilead
Charles City	8,7,8		3	Charles City, Claremont, Enon, Hopewell, Providence Forge, Richmond, Surry, Toano, Varina, Williamsburg
Chatham	6,4,6		3	Bachelors Hall, Chatham, Danville, Whitmell
Chester	8,7,8		2	Ashland, Bethia, Chester, Enon, Hopewell, Manakin, Mechanicsville, Midlothian, Petersburg, Richmond, Rockville, Sandston, Varina
Chincoteague	3,2,3		3	Chincoteague, Temperanceville
Christiansburg	7,6,7		2	Alum Ridge, Blacksburg, Christiansburg, Dublin, Locust Grove, Pulaski, Radford, Roanoke, Salem, Shawsville
Clinchco	3,2,3		3	Clinchco, Clintwood, Coeburn, Dante, Davenport, Haysi
Clintwood	5,4,5		3	Clinchco, Clintwood, Coeburn, Dante, Haysi, Pound, Wise
Clover	4,3,4		3	Barnesville, Charlotte Court House, Clover, Drakes Branch, Halifax, South Boston
Coeburn	5,4,5		3	Clinchco, Clintwood, Coeburn, Dante, Norton, St. Paul, Wise
Concord	6,6,6		3	Appomattox, Concord, Gladstone, Lynchburg, Pamplin, Rustburg
Craigsville	6,4,6		3	Craigsville, Staunton
Criglersville	6,4,6		3	Criglersville, Culpeper, Madison, Orange, Shenandoah Park, Sperryville
Crows-Hematite	5,3,5		3	Clifton Forge, Covington, Crows-Hematite, Pots Creek, White Sulphur Springs, W. Va.

(1) For Rate Class explanations, see Page 48 following.  
 (2) For Notes explanations, see Page 48 following

**SECTION 2 - DESCRIPTION OF SERVICE, CONT.**

**2.2 Local Service Areas, cont.**

2.2.3 Service Area(s) Exchange, Rate Class and Local Calling Exchanges - Verizon Virginia Market Area, cont.

<u>Service Area Exchange</u>	<u>Rate Class (1)</u>	<u>Notes (2)</u>	<u>UNE Zone</u>	<u>Local Calling Exchanges</u>
Culpeper	7,6,7		3	Criglersville, Chancellor, Culpeper, Hartwood, Madison, Marshall, Orange, Remington, Sperryville, Unionville, Warrenton, Washington
Cumberland	8,8,8		3	Arvonnia, Buckingham, Cartersville, Cumberland, Dillwyn, Farmville, Powhatan, Prospect
Cumberland Gap	5,3,5		3	Cumberland Gap, Tenn., Cumberland Gap, Va., Fork Ridge, Tenn., Jonesville, Middlesboro, Ky., Pennington Gap, New Tazewell, Tenn., Sharpe's Chapel, Tenn.
Dante	5,3,5		3	Clinchco, Clintwood, Dante, Davenport, Haysi, Lebanon, Saint Paul
Danville - Franklin Pike - Ringgold - Westover	5,5,5		1 2 3 2	Axton, Bachelors Hall, Chatham, Danville, Gatewood, N.C., Milton, N.C., Whitmell
Davenport	5,4,5		3	Big Prater, Clinchco, Dante, Davenport, Grundy, Haysi, Honaker, Jewell Ridge, Lebanon, Oakwood, Richlands
Dinwiddie	8,8,8		3	Bethia, Dinwiddie, Disputanta, McKenney, Petersburg, Stony Creek
Dublin	6,5,6		3	Blacksburg, Christiansburg, Dublin, Pearisburg, Pulaski, Radford
Eastville	5,5,5		3	Belle Haven, Cape Charles, Eastville
Engleside	8,8,8		1	Alexandria-Arlington, Braddock, Dulles, Dulles Metro, Engleside, Fairfax-Vienna, Falls Church-McLean, Herndon, Lorton, Lorton Metro, Occoquan, Washington, D.C.
Enon	7,7,8		2	Charles City, Chester, Claremont, Enon, Hopewell, Petersburg, Varina
Fairfax - Vienna Zone	8,8,8		1	All zones of the WMEA, Arcola, Braddock, Catoctin, Dulles, Dulles Metro, Engleside, Herndon, Leesburg, Lorton, Lorton Metro
Falls Church - McLean Zone	8,8,8		1	All zones of the WMEA, Arcola, Braddock, Catoctin, Dulles, Dulles Metro, Engleside, Herndon, Leesburg, Lorton, Lorton Metro
Fife	8,8,8		3	Cartersville, Fife, Goochland, Louisa, Mineral, Powhatan

- (1) For Rate Class explanations, see Page 48 following.
- (2) For Notes explanations, see Page 48 following

**SECTION 2 - DESCRIPTION OF SERVICE, CONT.**

**2.2 Local Service Areas, cont.**

2.2.3 Service Area(s) Exchange, Rate Class and Local Calling Exchanges - Verizon Virginia Market Area, cont.

<u>Service Area Exchange</u>	<u>Rate Class (1)</u>	<u>Notes (2)</u>	<u>UNE Zone</u>	<u>Local Calling Exchanges</u>
Fredericksburg	6,6,6		1	Bowling Green, Brokenburg, Chancellor, Colonial Beach, Fredericksburg, Hartwood, King George, Port Royal, Spotsylvania, Stafford
Gainesboro	5,5,5		3	Gainesboro, Gore, Winchester
Goochland	8,7,8		3	Fife, Goochland, Manakin, Mineral, Powhatan, Richmond, Rockville
Gordonsville	7,5,7		3	Charlottesville, Gordonsville, Louisa, Orange, Unionville
Gore	6,5,6		3	Capon Bridge, W. Va., Gainesboro, Gore, Winchester
Greenwood	6,6,6		3	Charlottesville, Crozet, Greenwood, Lovingston
Hampton -Aberdeen Rd. -Drummonds Cr -Queen Street -Woodland	8,7,8		1 1 2 1 1	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	7,6,7		3	Calverton, Chancellor, Culpeper, Fredericksburg, Hartwood, Remington, Stafford, Triangle
Haysi	6,4,6		3	Big Prater, Clinchco, Dante, Clintwood, Davenport, Haysi, Honaker, Lebanon, Maxie, Richlands
Herndon	8,8,8		1	Alexandria-Arlington, Arcola, Braddock, Catoctin, Dulles, Dulles Metro, Engleside, Fairfax-Vienna, Falls Church-McLean, Herndon, Leesburg, Lorton, Lorton Metro, Washington, D.C.
Honaker	6,4,6		3	Davenport, Grundy, Haysi, Honaker, Jewell Ridge, Lebanon, Oakwood, Richlands, Tazewell
Hopewell	8,8,8		2	Charles City, Chester, Claremont, Disputanta, Enon, Hopewell, Petersburg, Waverly
Jonesville	3,2,3		3	Cumberland Gap, Jonesville, Pennington Gap, St. Charles
Lebanon	5,4,5		3	Dante, Davenport, Haysi, Honaker, Jewell Ridge, Lebanon, Richlands, St. Paul
Lee	6,4,6		3	Cumberland Gap, Jonesville, Lee, Pennington Gap

- (1) For Rate Class explanations, see Page 48 following.
- (2) For Notes explanations, see Page 48 following

**SECTION 2 - DESCRIPTION OF SERVICE, CONT.**

**2.2 Local Service Areas, cont.**

2.2.3 Service Area(s) Exchange, Rate Class and Local Calling Exchanges - Verizon Virginia Market Area, cont.

<u>Service Area Exchange</u>	<u>Rate Class (1)</u>	<u>Notes (2)</u>	<u>UNE Zone</u>	<u>Local Calling Exchanges</u>
Leesburg	8,7,8		1	Alexandria-Arlington, Arcola, Bluemont, Braddock, Catoctin, Dulles, Dulles Metro, Fairfax-Vienna, Falls Church-McLean, Herndon, Leesburg, Middleburg, Mount Gilead
Louisa	5,3,5		3	Fife, Gordonsville, Louisa, Mineral, Orange, Unionville
Lovingston	7,5,7		3	Amherst, Charlottesville, Gladstone, Greenwood, Lovingston, Piney River, Raphine, Sweet Briar
Lynchburg - Church Street - Clearview - Madison Hts. - New London Rd. - Old Forest Rd - Timberlake - Yellow Branch	6,6,6		1 1 2 3 3 1 1 3	Allwood, Altavista, Amherst, Appomattox, Bedford, Big Island, Concord, Gladstone, Hurt, Lynchburg, Pamplin, Rustburg, Stone Mountain, Sweet Briar
Madison	6,4,6		3	Criglersville, Culpeper, Madison, Orange, Shenandoah Park
Manakin	8,7,8		3	Ashland, Bethia, Chester, Goochland, Manakin, Mechanicsville, Midlothian, Powhatan, Richmond, Rockville, Sandston, Varina
Marshall	6,5,6		3	Culpeper, Marshall, Middleburg, The Plains, Upperville, Warrenton
McKenney	8,8,8		3	Alberta, Dinwiddie, Emporia, McKenney, Petersburg, Stony Creek
Mechanicsville	7,7,7		2	Ashland, Bethia, Chester, Dawn, Hanover, Manakin, Mechanicsville, Midlothian, Old Church, Providence Forge, Richmond, Rockville, Sandston, Varina
Middleburg	6,5,6		3	Arcola, Bluemont, Haymarket, Leesburg, Marshall, Middleburg, Mount Gilead, The Plains, Upperville
Midlothian	7,7,7		2	Amelia, Ashland, Bethia, Chester, Manakin, Mechanicsville, Midlothian, Powhatan, Richmond, Rockville, Sandston, Varina

(1) For Rate Class explanations, see Page 48 following.

(2) For Notes explanations, see Page 48 following

**SECTION 2 - DESCRIPTION OF SERVICE, CONT.**

**2.2 Local Service Areas, cont.**

2.2.3 Service Area(s) Exchange, Rate Class and Local Calling Exchanges - Verizon Virginia Market Area, cont.

<u>Service Area Exchange</u>	<u>Rate Class (1)</u>	<u>Notes (2)</u>	<u>UNE Zone</u>	<u>Local Calling Exchanges</u>
Mineral	5,3,5		3	Brokenburg, Fife, Goochland, Ladysmith, Louisa, Mineral, Unionville
Montvale	7,6,7		3	Bedford, Buchanan, Montvale, Roanoke, Salem, Stone Mountain
Mount Gilead	6,5,6		3	Bluemont, Catoctin, Leesburg, Middleburg, Mount Gilead, Upperville
Narrows	3,3,3		3	Narrows, Pearisburg, Peterstown, W. Va., Rocky Gap
Newport News Zone -Drummonds Cr -Harpersville -Huntington -Nettles Drive	8,7,8		1, 2 2 1 1 1	Chuckatuck, Crittenden, Gloucester, Great Bridge, Hayes, Hickory, All zones of NNMEA, Norfolk-Va. Beach Zone, Portsmouth Zone, Princess Anne, Smithfield, Surry, Suffolk, Toano, Williamsburg, Windsor
Norfolk – Virginia Beach Zone	8,7,8		1	All zones of the NMEA, Cape Charles, Chuckatuck, Crittenden, Franklin, Holland, Knotts Is., N.C., All zones of the NNMEA, Smithfield, Suffolk, Whaleyville, Windsor
Norton	5,4,5		1	Appalachia, Big Stone Gap, Coeburn, Norton, Pound, Wise
Onancock	5,4,5		3	Belle Haven, Onancock, Parksley
Orange	6,4,6		3	Chancellor, Criglersville, Culpeper, Gordonsville, Louisa, Madison, Orange, Unionville
Parksley	4,4,4		3	Onancock, Parksley, Temperanceville
Pearisburg	6,4,6		3	Blacksburg, Dublin, Narrows, Pearisburg, Pembroke, Pulaski, Radford
Peninsula Zone	8,7,8		1	All zones of the NNMEA, Chuckatuck, Crittenden, Gloucester, Great Bridge, Hayes, Hickory, Norfolk Beach Zone, Portsmouth, Princess Anne, Smithfield, Suffolk, Surry, Toano, Williamsburg, Windsor
Pennington Gap	4,3,4		3	Appalachia, Big Stone Gap, Cumberland Gap, Jonesville, Pennington Gap, Saint Charles
Petersburg - Chesdin	8,8,8		2 3	Bethia, Chester, Claremont, Dinwiddie, Disputanta, Enon, Hopewell, McKenney, Petersburg, Stoney Creek, Waverly
Piney River	7,7,7		3	Allwood, Amherst, Lovingsston, Piney River, Raphine, Sweet Briar

- (1) For Rate Class explanations, see Page 48 following.
- (2) For Notes explanations, see Page 48 following

**SECTION 2 - DESCRIPTION OF SERVICE, CONT.**

**2.2 Local Service Areas, cont.**

2.2.3 Service Area(s) Exchange, Rate Class and Local Calling Exchanges - Verizon Virginia Market Area, cont.

<b>Service Area Exchange</b>	<b>Rate Class (1)</b>	<b>Notes (2)</b>	<b>UNE Zone</b>	<b>Local Calling Exchanges</b>
Poquoson Zone	8,7,8		2	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 - Deep Creek	8,7,8		1	All zones of the NMEA, All zones of the NNMEA, Cape Charles, Chuckatuck,
			2	Crittenden, Franklin, Holland, Knotts Is., N.C., Smithfield, Suffolk, Whaleyville, Windsor
Pound	5,4,5		3	Clintwood, Norton, Pound, Wise
Powhatan	8,7,8		3	Amelia, Bethia, Cartersville, Cumberland, Fife, Goochland, Manakin, Midlothian, Powhatan, Richmond
Providence Forge	8,7,8		3	Charles City, Mechanicsville, Old Church, Providence Forge, Richmond, Sandston, Toano, Varina, West Point, Williamsburg
Pulaski	6,5,6		2	Blacksburg, Christiansburg, Dublin, Pearisburg, Pulaski, Radford
Radford	6,6,6		2	Blacksburg, Christiansburg, Dublin, Pearisburg, Pulaski, Radford
Remington	6,5,6		3	Calverton, Culpeper, Hartwood, Remington, Warrenton
Richmond	7,7,7		1	Amelia, Ashland, Bethia, Charles City, Chester, Goochland, Hanover, Manakin, Mechanicsville, Midlothian, Old Church, Powhatan, Providence Forge, Richmond, Rockville, Sandston, Varina
Roanoke - Barkley Av. - Bonsack - Cave Spring - Cove Road - Garden City - Luck Av. - Salem - Stewartville	7,7,7		1	Bedford, Bent Mountain, Boones Mill,
			1	Buchanan, Burnt Chimney, Christiansburg,
			3	Eagle Rock, Fincastle, Montvale, New Castle,
			1	Roanoke, Salem, Shawsville, Stone Mountain,
			1	Troutville
			2	
			1	
			3	
Rockville	8,7,8		3	Ashland, Bethia, Chester, Goochland, Manakin, Mechanicsville, Midlothian, Richmond, Rockville, Sandston, Varina
Saint Charles	3,3,3		3	Jonesville, Pennington Gap, Saint Charles
Saint Paul	4,3,4		3	Coeburn, Dante, Lebanon, Saint Paul

(1) For Rate Class explanations, see Page 48 following.  
(2) For Notes explanations, see Page 48 following

**SECTION 2 - DESCRIPTION OF SERVICE, CONT.****2.2 Local Service Areas, cont.****2.2.3 Service Area(s) Exchange, Rate Class and Local Calling Exchanges - Verizon Virginia Market Area, cont.**

<u>Service Area Exchange</u>	<u>Rate Class (1)</u>	<u>Notes (2)</u>	<u>UNE Zone</u>	<u>Local Calling Exchanges</u>
Salem	7,6,7		1	Bent Mountain, Blacksburg, Christiansburg, Montvale, New Castle, Roanoke, Salem, Shawsville, Troutville
Sandston	7,7,7		2	Ashland, Bethia, Chester, Manakin, Mechanicsville, Midlothian, Providence Forge, Richmond, Rockville, Sandston, Varina
Shawsville	7,6,7		3	Bent Mountain, Blacksburg, Christiansburg, Roanoke, Salem, Shawsville
Shenandoah Park	4,3,4		3	Criglersville, Luray, Madison, Shenandoah Park, Sperryville, Stanley
Sperryville	5,4,5		3	Criglersville, Culpeper, Shenandoah Park, Sperryville, Washington, Va.
Spotsylvania	6,5,6		3	Bowling Green, Brokenburg, Chancellor, Fredericksburg, Ladysmith, Spotsylvania
Staunton	6,6,7		3	Bridgewater, Craigsville, New Hope, Raphine, Staunton, Weyers Cave
Stephens City	5,5,8		3	Berryville, Boyce, Stephens City, Winchester
Stone Mountain	7,6,7		3	Bedford, Burnt Chimney, Lynchburg, Montvale, Roanoke, Stone Mountain
Suffolk	8,7,8		2	All zones of the NNMEA, Chuckatuck, Crittenden, Franklin, Great Bridge, Hickory, Holland, Norfolk-Va. Beach Zone, Portsmouth Zone, Princess Anne, Smithfield, Suffolk, Whaleyville, Windsor
Tangier	3,3,3		3	Tangier
Temperanceville	4,4,4		3	Chincoteague, Parksley, Pocomoke, Md., Temperanceville
The Plains	5,4,5		3	Haymarket, Marshall, Middleburg, The Plains, Warrenton
Toano	7,6,7		3	All Zones of the NNMEA, Charles City, Claremont, Gloucester, King & Queen, Providence Forge, Smithfield, Surry, Toano, West Point, Williamsburg
Unionville	7,7,7		3	Brokenburg, Chancellor, Culpeper, Gordonsville, Louisa, Mineral, Orange, Unionville
Upperville	6,4,6		3	Berryville, Bluemont, Boyce, Marshall, Middleburg, Mount Gilead, Upperville, Warrenton

(1) For Rate Class explanations, see Page 48 following.

(2) For Notes explanations, see Page 48 following

**SECTION 2 - DESCRIPTION OF SERVICE, CONT.**

**2.2 Local Service Areas, cont.**

2.2.3 Service Area(s) Exchange, Rate Class and Local Calling Exchanges - Verizon Virginia Market Area, cont.

<u>Service Area Exchange</u>	<u>Rate Class (1)</u>	<u>Notes (2)</u>	<u>UNE Zone</u>	<u>Local Calling Exchanges</u>
Varina	7,7,7		3	Ashland, Bethia, Charles City, Chester, Enon, Manakin, Mechanicsville, Midlothian, Providence Forge, Richmond, Rockville, Sandston, Varina
Warrenton	6,5,6		3	Calverton, Culpeper, Haymarket, Marshall, Remington, The Plains, Upperville, Warrenton
Waverly	8,8,8		3	Capron, Claremont, Courtland, Dendron, Disputanta, Hopewell, Petersburg, Stony Creek, Surry, Wakefield, Waverly
West Point	8,8,8		3	King and Queen, King William, Providence Forge, Toano, West Point, Williamsburg
Whaleyville	8,7,8		3	Chuckatuck, Crittenden, Franklin, Great Bridge, Hickory, Holland, Norfolk Va. Beach Zone, Portsmouth Zone, Princess Anne, Smithfield, Suffolk, Whaleyville, Windsor
Williamsburg	7,6,7		2	All zones of the NNMEA, Charles City, Claremont, Gloucester, King & Queen, Providence Forge, Smithfield, Surry, Toano, West Point, Williamsburg
Winchester	5,5,5		1	Berryville, Boyce, Gainesboro, Gore, Stephens City, Winchester
Wise	5,4,5		3	Appalachia, Big Stone Gap, Clintwood, Coeburn, Norton, Pound, Wise

(1) Rate Class Explanations

The first Rate Class number denotes the applicable Rate Class for Dial Tone Lines with Monthly Usage Options, except as otherwise specified following, or Message Rate Services.

The second Rate Class number denotes the applicable Rate Class for Measured Rate Services and Dial Tone Lines with Exchange Flat/Measured Rate Monthly Usage Options.

The third Rate Class number denotes the applicable Rate Class for Message Rate Hotel and Hospital Private Branch Exchange (PBX) Trunks.

(2) Notes Explanations

**SECTION 2 - DESCRIPTION OF SERVICE, CONT.**

**2.2 Local Service Areas, cont.**

2.2.4 Rate Groups

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

In the event that an Incumbent LEC or the Commission reclassifies an exchange or End Office from one Rate Group to another, the reclassification will also apply to Navigator’s customers who purchase service under this tariff.

A. Exchange Rate Group Classification – Verizon Virginia, Inc.

Rate Class Exchanges	Exchange Access Line In Local Calling Area
1	Up to 4,000
2	4,001 to 15,000
3	15,001 to 30,000
4	30,001 to 50,000
5	50,001 to 100,000
6	100,001 to 300,000
7	300,001 to 1,280,000
8 (1)	1,280,000 +
8A (2)	1,280,000 +

- (1) Rate Group 8 shown here applies to Northern VA exchanges only, business flat rate not available in six exchanges. Business flat rate service not provided in the Alexandria-Arlington, Braddock, Engleside, Fairfax-Vienna, Falls Church-McLean and Herndon exchanges of the Washington Metropolitan Exchange Area (WMEA) in Rate Group 8. Those exchanges must use Message/Measured rate service. All exchanges other than those listed above use pricing in Group 8A.
- (2) Exchanges with more than 1,280,000 Weighted Dial Tone Lines other than Northern Virginia zones, including Foreign Exchange Service provided from the same wire center which provides the normal Braddock, Engleside or Herndon service: Berwyn (Md.), Bethesda (Md.), Bowie-Glenn Dale (Md.), Capitol Heights (Md.), Clinton (Md.), Hyattsville (Md.), Kensington (Md.), Layhill (Md.), Marlboro (Md.), Oxon Hill (Md.), Rockville (Md.), Silver Spring (Md.), and Washington D.C.

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**SECTION 2 - DESCRIPTION OF SERVICE, CONT.**

**2.3 Extended Area Services**

Extended and Expanded Area Calling Service allows the Customer to make calls to specific NXX codes within designated exchanges outside the Customer's Local Calling area without paying intraLATA toll rates. Navigator will mirror all existing Enhanced Optional Extended Area Service and Extended Calling Service areas in the exchanges of the ILECs where Navigator offers services.

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**SECTION 3 – RATES, VERIZON VIRGINIA MARKET AREA****3.1 Application of Tariff – Local Exchange Service**

## 3.1.1 General

This tariff applies to local exchange telephone services furnished by Navigator Telecommunications, LLC. The exchanges and zones to which the regulations and rates contained herein apply are as specified on maps filed with the State Corporation Commission of Virginia by Verizon Virginia. The regulations and rates contained herein are in addition to the applicable regulations and rates specified in other tariffs of the Company.

## 3.1.2 Regulations

A. Local Exchange Service is provided only on an intraLATA basis, except for established local service areas in effect on December 31, 1983, which cross Local Access and Transport Area (LATA) boundaries.

## B. Explanation of Terms

Monthly usage options provide customers with options for a type of local calling privilege other than being charged only on a per-call basis.

## C. Application of Local Exchange Service Rates

## 1. Business

The determination as to whether customer service is furnished at business or residence rates is based on the location and character of use, made of the service. The type of Directory Listing may, in some cases, also serve as a satisfactory basis for determining whether business or residence rates apply.

Business service is classified and charged for as business service where the use is primarily or substantially of a business, professional, institutional or occupational nature, or where a business Directory Listing is furnished, except as provided in the following paragraph.

## 2. Trunks

Private branch exchange (PBX) trunk rates apply for local exchange lines connecting in PBX common equipment, in multi-function systems where the lines are used as pooled facilities - dial or button access.

## 3. Touch-tone calling is included in Local Exchange Service.

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**SECTION 3 – RATES, VERIZON VIRGINIA MARKET AREA, CONT.**

**3.1 Application of Tariff – Local Exchange Service, cont.**

3.1.2 Regulations, cont.

- D. Local Exchange Service rates provide service up to and including the network interface. The following Channel Services may be used with Local Exchange Service.
1. Foreign Exchange Service is exchange service furnished from one exchange to a location in another exchange by the use of Series 2000, type 2006A, Channels.
    - a. Foreign Exchange Service is provided in accordance with such methods as are best suited to meet plant and operating requirements of the Company.
    - b. Foreign Exchange Service is available only between exchanges located in the same LATA except as modified by the U. S. District Court for the District of Columbia in Civil Action No. 82-0192, dated December 7, 1983.
    - c. Foreign Exchange Service will be provided to new customers only in connection with individual lines and PBX trunks.
    - d. Where the normal and foreign exchanges are not contiguous, a customer to Foreign Exchange Service is required to subscribe also to some class of exchange service regularly furnished in the exchange in which the customer's premises is located.
    - e. The rates and charges applicable to Foreign Exchange Service exchange lines and trunks are the rates and charges for the class of service furnished, applicable within the foreign exchange.
    - f. The long distance and local message charges and the extent of local service applicable, are the same as apply to other Local Exchange Services provided from the same foreign exchange.
    - g. The rates and charges for all other items of service and equipment are the rates and charges applicable in the area in which the customer's network interface is located.

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**SECTION 3 – RATES, VERIZON VIRGINIA MARKET AREA, CONT.**

**3.1 Application of Tariff – Local Exchange Service, cont.**

3.1.2 Regulations, cont.

D. cont.

2. Foreign Zone Service is exchange service furnished from one zone to a location in another zone in the same multi-zone exchange by the use of Series 2000, type 2006B, Channels.
  - a. Foreign Zone Service is not in accord with the general plan of furnishing telephone service and is provided in accordance with such methods as are best suited to meet plant and operating requirements of the Company.
    - (i) Where service is furnished by the use of direct facilities, any class of service, other than service for Pay Telephone Lines, available in the foreign zone is provided.
    - (ii) Where service is furnished by the use of indirect facilities, only individual line and branch exchange trunks are provided.
  - b. The rates and charges, applicable to foreign zone exchange lines and trunks are the rates and charges for the class of service furnished. However, when service is furnished from a contiguous zone having over 300,000 main terminals, the combination of rates and charges for mileage, message rate, directory assistance and Service Charges shall be no less than the rates and charges for a like service provided in a normal zone.
  - c. The rates and charges for all other items of service and equipment are the rates and charges applicable in the area within which the customer's network interface is located.
  - d. The long distance and local message charges and the extent of local service applicable, are the same as apply to other exchange services provided from the same foreign zone.

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**SECTION 3 – RATES, VERIZON VIRGINIA MARKET AREA, CONT.**

**3.1 Application of Tariff – Local Exchange Service, cont.**

3.1.2 Regulations, cont.

D. cont.

3. Foreign Central Office Service is exchange service furnished from a central office other than the central office designated by the Company to serve a particular customer by the use of Series 2000, type 2006C, Channels.
  - a. Foreign Central Office Service is provided pursuant to a specific request from a customer to receive service from such a foreign central office. In the absence of such a specific request, no service shall be considered to be provided from a foreign central office regardless of arrangement of facilities, the central office designation or the assignment of telephone number by the Company.
  - b. Foreign Central Office Service is not in accord with the general plan of furnishing telephone service. The General Regulations Tariff, Provision and Ownership of Telephone Numbers, governs the determination of a customer's central office.
  - c. Foreign Central Office Service is provided in connection with business individual lines, branch exchange trunks and Pay Telephone Lines or with residence individual lines and branch exchange trunks.
  - d. Channel charges for Foreign Central Office Service apply in addition to all other charges for exchange service.
  - e. The rates specified for foreign central office mileage for a Series 2000, type 2006C contemplate service over only those lines located in the same building with the foreign central office main service.

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**SECTION 3 – RATES, VERIZON VIRGINIA MARKET AREA, CONT.**

**3.1 Application of Tariff – Local Exchange Service, cont.**

3.1.2 Regulations, cont.

D. cont.

4. Extension of an exchange service line is furnished to provide an additional connection of an exchange line at a different building/property than the first connection of the line by the use of a Series 2000, type 2011, Channel.

a. Extension service is not furnished with Pay Telephone Lines.

b. Extensions of exchange service lines must be so located as to restrict their use to those entitled to use the customer's service, except where required to provide for the answering of calls at such times as the customer is not available at the main station connection. In such cases, when extension service is provided for answering of calls, the service is furnished only with the understanding that outward calls are not to be placed there from and ordinarily only on condition that separate exchange service is also furnished on the same premises/property.

c. Intercommunication is not contemplated between the connection of an exchange service line.

5. A concentrator-identifier trunk is a Channel Service provided by the Telephone Company to extend a patron's Local Exchange Service from a concentrator located on the Telephone Company's premises to an identifier located at the Answering Bureau's Rate Demarcation Point, by use of a Series 2000, type 2043, Channel.

6. When an IntelliLinQ-PRI Service or an entire High Capacity Digital Hand-off Service is provisioned to obtain Foreign Exchange, Foreign Central Office or Foreign Zone Service, month-to-month channel mileage rates apply for 1.544 mbps High Capacity Digital Service

This arrangement only applies when physical transport is required and all 24 channels of a High Capacity Digital Hand-off Service are provisioned on a Foreign Exchange, Foreign Zone or Foreign Central Office basis.

The end to end service must be within the same LATA, and must utilize Local Exchange Service provided from the normal serving Central Office.

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**SECTION 3 – RATES, VERIZON VIRGINIA MARKET AREA, CONT.**

**3.1 Application of Tariff – Local Exchange Service, cont.**

3.1.2 Regulations, cont.

E. Message Rate or Measured Rate Service with Flat Rate Service at the Same Customer Location

A combination of either message rate or measured rate service with flat rate service will not be furnished to the same business customer at the same location where the local service areas of the two services are identical, except as otherwise specified in the Telephone Company's applicable tariffs. This regulation, however, will not be interpreted to prevent the provision of both types of service where it is established that the one type of service is not to be used to supplement the use of the other type.

F. Measured Rate Service

1. Measured Rate Services provide for calling to stations within the local service area with each call charged for on a time-of-day or length-of message basis.
2. Rates for messages between rate centers are flat and are not distance sensitive. No distance related formulas are included in this tariff.
3. For the purpose of determining charges the following applies.
  - a. The rate for each message will be on a per-minute basis, with fractional minutes computed.

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**SECTION 3 – RATES, VERIZON VIRGINIA MARKET AREA, CONT.**

**3.1 Application of Tariff – Local Exchange Service, cont.**

3.1.2 Regulations, cont.

F. Measured Rate Service, cont.

3. For the purpose of determining charges the following applies, cont.

- b. Chargeable time for all calls begins when connection is established between the calling line and the called line, branch exchange or Centrex system and ends when the calling line "hangs-up" thereby releasing the network connection. If the called line "hangs-up" but the calling line does not, chargeable time ends when the network connection is released either by automatic timing equipment in the telecommunications network or by the Company operator.

The Day, Evening, Night and Weekend rates apply to that portion of the message occurring within the rate periods stated below. The charges are determined separately for each rate period and the results are totaled.

**SECTION 3 – RATES, VERIZON VIRGINIA MARKET AREA, CONT.**

**3.1 Application of Tariff – Local Exchange Service, cont.**

3.1.2 Regulations, cont.

F. Measured Rate Service, cont.

3. For the purpose of determining charges the following applies, cont.

b. cont.

Day, Evening, Night and Weekend rates apply as follows

<u>Rate Periods</u>	<u>Time Applicable</u>		<u>Days Applicable</u>
	<u>From</u>	<u>To But Not Including</u>	
Day*	8:00 A.M.	5:00 P.M.	Monday – Friday
Evening	5:00 P.M.	11:00 P.M.	Sunday – Friday
Night	11:00 P.M.	8:00 A.M.	Every Day
Weekend	8:00 A.M.	11:00 P.M.	Saturday
Weekend	8:00 A.M.	5:00 P.M.	Sunday

Discounts for the Evening, Night and Weekend reduced rate periods stated in the Rate Schedule are expressed as a percent reduction of the charge calculated at the Day rates of initial minute and additional minutes. They are applied to that portion of the message occurring within the rate discount periods stated in the table.

For all classes of service the discount is applied only to the sum of the initial minute and additional minute charges. The discount is computed separately for charges in each rate period and the results are then totaled.

\* Rates Applicable on Certain Holidays

On New Year's Day (January 1), Independence Day (July 4), Labor Day (the first Monday in September), Thanksgiving Day (the fourth Thursday in November), and Christmas Day (December 25), the holiday rate applicable is the Evening Rate, unless a lower rate would normally apply.

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**SECTION 3 – RATES, VERIZON VIRGINIA MARKET AREA, CONT.**

**3.2 Service Charges**

3.2.1 General

Service Charges are those charges associated with work performed by the Company in connection with the provision of services or equipment for a customer.

3.2.2 Regulations

A. Application of Service Charges

1. Order Processing Charge

An Order Processing Charge applies per account for the processing of a customer request for service or equipment when such requests are received on the same day and are to be completed on the same date, excluding a customer request to renew or change an existing Variable Term Payment Plan period.

2. Line Charges

a. Line Connection Charge

A Line Connection Charge applies for the connection of each local exchange line, Private Branch Exchange (PBX) trunk, WATS access line, Centrex line, Centrex Simulated Exchange Access Trunk (SEAT), and for Channel Services except as otherwise specified in this tariff. Line Connection Charges also apply to the relocation of existing service to a different rate demarcation point, building or property.

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**SECTION 3 – RATES, VERIZON VIRGINIA MARKET AREA, CONT.**

**3.2 Service Charges, cont.**

3.2.2 Regulations, cont.

A. Application of Service Charges, cont.

2. Line Charges, cont.

b. Line Change Charge

A Line Change Charge applies for each:

1. Change in telephone number for each local exchange line, PBX trunk, WATS access line or Centrex line,
2. Change in class or grade of service for each exchange line or PBX trunk regraded,
3. Customer request for provision of rotary hunting to existing exchange line,
4. Central Office Local Area Network Service port rearrangement,
5. Change associated with Fixed Call Forwarding,
6. Change of a Centrex line from loop start to ground start and vice versa.

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**SECTION 3 – RATES, VERIZON VIRGINIA MARKET AREA, CONT.**

**3.2 Service Charges, cont.**

3.2.2 Regulations, cont.

- B. Service Charges are in addition to all other rates and charges that may be applicable for service provided by the Company.
- C. Service Charges do not apply to work required for:
  - 1. Visits to a customer's premises solely for the purpose of repair, maintenance or disconnection of Company provided service and equipment and no other chargeable activity is required.
  - 2. Customer orders when one customer accepts service and equipment from another customer without lapse in the rendition of service and no other work is required.
  - 3. A change from listed telephone service to Nonlisted or Nonpublished Telephone Service necessitated by communications which are received that are of an annoying, foul or profane nature.
  - 4. Joint user service when no visit is required to the customer's premises.
  - 5. Nonlisted or Nonpublished Telephone Service furnished to a customer for data service where there is no voice use contemplated.
  - 6. Nonlisted or Nonpublished Telephone Service furnished to a customer for short periods of time, usually one day, in connection with local and long distance message broadcasts of sporting events, conventions or other special events.
  - 7. Nonlisted or Nonpublished Telephone Service furnished to a customer with other listed, non-listed or nonpublished service in the same directory area.
  - 8. A change of telephone number when initiated by the Company.
  - 9. The processing of a customer request when the customer notifies the Company of the customer's intent to connect registered terminal equipment to the telecommunications network and no other activity is required.

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**SECTION 3 – RATES, VERIZON VIRGINIA MARKET AREA, CONT.**

**3.2 Service Charges, cont.**

3.2.2 Regulations, cont.

- C. Service Charges do not apply to work required for: cont,
10. Activities for which a Maintenance Visit Charge applies.
  11. Changes involving Measured Rate Service as follows:
    - a. For changes to a Measured Rate Service if requested during the 24-month period commencing on the date Measured Rate Service became available.
    - b. For changes from a Measured Rate Service if requested during the 24-month period commencing on the date Measured Rate Service became available.
    - c. For changes between Measured Rate Services if requested during the 24-month period commencing on the date Measure Rate Service became available.
  12. Restricting a line from access to the usage capability of Custom Calling Service features that provide a per-use option.
  13. Changes between Community Choice Plan<sup>SM</sup> Service options.

<sup>SM</sup> Registered Servicemark of Verizon

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**SECTION 3 – RATES, VERIZON VIRGINIA MARKET AREA, CONT.**

**3.2 Service Charges, cont.**

3.2.2 Regulations, cont.

D. Certain Service Charges do not apply as follows, cont.

1. For the initial establishment of the 700/900 Blocking Option on a line, the Order Processing Charge is not applicable.
2. No Order Processing Charges apply when installing Call Waiting ID Deluxe on a business line.
3. No Order Processing Charge applies for the addition of any Custom Calling feature to business accounts.

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**SECTION 3 – RATES, VERIZON VIRGINIA MARKET AREA, CONT.**
**3.2 Service Charges, cont.**

## 3.2.3 Rates

## A. Order Processing Charge

1. For the establishment of an account and the relocation of existing service to a different building.

Business	\$33.48
Pay Telephone Lines	
Customer-provided Coin and Credit Card Operated Telephones (COCOTS)	\$30.00

2. For moves, changes or additions to an existing account.

Business	\$15.50
Pay Telephone Lines	
Customer-provided Coin and Credit Card Operated Telephones (COCOTS)	\$15.50

3. Record order change for customer initiated requests involving change of customer records.

Business	\$15.30
Pay Telephone Lines	
Customer-provided Coin and Credit Card Operated Telephones (COCOTS)	\$10.00

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**SECTION 3 – RATES, VERIZON VIRGINIA MARKET AREA, CONT.****3.2 Service Charges, cont.**

## 3.2.3 Rates, cont.

## B. Line Charges

## 1. Line Connection Charges

Exchange Lines, each Business Packages	\$23.80
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PBX Trunks, each Business	\$24.12
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Pay Telephone Lines Customer Provided Coin and Credit Card Operated Telephones (COCOTs)	\$20.00
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## 2. Line Change Charge

Exchange Lines, each Business	\$16.00
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**SECTION 3 – RATES, VERIZON VIRGINIA MARKET AREA, CONT.**

**3.3 Business Rates**

3.3.1 Application of Rates

- A. 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.
- B. Charges for monthly usage options apply in addition to the charges for dial tone lines.
- C. Determination of Rate Classes
  - 1. Each exchange or zone is assigned to three rate classes for the application of exchange service rates according to the combined total of the number of dial tone lines in its local service area, extended calling area, and Community Choice Plan<sup>SM</sup> Service area.
  - 2. The combined total number of dial tone lines in the local service area, extended calling area, and Community Choice Plan<sup>SM</sup> Service area are computed as follows:

For Flat/Measured Rate Services and Message/Measured Rate Services, the dial tone lines in the local service area of each exchange and zone and in the Community Choice Plan<sup>SM</sup> Service exchange or zone are multiplied by the appropriate distance factors. The dial tone lines in the extended calling area are then added to the dial tone lines as determined preceding for the local service area.

For Measured Rate Services, the dial tone lines in the local service area and the extended calling area of each exchange and zone are totaled. The dial tone lines in the Community Choice Plan<sup>SM</sup> Service area are multiplied by the appropriate distance factors and are added to the total.

For message rate hotel and hospital PBX trunks and service for Pay Telephone Lines, the dial tone lines in the local service area, the extended calling area, and in the Community Choice Plan<sup>SM</sup> Service area of each exchange and zone are each multiplied by their appropriate distance factors and then totaled.

<sup>SM</sup> Registered Servicemark of Verizon

**SECTION 3 – RATES, VERIZON VIRGINIA MARKET AREA, CONT.**

**3.3 Rates – Business, cont.**

3.3.1 Application of Rates, cont.

C. Determination of Rate Classes, cont.

3. When the Company proposes to change an exchange or zone from one rate class to another because of an increase or decrease in the combined total number of dial tone lines, notice of the reclassification of said exchange or zone to the proper rate class shall be given by filing revised tariffs with the State Corporation Commission in accordance with the rules and regulations of the State Corporation Commission and the laws of the Commonwealth of Virginia. Such revised tariffs will be filed only when an exchange or zone has exceeded or fallen below its rate class limitation by 5% or when an additional exchange or zone is added to the local service area, extended calling area, or Community Choice Plan<sup>SM</sup> Service area of an exchange or zone, and the new combined total number of dial tone lines exceeds the upper limit of the rate class.

D. Local Service Rates – Business, Flat Rate

Rate Class Exchanges	Unlimited Usage, Flat Rate
1	\$27.02
2	31.00
3	34.71
4	38.44
5	25.76
6	45.51
7	49.33
8 (1)	Not Available
8A (2)	53.18

Exchanges and Rate Classes are shown in Sections 2.2.3 and 2.2.4 of this tariff.

- (1) Rate Group 8 shown here applies to Northern VA exchanges only; business flat rate not provided in the exchanges of Alexandria-Arlington, Braddock, Engleside, Fairfax-Vienna, Falls Church-McLean and Herndon exchanges of the Washington Metropolitan Exchange Area (WMEA) in Rate Group 8. These exchanges must use Message/Measured rate service.
- (2) All Rate Group 8 exchanges other than those listed in footnote 1 above use pricing in Group 8A.

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**SECTION 3 – RATES, VERIZON VIRGINIA MARKET AREA, CONT.**

**3.3 Rates – Business, cont.**

3.3.1 Application of Rates, cont.

E. Local Service Rates – Business, Measured Rate

Rate Class Exchanges	Monthly Rates (1)
1	\$14.30
2	13.75
3	13.48
4	13.48
5	13.20
6	12.93
7	12.65
8 (1)(2)	12.10
8A (2)	12.10

- (1) Alexandria-Arlington, Braddock, Engleside, Fairfax-Vienna, Falls Church-McLean and Herndon exchanges of the Washington Metropolitan Exchange Area (WMEA) in Rate Group 8 must use Message/Measured rate service.
- (2) In addition to the rates shown above, a per message rate of \$.096 will be applied.

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**SECTION 3 – RATES, VERIZON VIRGINIA MARKET AREA, CONT.**

**3.3 Rates – Business, cont.**

3.3.2 SmartATM

A. Description

1. The SmartATM Service is only available to business subscribers and provides the following services (includes Touch-Tone):
  - a. Business individual line for Automated Teller Machine only.
  - b. Unlimited calling to 800 toll-free telephone numbers.
2. The rate specified herein is subject to a 12-month service term.

B. Regulations and Limitations of Service

1. Calls made outside the perimeters of the service description shown above are subject to normal tariff violation treatments and/or tariff charges.
2. Charges for this service commence when the company's information records are posted and are payable monthly in advance.
3. Charges for service are automatically discontinued upon service termination.
4. If service is terminated before the 12-month term, a charge of \$10 per month will be applied for each line currently or previously classified as a SmartATM line. This charge will be imposed based upon the remainder of the commitment period.
5. Existing SmartATM subscribers may not take advantage of special promotions or rate changes prior to the end of the 12-month service term. This is applicable to existing lines only. New lines may qualify for any special promotions or price changes.

**SECTION 3 – RATES, VERIZON VIRGINIA MARKET AREA, CONT.**

**3.3 Rates – Business, cont.**

3.3.2 SmartATM (1), cont.

D. Rates and Charges

1. The following monthly rates will apply for the SmartATM service.

Service Category	UNE Density Zone	Rate
SmartATM, per line	1	\$10.80
	2	12.00
	3	14.30

2. The following Message Rate will apply for the SmartATM service for any local usage generated from the SmartATM line.

Service Category	UNE Density Zones	Rate
Per minute	All	\$0.05

3. The following non-recurring Installation Charge will apply for SmartATM.

Service Category	UNE Density Zones	Rate
Installation Charge, per line	All	\$57.28

(1) See Section 2.2.3 for Local Service Areas by Zones applicable to this service.

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**SECTION 3 – RATES, VERIZON VIRGINIA MARKET AREA, CONT.**

**3.4 Extended Area Calling**

A. General

The regulations and rates specified for Extended Area Calling apply in addition to all other applicable regulations and rates specified in other tariffs of the Company. Extended Area Calling provides for calling on a message rate usage basis to specified exchanges and zones located outside of a customer's Local Exchange Service local service area.

B. Regulations

1. Extended Area Calling Services are provided in the exchanges and zones, and at the stated rates shown below.
2. Charges for calls to extended calling areas apply based on the customer's class of Local Exchange Service as follows:
  - a. For Service for Customer-provided Coin and Credit Card Operated Telephones message rate usage charges apply.
3. Rates and regulations shown in this section are not applicable to business customers.

**SECTION 3 – RATES, VERIZON VIRGINIA MARKET AREA, CONT.**

**3.4 Extended Area Calling, cont.**

B. Regulations, cont.

4. Exchanges and Zones with Extended Calling Areas, cont.

Exchange or Zone	Exchanges or Zones in Extended Calling Area
Alexandria-Arlington	Dale City, Haymarket, Independent Hill, Manassas, Nokesville, Occoquan, Triangle
Ashland	Beaverdam, Gum Tree, Montpelier
Belle Haven	Cape Charles
Braddock	Haymarket, Independent Hill, Nokesville, Occoquan, Triangle
Cape Charles	Belle Haven
Charles City	Richmond
Engleside	Dale City, Independent Hill, Triangle
Enon	Disputanta, Richmond, Waverly
Fairfax-Vienna	Dale City, Haymarket, Independent Hill, Manassas, Nokesville, Occoquan, Triangle
Falls Church –McLean	Dale City, Haymarket, Independent Hill, Manassas, Nokesville, Occoquan, Triangle
Herndon	Haymarket, Manassas, Nokesville
Richmond	Beaverdam, Charles City, Enon, Gum Tree, Montpelier
Waverly	Enon

C. Rates

1. Pay Telephone Lines

a. Message Rate Usage Charges

Message Rate Service, per message rate \$ .08

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**SECTION 3 – RATES, VERIZON VIRGINIA MARKET AREA, CONT.**

**3.5 Extended Local Service**

A. General

Extended Local Service (ELS) is a service which adds one or more exchanges to the local service area of an exchange. ELS is provided only in response to a ballot of customers in the affected exchanges in which the majority vote in favor of the expanded service and the additional rate that will be incurred. The service is provided on the basis of two-way local calling between the exchanges.

Navigator concurs in the regulations and rates for ELS as shown in Verizon Virginia's Local Exchange Services Tariff No. 202, Section 2C.

B. Regulations

1. The rates for ELS are based on the costs of providing the service and vary by exchange and class of service. All Dial Tone Lines in an ELS Exchange, with the exception of Virginia Universal Service Plan Service, are subject to the ELS charge.
2. ELS is exchange specific and not subject to rate increases or decreases unless determined appropriate by the S.C.C.
3. Each ELS rate is subject to the same tax application as the associated class of service dial tone line.
4. All present and future NXX assignments to an Exchange are subject to ELS charges.

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**SECTION 3 – RATES, VERIZON VIRGINIA MARKET AREA, CONT.**

**3.6 Directory Listings**

3.6.1 General

Primary and additional Directory Listings are provided in the alphabetical section of the telephone directory in accordance with the regulations and rates herein.

3.6.2 Regulations

- A. Directory Listings are provided in connection with each customer service as specified herein. Pay Telephone Lines provisioned as One-way, Outgoing Only and service associated with customer-provided audible indicating equipment are not listed in the directory.
- B. The alphabetical section of the directory consists of a list of names of customers in alphabetical order and is designed solely for the purpose of informing calling parties of the telephone numbers of customers and those entitled to use the customer's service as an aid to the use of telephone service, and special position or arrangement of names is not contemplated.
- C. Listings must conform to the Company's specifications with respect to directories.
  - 1. The Company reserves the right to limit the length of any listing in the directory by the use of abbreviations when, in its judgment, the clearness of the listing or the identification of the customer is not impaired thereby. Where more than one line is required to properly list the customer, no additional charge is made.
  - 2. The Company may refuse a listing which is known not to constitute a legally authorized or adopted name, or any listing which, in the opinion of the Company, is likely to mislead or deceive calling persons as to the identity of the listed party, or is contrived name used for advertising purposes or to secure a preferential position in the a directory or is more elaborate than is reasonably necessary to identify the listed party. The Company, upon notification to the customer, will withdraw any listing which is found to be in violation of its rules with respect thereto.

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**SECTION 3 – RATES, VERIZON VIRGINIA MARKET AREA, CONT.**

**3.6 Directory Listings, cont.**

3.6.2 Regulations, cont.

D. Primary Listings

1. One listing, termed the primary listing, is provided without additional charge in connection with each customer service as follows.
  - a. Dial tone lines excluding Interexchange Carrier Coinless Telephone Service. Two or more lines consecutively numbered and arranged for group hunting constitute one customer service.
  - b. Branch exchange or Centrex system.
  - c. Special Reversed Charge Long Distance Service, per area selected.
  - d. Private Toll Stations.
  - e. Each dependent telephone number associated with a Distinctive Ring Custom Calling Service.
2. When service is contracted for by one party for the use of a second party, the primary listing may be the name of the second party.
3. A primary listing for business service is usually the name of the customer or the name under which business is regularly conducted.

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**SECTION 3 – RATES, VERIZON VIRGINIA MARKET AREA, CONT.**

**3.6 Directory Listings, cont.**

3.6.2 Regulations, cont.

E. Regular Additional Listings

1. In connection with business service, regular additional listings are available only in the names of authorized users of the customer's service, as shown in the Company's applicable tariffs.
2. Ordinarily, all additional listings are of the same address and telephone number as the primary listings, except those for joint user and alternate number listings. However, when it appears necessary as an aid to the use of the directory and provided satisfactory service can be furnished, a listing will be permitted under the address of a branch exchange, Centrex or extension of an exchange service line installed on premises of the customer, but at an address different from the attendant position or main service.

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**SECTION 3 – RATES, VERIZON VIRGINIA MARKET AREA, CONT.**

**3.6 Directory Listings, cont.**

3.6.2 Regulations, cont.

F. Special Types of Additional Listings

1. Alternate Number Listings

Alternate number listings refer calling parties to another telephone number at night and on Sundays and holidays, or in case no answer is received on the call to the primary number. If the alternate number is that of another customer's service, the written consent of the other customer must be obtained before the alternate listing is provided.

Where two or more alternate number listings are furnished under one directive note or caption heading, the rate shall apply to each listing under the note or caption, but no charge applies for the note or caption itself.

2. Duplicate Listings

In metropolitan area directories, which contain separate alphabetical lists for more than one section of the area, listings in an alphabetical list other than for the area in which the listed service is furnished, shall be considered duplicate listings.

Where identical listings of the same name involve telephone numbers for different areas of the metropolitan area, such duplicate listings may appear in each alphabetical list in which any one of the listings would normally be listed, at no additional charge.

3. Foreign Listings

Foreign listings are listings in an alphabetical directory of an area other than that from which the listed service is furnished.

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**SECTION 3 – RATES, VERIZON VIRGINIA MARKET AREA, CONT.**

**3.6 Directory Listings, cont.**

3.6.2 Regulations, cont.

- G. The initial contract period for additional listings, where the listing appears in the directory, is the directory period. Each directory period, with the appearance of the listing in the directory, will constitute a separate initial contract period. Listings are automatically included in each directory issue unless notice to the contrary is received from the customer.

Termination charges for additional listings, where the listing is in the directory, are due to the end of the directory period. In the following cases, the termination charges will be only the charges due for the period service has been rendered:

1. The contract for main service or Joint User service is terminated.
  2. The listed party contracts for service in their own name.
  3. The customer/listed party moves to a new location as a result of which the service of the customer is not available to the listed party.
  4. The listed party dies.
- H. The Company may publish of its own volition in its directories such notices, instructions, listing and other information pertaining to local or other governmental agencies as are necessary in its judgment to meet the convenience of the public.
- I. Foreign Zone Service
- The primary listing is provided for in the directory for the foreign zone and in the directory for the normal zone.
- J. Foreign Exchange Service
- The primary listing is in the directory for the foreign exchange. In addition, such listing is furnished without additional charge in the directory for the normal exchange, with a notation that a long distance message charge applies.

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**SECTION 3 – RATES, VERIZON VIRGINIA MARKET AREA, CONT.**

**3.6 Directory Listings, cont.**

3.6.2 Regulations, cont.

K. Special Reversed Charge Long Distance Service

The telephone number designation, with such explanatory notes as the Company deems necessary, will be shown in the selected area's directory.

L. Nonlisted Telephone Service

Nonlisted Telephone Service will be furnished, at the customer's request, providing for the omission or deletion of the customer's telephone listing from a telephone directory. The listings will be shown in the Company's directory assistance records and will be given to any calling party.

M. Nonpublished Telephone Service

A Nonpublished Telephone Service will be furnished, at the customer's request providing for the omission or deletion of the customer's telephone listing from the telephone directory and, in addition, the customer's telephone listing will be omitted or deleted from the directory assistance records, subject to the provisions set forth following:

1. The Company will not be liable for failure or refusal to complete any call to such telephone when the call is not placed by number;
2. The Company will try to prevent the disclosure of the number of such telephone, but will not be liable should such number be divulged inadvertently; however,
3. When a call is placed to the Universal Emergency Number 911 Service and the source of the call or the location of the emergency is associated with a nonpublished telephone number, the Company will release the name and address of the calling party and/or the name and address associated with the emergency location, where such information can be determined, to the appropriate local governmental authority responsible for the Universal Emergency Number 911 Service upon request of such governmental authority.

**SECTION 3 – RATES, VERIZON VIRGINIA MARKET AREA, CONT.**

**3.6 Directory Listings, cont.**

3.6.2 Regulations, cont.

- N. Customers with line side or trunk side access to Company end office switches with an associated seven-digit telephone number for use in originating and receiving communications may be provided a Directory Listing at the rate shown herein for Regular and Special Types of Additional Listings, Business, for each listing so provided.

3.6.3 Rates

A. Regular and Special Types of Additional Listings

The following rates apply for regular and special types of additional listings, and shall be effective at the time the listing is placed on the directory assistance records.

	Per Month	USOC
Business	\$1.42	CLT
One business joint user listing, per joint user	None	-

B. Nonlisted and Nonpublished Telephone Service

Nonlisted Telephone Service	1.06	NLT
Nonpublished Telephone Service	1.71	NPU

Nonlisted and nonpublished charges are not applicable to:

1. Service furnished to a customer for data service where there is no voice use contemplated.
2. Service furnished to a customer for short periods of time, usually one day, in connection with local and long distance message broadcasts of sporting events, conventions, or other special events.
3. Service furnished to a customer with other listed, non-listed or nonpublished service in the same directory area.
4. Service associated with dependent numbers of Distinctive Ring Custom Calling Service.

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**SECTION 3 – RATES, VERIZON VIRGINIA MARKET AREA, CONT.**

**3.7 Directory Assistance**

3.7.1 General

The Company furnishes Directory Assistance Service whereby customers may request assistance in determining telephone numbers within the state by calling the Directory Assistance operator. Directory Assistance charges apply to each call after the monthly call allowance is met.

3.7.2 Regulations

- A. The rates specified following apply when customers request Company assistance in determining telephone numbers of customers who are located in the same local service area or who are not located in the same local service area but who are located within the same NPA.
- B. *A customer is allowed three direct dialed Directory Assistance Service calls per dial tone line, per month or fraction thereof, at no charge.* In the case of Centrex Service, a customer is allowed three direct dialed Directory Assistance Service calls per month or fraction thereof for each eight Centrex lines at no charge. Where the number of Centrex lines furnished to a customer is not a multiple of eight, the customer is allowed three direct dialed Directory Assistance Service calls for the fractional amount. (N)  
|
- C. Direct dialed Directory Assistance Service calls are calls dialed by the customer and completed without the assistance of a Company operator. The services of an operator are not to be used in connection with the completing of direct dialed Directory Assistance Service calls except in the following cases.
  - 1. To reach the called Directory Assistance Service number where direct dialing facilities are not available.
  - 2. To reach the called Directory Assistance Service number when attempts by the customer to direct dial such a call cannot be completed.
  - 3. To only record the originating telephone number where no automatic recording equipment is available.

**SECTION 3 – RATES, VERIZON VIRGINIA MARKET AREA, CONT.**

**3.7 Directory Assistance, cont.**

3.7.2 Regulations, cont.

- D. Call allowances are not transferable between separate accounts of the same customer.
- E. Charges for Directory Assistance Service are applicable to all calls placed to the Directory Assistance Service attendant, with the following exceptions: exchange lines of the Commonwealth of Virginia and its political subdivisions; calls placed from hospital services or calls placed from telephones where the customer or, in the case of residence service, a member of the customer's household has been affirmed in writing as unable to use a Company provided directory because of a visual, physical or reading handicap; calls for a telephone number that was incorrectly published in or omitted from the alphabetical section of the directory due to Company error.

3.7.3 Rates

Directory Assistance Service calls, per call after the monthly three (3) call allowance, with a maximum of two requested telephone numbers per call.

	Per Call
Where direct dialed by a customer	\$0.33
Where placed via a company operator	0.58

(I)

**SECTION 3 – RATES, VERIZON VIRGINIA MARKET AREA, CONT.**

**3.8 National 411 Service**

3.8.1 General

National 411 (N411) Service provides customers with listings of individuals or businesses located outside the customer’s local service area or NPA, but within the United States. Requests for listings that are within the local service area or NPA are provided and billed pursuant to Section 3.7 above.

3.8.2 Regulations

- A. N411 Service is subject to the availability of facilities.
- B. The rate shown in 3.9.3 below apply for all N411 requests, including requests for listings that are non-published, non-listed or not found.
- C. A maximum of two requests for listings will be allowed per call; no discounts will apply on charges for N411 Service.
- D. No call allowances apply to N411 Service.
- E. Charges for N411 Service are not applicable to calls from telephones where the customer and, in the case of residence service, where the customer or a member of the customer’s household has been affirmed as being unable to use a directory because of a visual or physical disability.
- F. The Company shall not be liable for errors or omissions, through negligence or otherwise, in information furnished, and the customer shall save the Company harmless against claims that arise from the use of such information.
- G. Alternate billing arrangements are not permitted for N411 Service.
- H. Upon request, customers will be given a one time credit on N411 charges when they mistakenly believe local directory assistance rates apply to N411 calls. This credit would apply to all N411 calls on the first disputed bill.
- I. N411 will not be offered on Hospital Patient Lines, or Hotel/Motel Guess Lines.

3.8.3 Rates (1)

National 411 Service, per call	\$1.25
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- (1) For calls placed through an operator, an Operator-assisted charge applies.

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**SECTION 3 – RATES, VERIZON VIRGINIA MARKET AREA, CONT.**

**3.9 Operator Assisted Local Call Service**

3.9.1 General

Operator-Assisted Local Calls are calls placed within the customer's local, Extended Area Calling and Community Choice Plan calling areas and completed with the assistance of an operator. Service is available to all customers of the Company.

3.9.2 Definitions

Billed to Third Number: Calls where the person originating the call specifies to an operator to bill the call to an authorized station, as determined by the Company, other than the station originating the call, or the station where the call is terminated.

Calling Card: Refers to calls that are dialed by the customer in accordance with standard dialing instructions and billed to a non-proprietary calling card issued by another carrier.

Collect: A billing arrangement by which the charge for a message may be reversed provided the charge is accepted at the called service point. A collect call may be billed to a Calling Card or third party number.

Operator Dialed: The Customer places the call without dialing the destination number, although the capability to do it himself exists. The Customer will dial "0" for local calls and "00" for long distance calls and then requests the operator to dial for called station.

Person-to-Person: Calls completed with the assistance of an operator to a particular person, station, department or PBX extension specified by the calling party. Charges may be billed to the Customer's commercial credit card and/or calling card, calling station, called station, or designated third-party station.

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**SECTION 3 – RATES, VERIZON VIRGINIA MARKET AREA, CONT.**

**3.9 Operator Assisted Local Call Service, cont.**

3.9.3 Regulations

- A. The operator-assisted charges in Section 3.9.4 apply when operator assistance is provided for local, Extended Area Calling and Community Choice Plan calls from business and pay telephone exchange access lines.
- B. In addition to the operator assisted charges in Section 3.9.4, charges for sent-paid Local, Extended Area Calling and Community Choice Plan calls from other than Pay Telephone lines will be based on the customer's class of service.
- C. In addition to the operator assisted charges in Section 3.9.4, charges for non sent-paid calls from other than Pay Telephone lines will be:
  - 1. One message rate for Local and Extended Area Calling calls
  - 2. Minutes of Use Option for Community Choice Plan calls
- D. In addition to the Operator Assisted charges in Section 3.9.4, charges for non sent-paid calls from Pay Telephone lines will be applied to:
  - 1. Usage charges for Local and Extended Area Calling calls
  - 2. Message Rate Option for Community Choice Plan calls
- E. Operator-Assisted Local Call Service and associated local message charges may not be billed to Pay Telephone Lines.
- F. Charges for local messages transferred to Message Rate or Measured Rate services will not affect the normal message rate allowance or usage charge allowance applicable to such service.
- G. Operator assistance may be furnished for calls placed from a customer provided coin and Credit Card Telephone Service (COCOTS) line.

**SECTION 3 – RATES, VERIZON VIRGINIA MARKET AREA, CONT.**

**3.9 Operator Assisted Local Call Service, cont.**

3.9.3 Regulations, cont.

H. Operator Assistance Charges do not apply for the following calls:

1. Calls to Company-listed Official Public Emergency Agencies
2. Calls to official Company numbers
3. Calls to Directory Assistance Service
4. Those cases where an operator provides assistance to:
  - a. Re-establish a call that has been interrupted after the calling number has been reached;
  - b. Reach the calling telephone number where Company provided facility problems prevent customer dial completion; or
  - c. Place a sent-paid call for a calling party who identifies himself/herself as being handicapped and unable to dial the call because of his/her handicap.

3.9.4 Rates

The following charges are in addition to charges for local messages, as shown in this tariff.

	Charge Per Call
Operator – serviced Calling Card	\$0.60
Collect, billed-to-third number or operator dialed	.75
Person-to-Person	1.50

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**SECTION 3 – RATES, VERIZON VIRGINIA MARKET AREA, CONT.**

**3.10 Verification and Interrupt Service**

3.10.1 General

Upon request of a calling party, the Company will verify a busy condition on a called line. The operator will determine whether the line is clear or in use and report its status to the calling party. The operator will interrupt the call on the called line only if the calling party indicates an emergency and requests interruption. This service is furnished where and to the extent that facilities permit.

3.10.2 Regulations

- A. Charges may be billed to a Calling Card number, to a Third Number or Sent Paid. Requests may not be designated Person-to-Person or billed as Collect Calls.
- B. No charge will apply if, during the line verification, such verification indicates that a trouble condition exists necessitating repair of Company equipment or facilities.
- C. Charges for Specialized Operator Services are not applicable to calls to the Company operator from official public emergency agencies when the request is received on the agency's line from agency personnel.
- D. Charges for Specialized Operator Services are not applicable to calls to the Company operator from individuals who identify that the request is to an official public emergency agency, an emergency medical service, or a privately endowed and operated alcohol, drug, run-away or suicide crisis reporting center.
- E. Charges for specialized operator services may be waived by the Company operator for calls from individuals who have an emergency where life and/or property are in danger.

**SECTION 3 – RATES, VERIZON VIRGINIA MARKET AREA, CONT.**

**3.10 Verification and Interrupt Service, cont.**

3.10.3 Application of Rates

A. A charge will apply when:

1. The operator verifies that the line is busy with a call in progress.
2. The operator verifies that the line is available for incoming calls; or
3. The operator verifies that the called number is busy with a call in progress and the Customer requests interruption. The operator will then interrupt the call, advising the called party of the name of the calling party. One charge will apply for both verification and interruption.

B. No charge will apply when:

1. The calling party advising that the call is to or from an official public emergency agency.
2. Under conditions other than the three stated above.

3.10.4 Rates

	Charge Per Call
Verification, each request	\$0.75
Verification with Interrupt, per request	1.55

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**SECTION 3 – RATES, VERIZON VIRGINIA MARKET AREA, CONT.****3.11 Custom Calling Services**

## 3.11.1 General

- A. Custom Calling Services consist of optional service features for use in connection with a customer's Local Exchange Service.
- B. Custom Calling Services may be associated with individual line service, and the Call Forwarding feature may be associated with Private Branch Exchange (PBX) trunks excluding those trunks with which Direct Inward Dialing (DID) Service is associated. Custom Calling Services are only available to customers served by compatible electronic type switching equipment. Certain Custom Calling Service features require that calls to the customer originate from central offices equipped with compatible electronic type switching equipment.

## 3.11.2 Regulations

## A. Explanation of Terms

1. **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 - Number Only Subscribers, or to prevent the display of the calling telephone numbers and associated main listed names to Caller ID subscribers. When Anonymous Call Rejection is activated, such calls will be routed to an announcement which tells the calling party that the called party will not accept calls from callers who have chosen to prevent the display of their telephone numbers and names. The calling party will be instructed to hang up and place the call again, without activating the \*67 Per Call Blocking feature. Customers may activate or deactivate Anonymous Call Rejection by dialing an activation code. This arrangement is included with the Caller ID - Number Only and Caller ID features and is available to non-Caller ID - Number Only/Caller ID customers.
2. **Activation** is the means by which certain Custom Calling Services features are initiated. This activation requires dialing a code, which is followed by an announcement confirming execution. Three-way Calling does not require a code on a per activation basis.
3. **Call Block** is an arrangement which prevents future calls from up to six prespecified telephone numbers, one of which may be the most recent incoming call from an unknown telephone number immediately after the unwanted call has been received. Callers from the prespecified telephone numbers will receive an announcement that the called party is not accepting calls. For calls from a line within a multiline hunting group, the call will be blocked only when the main telephone number is included as one of the six prespecified telephone numbers.

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**SECTION 3 – RATES, VERIZON VIRGINIA MARKET AREA, CONT.**

**3.11 Custom Calling Services, cont.**

3.11.2 Regulations, cont.

A. Explanation of Terms, cont.

4. **Call Forwarding** is an arrangement whereby incoming calls may be transferred to another telephone number by dialing a prefix code and the telephone number of the service to which calls are to be transferred. Calls forwarded by this feature are subject to local and long distance message charges. This service contemplates that normal transmission performance quality cannot be guaranteed to all calls.
5. **Call Intercept** 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 that prompts the caller to record his or her name and business association or to discontinue the call. Call Intercept will then place a call to the Caller ID subscriber and, after replaying the caller's recording, offer to connect the caller, route the call to the subscriber's voice mailbox, or decline the call. If the call is declined, Call Intercept will notify the caller.  
  
Unidentified callers reaching Call Intercept will pay their normal rates for a completed call.
6. **Call Trace** is an arrangement which permits the customer to trace the last call received. The result of the call trace is automatically sent to the Company for subsequent furnishing to legally constituted law enforcement agencies or authorities upon proper request by them. The call trace result is not available to the customer. The Company is not liable for damages if, for any reason, the call trace attempt is not successful.
7. **Call Waiting** is an arrangement whereby a customer who is using an exchange line arranged for call waiting is alerted, by means of a tone signal, when another caller is trying to reach that line. The customer, by flashing the switchhook, is able to have alternate conversation between parties. Where facilities permit, the incoming call tone signal may be blocked on a per call basis. At the completion of the call, the call waiting feature is automatically reactivated.

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**SECTION 3 – RATES, VERIZON VIRGINIA MARKET AREA, CONT.****3.11 Custom Calling Services, cont.**

## 3.11.2 Regulations, cont.

## A. Explanation of Terms, cont.

8. **Caller ID – Number Only** is an arrangement which permits a customer with Local Exchange Service, other than foreign exchange, foreign zone or foreign central office services provisioned over interoffice facilities, 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 Ex-change Service. The calling telephone number will be delivered during the first silent interval of ringing. For calls originating from a line within a multiline hunting group, only the main telephone number will be delivered. If the calling telephone number is not available for forwarding to the called party, a message indicating that unavailability will be forwarded. The calling party can prevent the Caller ID – Number Only customer from seeing the calling telephone number display by dialing a special code prior to placing each call. This is known as Per Call Blocking. When the calling party uses this blocking capability, the Caller ID – Number Only customer will receive an indication on the Caller ID – Number Only equipment that the display of the calling telephone number has been suppressed. There is no charge for using Per Call Blocking. Caller ID – Number Only customers may re-direct to an announcement, incoming calls with Per Call Blocking activated, by activating the Anonymous Call Rejection arrangement.
9. **Call Waiting ID Deluxe** is an enhancement of the Call Waiting feature offered to residence and business customers that allows the “called” party to control the treatment of a second incoming call. Call Waiting ID Deluxe allows a customer who is on a call to receive the name and telephone number of a second caller and then determine how they want to manage that call by selecting one of the following options: put the first call on hold and answer the second call; connect the second caller to a hold announcement; drop the existing call and connect to the second caller; connect the second caller to a busy announcement; conference the existing call with the second caller; or send the second caller directly to Answer Call or another answering service. The name and telephone number of the second caller and options available for handling the second call will be displayed on a customer-provided Analog Display Services Interface (ADSI) screen telephone.

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**SECTION 3 – RATES, VERIZON VIRGINIA MARKET AREA, CONT.****3.11 Custom Calling Services, cont.**

## 3.11.2 Regulations, cont.

## A. Explanation of Terms, cont.

10. **Caller ID** is an arrangement which permits a customer with Local Exchange Service, other than foreign exchange, foreign zone or foreign central office services provisioned over interoffice facilities, to receive the calling telephone number and the main listed name associated with the calling telephone number for calls placed to the customer. The calling telephone number and name will be forwarded from the terminating central office to compatible customer-provided display equipment associated with a customer's Local Exchange Service. For calls originating from a line within a multiline hunting group, only the main telephone number and name will be delivered. If the calling telephone number and name is not available for forwarding to the called party, a message indicating that unavailability will be forwarded. The calling party can prevent the Caller ID customer from seeing the calling telephone number and name display by activating Per Call Blocking. There is no charge for using Per Call Blocking. When the calling party uses this blocking capability, the Caller ID customer will receive an indication on the Caller ID equipment that the display of the calling telephone number and name has been suppressed. Caller ID customers may redirect to an announcement, incoming calls with Per Call Blocking activated, by activating the Anonymous Call Rejection arrangement. Where facilities permit and when requested by a subscriber to Call Waiting, the calling name and number will display when Call Waiting is activated and this requires the next version of Caller ID CPE.
11. **Dependent Number** is an additional telephone number, serving off a Distinctive Ring master number, which allows for incoming calls only. The origination of calls from this number is not permitted. The dependent number will be the same class of service as the associated master number.
12. **Distinctive Ring** is a feature which allows a customer to have up to three separate telephone numbers assigned to one local exchange line. Each telephone number will provide a distinctive ring on incoming calls to allow for identification of the incoming call. A distinctive call waiting tone for each telephone number will be provided, where facilities permit, to customers also subscribing to call waiting.

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**SECTION 3 – RATES, VERIZON VIRGINIA MARKET AREA, CONT.****3.11 Custom Calling Services, cont.**

## 3.11.2 Regulations, cont.

## A. Explanation of Terms, cont.

13. **Busy Redial** is an arrangement which permits the customer to redial automatically the last number dialed. If the called line is found to be busy, a 30-minute queuing process begins. The customer is then given an indication that the network will attempt to set up the call when called line is idle. The network periodically tests the busy/idle status of the called line until both lines are found idle or the queuing process expires. Customers may request this feature on a pay per-use or on a monthly subscription basis. When requested on a pay-per-use basis, the activation charge is applied when the feature is activated, whether the call is complete or not.
14. **\*69** is an arrangement which provides the customer with an announcement of the last phone number that called them. Customers may request this feature on a pay per-use or on a monthly subscription basis. When requested on a pay-per-use basis, the activation charge is applied when the feature is activated, whether the call is complete or not.

To activate \*69, the customer presses \*69. The customer then hears an announcement which tells them the telephone number of the last party that called them. If the customer wishes to return the call right away, voice prompts will instruct them to dial 1 and the call will automatically be returned. If the called line is found to be busy, a 30-minute queuing process begins. The customer is then given an indication that the network will attempt to set up the call when the called line is idle. The network periodically tests the busy/idle status of the called line until both lines are found idle or the queuing process expires.

A \*69 activation is considered complete and billable after the feature is activated by dialing \*69, regardless of whether or not the call is returned, except in cases where the calling number is not available from the network (e.g., calls outside the calling area, cellular numbers, etc.).

If the caller has activated Per Call Blocking, the called party will receive an announcement that the calling party number is private. This call can still be returned and is billable. Non-published and non-listed numbers will be announced.

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**SECTION 3 – RATES, VERIZON VIRGINIA MARKET AREA, CONT.**

**3.11 Custom Calling Services, cont.**

3.11.2 Regulations, cont.

A. Explanation of Terms, cont.

15. **Call Hold** is an arrangement which permits an established call to be placed on hold, thereby freeing the line to originate another call or utilize the call pickup feature.
16. **Select Forward** is an arrangement which permits a customer to prespecify, up to a maximum of six, telephone numbers from which calls are to be forwarded. During the period that select forward is activated, only calls from one of the prespecified numbers will be forwarded. For calls from a line within a multiline hunting group, the call will be forwarded only when the main telephone number has been prespecified.
17. **Three-way Calling** permits an existing call to be held and a second call to be established and added to the connection for conferencing. This service contemplates that normal transmission performance quality cannot be guaranteed to all calls.

Three-way Calling can be used whether you have placed or received the first call.

- a. Press and release the receiver button to put your first call on hold. If your telephone has a flash, tap or recall button, you may wish to use it instead of your receiver button to avoid being cutoff. You will hear three beeps and then a dial tone.
- b. Dial the third person's number. You can talk with this party without including the first call.
- c. To bring the first call back on the line, press and release the receiver button. All the parties will be on the line.

If either party hangs up, you can add another third party by repeating steps a – c above. To disconnect the third party, press the receiver button twice. You may then add a different third party. All parties are disconnected when you hang up.

**SECTION 3 – RATES, VERIZON VIRGINIA MARKET AREA, CONT.****3.11 Custom Calling Services, cont.**

## 3.11.3 Rates and Charges, Business

	Per Month, Per Line		
	<u>Usage Charge</u>	<u>Business</u>	<u>USOC</u>
Anonymous Call Rejection			
a. To Caller ID-Number Only and Caller ID customers	-	-	AYW
b. To non-Caller ID-Number Only/ Caller ID Customers	-	\$2.70	AYK
Call Block	-	4.05	NSY
Call Forwarding	-	3.60	ESM
Call Intercept	-	-	WHO
Call Trace	\$1.00	-	-
Call Waiting	-	3.60	ESX
Call Waiting ID Deluxe	-	6.30	NWL
Caller ID – Name Only	-	7.65	NSD
Caller ID	-	8.50	NDF
Distinctive Ring, per dependent number	-	5.85	(U)
Busy Redial			
a. Per activation	.75	-	-
b. Subscription basis	-	2.25	NSQ
Select Call Forwarding	-	4.05	NCE
*69			
a. Per activation	.75	-	-
b. Subscription basis	-	4.05	NSS
Three-way Calling			
a. Per activation	.75	-	-
b. Subscription basis	-	3.60	ESC

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**SECTION 3 – RATES, VERIZON VIRGINIA MARKET AREA, CONT.**

**3.12 Community Choice Plan<sup>SM</sup>**

3.12.1 General

Community Choice Plan<sup>SM</sup> Service provides for calling on a per message rate for specified exchanges and zones located outside of a customer's local service area.

3.12.2 Regulations

- A. Community Choice Plan<sup>SM</sup> Service is provided in the exchanges and zones specified in Section 3.12.2.F following.
- B. Charges for calls to the Community Choice Plan<sup>SM</sup> Service calling areas, for Pay Telephone Lines, are on a per message rate basis.
- C. Community Choice Plan<sup>SM</sup> Service calls do not apply toward any local service usage allowance.
- D. Community Choice Plan<sup>SM</sup> options are on an account basis only and the specified option will apply to every line on the customer's account.
- E. The regulations and rates contained herein are applicable to Community Choice Plan<sup>SM</sup> Service within each exchange or zone as shown in F. following.

<sup>SM</sup> Registered Servicemark of Verizon

**SECTION 3 – RATES, VERIZON VIRGINIA MARKET AREA, CONT.**

**3.12 Community Choice Plan<sup>SM</sup>, cont.**

3.12.2 Regulations, cont.

F. Exchanges and zones with Community Choice Plan<sup>SM</sup> options.

<u>Exchange or Zone</u>	<u>Community Choice Plan Service Exchanges or Zones</u>
Ashland	Dawn, Doswell, Old Church
Belle Haven	Parksley
Bent Mountain	Alum Ridge, Ballard, Floyd, Willis
Big Island	Amherst, Sweet Briar
Blacksburg	Alum Ridge, Ballard, Floyd, Locust Grove, Newport, Pembroke, Willis
Cartersville	Midlothian, Richmond
Chester	Dinwiddie, Disputanta, McKenney, Waverly
Christiansburg	Ballard, Floyd, Newport, Pembroke, Willis
Clintwood	Norton
Coeburn	Pound
Craigsville	Deerfield, McClung, McDowell, Mountain Grove, Raphine, Williamsville
Cumberland	Midlothian, Richmond
Dinwiddie	Chester, Richmond
Dublin	Pembroke, Newport
Eastville	Onancock
Fife	Manakin, Richmond
Fredericksburg	Dahlgren, Unionville
Gainesboro	Stephens City
Gore	Stephens City
Greenwood	Waynesboro
Hopewell	Richmond
Lynchburg	Brookneal, Gladys, Piney River
Manakin	Fife
McKenney	Chester, Lawrenceville, Richmond
Mechanicsville	Dawn, Doswell, King William
Midlothian	Cartersville, Cumberland
Narrows	Newport, Pembroke
Norton	Clintwood
Onancock	Eastville, Tangier, Temperanceville
Parksley	Belle Haven
Pearlsburg	Newport
Petersburg	Richmond
Piney River	Lynchburg
Pound	Coeburn
Radford	Alum Ridge, Ballard, Floyd, Locust Grove, Newport, Pembroke, Willis

<sup>SM</sup> Registered Servicemark of Verizon

**SECTION 3 – RATES, VERIZON VIRGINIA MARKET AREA, CONT.**

**3.12 Community Choice Plan<sup>SM</sup>, cont.**

3.12.2 Regulations, cont.

F. Exchanges and zones with Community Choice Plan<sup>SM</sup> options, cont.

<u>Exchange or Zone</u>	<u>Community Choice Plan Service Exchanges or Zones</u>
Richmond	Cartersville, Cumberland, Dawn, Dinwiddie, Disputanta, Doswell, Fife, Hopewell, King William, McKenney, Petersburg, Waverly, West Point
Roanoke	Alum Ridge, Ballard, Ferrum, Floyd, Locust Grove, Rocky Mount, Union Hall, Willis
Sandston	West Point
Staunton	Deerfield, McClung, McDowell, Mt. Solon, Mountain Grove, Waynesboro, Williamsville
Stephens City	Gainesboro, Gore
Tangier	Onancock
Temperanceville	Onancock
Unionville	Fredericksburg
Warrenton	Washington, Va.
Waverly	Chester, Jarratt, Richmond Creek
West Point	Richmond, Saluda, Sandston

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**SECTION 3 – RATES, VERIZON VIRGINIA MARKET AREA, CONT.**

**3.12 Community Choice Plan<sup>SM</sup>, cont.**

3.12.3 Rates

A. Application of Rates

1. The rates shown herein are in addition to customers' normal local exchange service rates as shown in this tariff.

B. Message Rate Charges

Message 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. Charges per call are as shown below.

From Message Rate Service for Pay Telephone Lines, per message	\$.08
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<sup>SM</sup> Registered Servicemark of Verizon

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**SECTION 3 – RATES, VERIZON VIRGINIA MARKET AREA, CONT.**
**3.13 IntraLATA and InterLATA Presubscription**

## 3.13.1 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.

## 3.13.2 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.

Per business line, trunk, or port	Non-recurring Charge
Per occurrence after initial selection	\$4.50

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**SECTION 4 – COIN TELEPHONE SERVICE, VERIZON VIRGINIA MARKET AREA**

**4.1 Pay Telephone Lines (PTL)**

4.1.1 General

- A. Pay Telephone Lines (PTL) are individual dial tone line Local Exchange services for use by pay phone service providers to connect coin, coinless or combination coin/coinless pay telephones to the Company's network.

4.1.2 Regulations

- A. Customer Owned Coin Operated Telephone Service (COCOTS) lines are available from the Company. (T)
- B. Explanation of Terms
  - 1. Customer Owned Coin Operated Telephone Service (COCOTS) (T)  

Customer Owned Coin Operated Telephone Service (COCOTS) is a dial tone line, message rated, Local Exchange service designed for use with station controlled pay telephones. (T)

Call Screening, when used in connection with COCOTS, is an optional arrangement whereby outgoing calls, which are routed to a Telephone Company operator, will be processed only on a bill-to-third number, collect call or calling card basis, as instructed by the calling party.
- C. Directory listings are available with COCOTS pay telephone lines subject to the regulations applicable to listings for individual line business service.
- D. COCOTS exchange lines may be provided with 700/900 Call Restriction as an optional feature.
- E. Line Side Answer Supervision may be provided on COCOTS exchange lines. This is an optional feature that detects and provides signaling to activate billing mechanisms upon connection of a call and deactivate billing mechanisms when the call is terminated.
- F. Pay telephones connected to a PTL exchange line must be registered in compliance with Part 68 of the FCC's Code of Regulations.

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**SECTION 4 – COIN TELEPHONE SERVICE, VERIZON VIRGINIA MARKET AREA, CONT.**

**4.1 Pay Telephone Lines (PTL), cont.**

4.1.2 Regulations, cont.

- G. COCOTS subscribers are subject to the same Directory Assistance rates applicable to business service as specified in Section 3.7.
- H. Nonpublished and Nonlisted Telephone Service described in this tariff will be provided at no charge upon the PTL subscriber's request.
- I. Failure of the subscriber to comply with the provisions of this Tariff may result in the suspension or disconnection of the subscriber's service.
- J. The PTL subscriber shall be responsible for the installation, operation and maintenance of any pay telephone used in connection with this service.
- K. The PTL subscriber shall be responsible for payment of all charges, including applicable local, toll and FCC charges, associated with the provisioning of this service.

**SECTION 4 – COIN TELEPHONE SERVICE, VERIZON VIRGINIA MARKET AREA, CONT.**

**4.1 Pay Telephone Lines (PTL), cont.**

4.1.3 Rates

- A. PTL service is available in all exchange areas served by the Company as shown in Section 2.2.3.
- B. The applicable monthly access line rate (based on UNE Zones) and local message charges for PTL exchange lines are as specified in E and F below.
- C. The Service Charges for PTL service are shown in E below.
- D. The monthly dial tone line charges for Customer Owned Coin Operated Telephone Service (COCOTS) are shown below.
- E. PTL Exchange Lines, each <sup>(1)</sup>

Access Line	Rate Class	Installation Charge	Monthly Recurring Charge
PTL Access Line:	UNE Zone 1	\$50.00 <sup>(3)</sup>	\$ 8.80
	UNE Zone 2	\$50.00 <sup>(3)</sup>	9.40
	UNE Zone 3	\$50.00 <sup>(3)</sup>	14.00
Line Side Answer Supervision		\$11.12 <sup>(2)</sup>	0.15
COCOTS, Optional Features, Call Screening, Per line associated		-	0.00

- F. Usage Rate <sup>(1)</sup>
  - 1. Message rate, per call \$ .08

- (1) Message rate as shown in F above applies in addition to the monthly access line rate for all local calls. No free calls are allowed.
- (2) Applies if installation occurs subsequent to the installation of the line and is in addition to standard service charges.
- (3) See paragraphs 3.2.3.A.1 and 3.2.3.B.1 for nonrecurring charge application.

**SECTION 4 – COIN TELEPHONE SERVICE, VERIZON VIRGINIA MARKET AREA, CONT.**

**4.2 Pay Telephone Lines – 100 Preferred Plan**

4.2.1 General

100 Preferred Plan is a competitive pricing plan for COCOTS available to customers who commit to a term agreement of one (1) year.

Unlimited local calling will be offered in Exchange Rate Classes 1, 2, 3, 4, 5, 6, 7 and 8A.

Message rate local calling will be offered in Northern Virginia Exchange Rate Class 8. (Exchanges: Alexandria-Arlington, Braddock, Engleside, Fairfax-Vienna, Falls Church-McLean and Hendron)

4.2.2 Regulations

- A. All lines must be in the state of Virginia.
- B. Customer must contract for a minimum one (1) year of service; and maintain minimum of 100 lines to be eligible for plan.
- C. Accounts that fall below the minimum line count, for a period of one (1) month, will have billing revert to the PTL access line rate, as defined in Section 4.1.3.E.

4.2.3 Rates

- A. 100 Preferred Plan – Access Line Rates, each:

Access Line	Rate Class	Installation Charge	Monthly Recurring Charge
100 Preferred Plan Access Line:	1-2	\$50.00 <sup>(3)</sup>	\$22.00
	3-6	\$50.00 <sup>(3)</sup>	\$21.00
	7	\$50.00 <sup>(3)</sup>	\$19.75
	8 <sup>(1)</sup>	\$50.00 <sup>(3)</sup>	\$ 7.35
	8A	\$50.00 <sup>(3)</sup>	\$19.75
Line Side Supervision		\$11.12 <sup>(2)</sup>	\$ 0.15
COCOTS, optional feature, Call Screening, per line associated		-	-

(I)  
|  
(I)

- B. Usage Rate <sup>(1)</sup>
  - 1. Message Rate, per call \$ .08

- (1) Message rate as shown in F above applies in addition to the monthly access line rate for all local calls. No free calls are allowed.
- (2) Applies if installation occurs subsequent to the installation of the line and is in addition to standard service charges.
- (3) See paragraphs 3.2.3.A.1 and 3.2.3.B.1 for nonrecurring charge application.

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## **SECTION 5 - SPECIAL SERVICE ARRANGEMENTS**

### **5.1 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 tariff. Rates quoted in response to such competitive requests may be different than those shown for such services in this tariff. 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.

### **5.2 Special Assembly**

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

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**SECTION 6 – PROMOTIONAL OFFERINGS**

**6.1 Special Promotions**

The Company may make promotional offerings of its tariffed services which may include reducing or waiving applicable charges for the promoted service. No individual promotional 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 offer.

The Company will submit its Promotions by letter to the Commission Staff outlining the promotion, listing the tariffed item being promoted, and the promotion's start and end dates in lieu of filing language in the tariff.

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**SECTION 7 – BUNDLED SERVICES**

**7.1 General**

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

**SECTION 7 – BUNDLED SERVICES, CONT.**

**7.2 Business Unlimited \***

A. Description

This offering is available only to business customers (PTL lines are not eligible) and provides for unlimited local and unlimited intraLATA long distance\* calling. The customer may choose an unlimited number of features as shown in D below. Touch tone calling is included as part of this offering.

B. Regulations

1. The customer must commit to at least a one-year term agreement to be eligible for the service.
2. Maximum of ten (10) lines per location. Charges below are shown on a per line basis.
3. Includes unlimited long distance calls for business customers, voice grade service, within the 48 contiguous United States. Calls made to points outside of the contiguous 48 states, including all international calls, are not included in this offer, and will be billed at applicable rates. Navigator reserves the right to cancel subscriptions to any customer at any time due to fraud or misuse. Usage can be screened for use other than voice grade usage. Taxes, fees, and any EAS charges also apply.
4. Navigator must be selected as both the local, toll and interLATA toll carrier for customers subscribing to this service.

C. Rates and Charges

1. Business Unlimited – Recurring Charge, per line

UNE Density Zones 1 and 2	\$49.99
UNE Density Zone 3	59.99

2. Business Unlimited – Nonrecurring Charge, per line

Phone Line Installation Fee	\$23.80
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\* Unlimited intraLATA long distance calling is a service not regulated under the terms and conditions of this tariff.

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**SECTION 7 – BUNDLED SERVICES, CONT.****7.2 Business Unlimited, cont.**

## D. Available Features

These features are available at no additional charge to customers subscribing to the Business Unlimited bundled service offering.

<u>Feature</u>	<u>USOC</u>
Anonymous Call Rejection	
a. To Caller ID-Number Only and Caller ID customers	AYW
b. To non-Caller ID-Number Only/ Caller ID Customers	AYK
Call Block	NSY
Call Forwarding	ESM
Call Intercept	WHO
Call Waiting	ESX
Call Waiting ID Deluxe	NWL
Caller ID – Name Only	NSD
Caller ID	NDF
Distinctive Ring, per dependent number	(U)
Busy Redial	NSQ
Select Call Forwarding	NCE
*69	NSS
Three-way Calling	ESC

**SECTION 7 – BUNDLED SERVICES, CONT.**

**7.3 SmartTime for Business**

A. Description

This offering is available only to business customers (coin lines are not eligible) and provides for unlimited local calling. Long distance\* calling is billed at \$.055 per minute. The customer may choose an unlimited number of features as shown in D below. Touch tone calling is included as part of this offering.

B. Regulations

1. The customer must commit to at least a one-year term agreement to be eligible for the service.
2. Long distance calls for business customers at \$.055 per minute is only for calls within the 48 contiguous United States \*. Calls made to points outside of the contiguous 48 states, including all international calls, are not included in this offer, and will be billed at applicable rates. Taxes, fees, and any EAS charges also apply.
3. Navigator must be selected as both the local, toll and interLATA toll carrier for customers subscribing to this service.

C. Rates and Charges

1. SmartTime for Business – Recurring Charge, per line

All UNE Density Zones	\$42.99
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2. SmartTime for Business – Nonrecurring Charge, per line

Phone Line Installation Fee	\$23.80
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\* Long distance calling is a service not regulated under the terms and conditions of this tariff.

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**SECTION 7 – BUNDLED SERVICES, CONT.****7.3 SmartTime for Business, cont.****D. Available Features**

These features are available at no additional charge to customers subscribing to the SmartTime for Business bundled service offering.

<u>Feature</u>	<u>USOC</u>
Anonymous Call Rejection	
a. To Caller ID-Number Only and Caller ID customers	AYW
b. To non-Caller ID-Number Only/ Caller ID Customers	AYK
Call Block	NSY
Call Forwarding	ESM
Call Intercept	WHO
Call Waiting	ESX
Call Waiting ID Deluxe	NWL
Caller ID – Name Only	NSD
Caller ID	NDF
Distinctive Ring, per dependent number	(U)
Busy Redial	NSQ
Select Call Forwarding	NCE
*69	NSS
Three-way Calling	ESC