

VERIZON NEW YORK INC.
P.S.C. No. 15--COMMUNICATIONS
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GENERAL TARIFF

EXCHANGE SERVICES

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A. EXCHANGE SERVICE

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1. Exchange Service

- a. Definition. Exchange service is the provision to the subscriber of access to the exchange system for the purpose of making calls at tariff charges and for the purpose of receiving calls. This access is achieved through the provision of a central office line (exchange access line) between the central office and the subscriber's premises.

TOUCH-TONE is a standard feature of the exchange access line as defined in Section 9 of this Tariff.

Exchange service is furnished as specified in the Local Exchange Tariffs. The rates as shown therein apply within the base rate area#. Outside the base rate area, but within the central office district, locality mileage applies in addition to such rates.

See Part B, Section 18.5.B of the Product Guide for additional charges applicable to foreign exchange service.

- *b. Individual line service is a grade of exchange service providing an exchange access line for one subscriber only. A subscriber to individual line service may have two or more individual lines grouped for incoming service, if the lines are of the same central office and terminate in stations on the same premises.

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The "base rate area" is the portion of an exchange specified in local exchange tariffs where Tariff rates for the local service apply without locality rates. The local service rates applicable in this area are known as base rates.

* Effective June 15, 2018, two-party line and four-party line services are withdrawn from this Tariff, and Verizon will no longer provide these services as of that date.

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A. EXCHANGE SERVICE (Cont'd) (C)

1. Exchange Service (Cont'd)

c. Flat Rate and Message Rate Service

(1) Flat Rate Service* is the type of exchange service provided, where available, at a monthly rate with an unlimited number of calls within a specified area. This area, known as the primary calling area, is described, as to each exchange, in the Local Exchange Tariffs. Outside that area each call is charged for. Flat rate service is offered on individual lines. (C)

(2) Message Rate Service* is provided at a monthly rate for local calls with no allowance. Charges for each local call apply. Message rate service is offered on individual lines. The types of message rate service offered, subject to availability, are as follows: (C)

(a) Individual line business untimed message rate service. Primary area and Home Region calls are untimed; extended area calls (where available) are timed. Furnished only in upstate areas where facilities are not available for business timed message rate service.

(b) Individual line business timed message rate service. Primary area and Home Region calls are timed, with additional charges for each minute of overtime after the first 3 minutes. Extended area calls (where available) are timed.

(c) Basic Message Rate Service. This is an individual line residence untimed message rate service. Primary area and Home Region calls are untimed. Extended area calls (where available) are timed.

(d) Auxiliary Line Service. This service consists of a central office line (exchange access line) which may be furnished to supplement message rate individual line service. An auxiliary line service has the same primary calling area or Home Region as the related individual line service. Subject to the availability of facilities, an auxiliary line service may be in the same incoming service group with the individual line service. All calls made over an auxiliary line service are charged for as if made over the individual line service. A termination of the auxiliary line service must be located on the on the subscriber's premises at which a termination of the individual line service is located. A subscriber may change an auxiliary to an individual line, or vice versa, at any time upon request but the change will not be made retroactive.

(For auxiliary line service in connection with PBX service, see Part B of the Product Guide.)

* See Paragraph A.1.c.(3) following for Lifeline telephone service regulations. (T)

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A. EXCHANGE SERVICE (Cont'd)

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1. Exchange Service (Cont'd)

c. Flat Rate and Message Rate Service (Cont'd)

(3) Lifeline Service

- (a) Flat Rate Lifeline Service - This service provides a full waiver of the federal subscriber line charge for flat rate customers.

Basic Lifeline Service - This low priced individual line message rate service provides a full waiver of the federal subscriber line charge. There is no monthly allowance for local calls. Primary area and Home Region calls are untimed. Extended area calls (where available) are timed.

Qualified customers may choose any of the Lifeline services as described above. Service connection charges do not apply to change existing service to, from or within Lifeline Service. For connection of new service, service connection charges apply.

- (b) These services are restricted to low income residential subscribers for a single exchange access line, per household, * at the principal residence. To qualify for Lifeline Services a subscriber must be certified as participating in at least one of the following Government Programs:

- Low Income Home Energy Assistance Program (LIHEAP)# (C)
- Medicaid
- Supplemental Security Income (SSI)
- Supplemental Nutrition Assistance Program (SNAP, formerly known as Food Stamps Program)
- Federal Public Housing Assistance (Section 8)
- National School Lunch Programs' free lunch program (NSLP)# (C)
- Temporary Assistance for Needy Families (TANF)# (C)
- Veterans Pension Benefit
- Veterans Survivors Pension Benefit

* A household is defined as any individual or group of individuals living together at the same address as one economic unit.

These qualifying programs are eligible for New York State support only.

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A. EXCHANGE SERVICE (Cont'd)

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1. Exchange Service (Cont'd)

c. Flat Rate and Message Rate Service (Cont'd)

(3) Lifeline Service (Cont'd)

(b) (Cont'd)

- Customers whose household annual gross income is at or below 135% of the Federal Poverty Guideline.
- Subscribers who reside on federally-recognized tribal lands and participate in one of the following: Bureau of Indian Affairs (BIA) General Assistance, Tribally Administered Temporary Assistance for Needy Families (Tribal TANF), Food Distribution Program on Indian Reservations or Head Start.

- (c) Applicants are eligible for discounted Lifeline rates when they provide proof that they are receiving one of the above benefits.

The Lifeline services are effective upon receipt of a completed, signed and approved application form from the customer, with any required backup.

- (d) Each Lifeline customer's eligibility for Lifeline Service will be verified annually.
- (e) A Lifeline Service customer may voluntarily choose to block region-to-region calls, toll calls and access to an interexchange carrier. Blocking is provided to Lifeline Service customers without charge.
- (f) The subscriber, or anyone else in the subscriber's household, may not receive Lifeline service concurrently from another provider of telecommunications services.

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B. PUBLIC EMERGENCY REPORTING SERVICE

1. General

Public emergency reporting service is designed for use by Fire Departments and other emergency organizations of like nature in small communities where because of lack of continuous attendance at headquarters, it is desirable to have the calls answered and the sirens actuated from a number of alternate locations.

The service consists of an exchange line from common equipment in the central office to a telephone and ringing key at each of a number of premises. Controlling equipment to operate a subscriber-owned siren is provided at the location of the initial telephone and when required at other locations in the central office building area. Each additional siren requires a separate signaling circuit to the common equipment in the central office. All telephones will ring simultaneously on calls placed to the number listed for the service, and the person answering at any location may actuate the sirens by operating the ringing key.

2. Regulations

A minimum of two and a maximum of ten telephones at various locations within the central office building area of the serving central office may be connected to a system for receiving emergency reports from exchange telephones.

The telephones are restricted to the receipt of calls only.

A minimum of one and a maximum of four controlling relay equipment to activate subscriber-provided sirens may be provided with a system.

A maximum of four exchange telephone numbers for the public to call for the reporting of emergencies may be provided with a system.

3. Rates and Charges

This service is offered under the Additional Pricing Flexibility for Business plan set forth in Section 1.A.10 of this Tariff. For Rates and Charges, see Section 14.2 of this Tariff.

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C. VOLUNTEER EMERGENCY ORGANIZATION SERVICE

1. General

Volunteer Emergency Organization Service is furnished to volunteer emergency organizations such as volunteer fire companies and other organizations of the like nature where there is a requirement for one or more central office lines used exclusively for the receipt of incoming emergency calls. The service consists of individual central office lines, restricted to incoming service only, and terminated in station equipment or attendant positions of PBX systems. The free listing allowance for such lines is the same as that for individual business lines.

For this purpose, a volunteer emergency organization is defined as a non-profit public service organization which is engaged in the protection of life and property in cases of sudden necessity demanding immediate action. Members of such organizations serve without compensation.

2. Rates and Charges

For Rates and Charges, see Section 14.2 of this Tariff.

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D. PHONESMART® SERVICES

1. General

PHONESMART® Services are a set of call management features which utilize the network's ability to forward a calling number between the originating and terminating central offices and depend on the availability of Common Channel Signaling (CCS7). The basic PHONESMART Services are listed below. For non-basic PHONESMART features, see Part B of the Product Guide.

a. Per-Call Blocking

Prevents display of the calling number to a Caller ID - Number Only, Call Waiting ID, or Call Waiting ID Deluxe - Number Only subscriber, and of the calling name and number to a Caller ID, Call Waiting ID With Name, or Call Waiting ID Deluxe subscriber for a single call. In order to activate the feature for a particular call, the customer must dial the "blocking code" before he or she dials the number being called.

b. All-Call Blocking

Prevents display of the calling number to a Caller ID - Number Only, Call Waiting ID, or Call Waiting ID Deluxe - Number Only subscriber, and of the calling name and number to a Caller ID, Call Waiting ID With Name, or Call Waiting ID Deluxe subscriber on all calls made from a particular line, unless the feature is disabled. The feature can be disabled as to its effect on name and number display for a single call by dialing the "un-block code" before dialing the number being called. "Private", "Anonymous" or a similar message may be displayed on the customer-provided equipment when the caller has blocked caller identification information.

2. Regulations

- a. PHONESMART Services are available to one-party residence and business customers where facilities are available, including Common Channel Signaling 7 (CCS7). In addition, the customer and the other party involved in the call must either be served from the same central office, or served from different central offices which are linked by facilities that can send the parties' telephone numbers between these central offices.

PHONESMART Services are applicable to calls placed to/from compatible central offices or within a compatible central office offering the service. These services are offered based on information stored within the switch or provided to the switch through call setup signaling and are subject to limitations associated with the availability and content of that information.

- b. PHONESMART Services are not available on lines equipped for INTELLIDIAL, on Public Telephone Service lines or on ISDN lines. See Part B of the Product Guide for the availability, description, regulations and rates pertaining to similar functionalities provided on Centrex or PBX services.

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D. PHONESMART-SERVICES (Cont'd)

2. Regulations (Cont'd)

- c. PHONESMART Services are available to customers having technically compatible premises equipment.
- d. A one-month minimum applies to these services.
- e. The Company reserves the right upon seven days' notice to the Commission to waive any or all of the recurring charges, nonrecurring charges for business customers, or both, associated with PHONESMART Services in order to promote the sale of the services. Each waiver period offered by the Company will not extend beyond 90 days. If, at the expiration of the waiver period the customer elects to retain any or all of the services, then applicable recurring rates will be charged from the date the service was permanently established.
- f. Subject to the service limitations specified in Paragraph D.2.g. following, Per-Call Blocking will be available, without prior request, to all customers in areas where Caller ID - Number Only or Caller ID are deployed. Subject to the specified in Paragraph D.2.g. following, All-Call Blocking will be available, upon customer request, to all customers in areas where Caller ID - Number Only or Caller ID are deployed.
- g. Per-Call Blocking and All-Call Block

These features may not be available on certain types of telephone lines. The types of telephone lines include, but are not limited only to: Hotel/Motel Lines and Public Telephone Service Lines.

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These features do not prevent the delivery of billing and/or calling number information: (a) through the use of Automatic Number Identification (ANI) technology, including but not limited to the use of such technology in connection with Enhanced 911 service and in connection with Feature Group D Switched Access Service; or (b) on certain calls to numbers associated with toll-free service; or (c) on calls dialed to the number 311 and 211 in the City of New York.

Notwithstanding any other provisions of this tariff, calling number information shall, when feasible, be delivered to Caller ID customers, notwithstanding the use of Per-Call Blocking or All-Call Blocking by a calling party, as and to the extent expressly authorized or required by the Commission on calls to emergency numbers held by emergency service providers authorized by the Commission.

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D. PHONESMART-SERVICES (Cont'd)

3. Limitations of Liability

The Company will not be liable for any economic harm, personal injury, invasion of any right of privacy of any person, or any other harm, loss or injury, caused or claimed to be caused, directly or indirectly, by the Company's delivery or failure to deliver the number or name associated with a call. Additional limitations of liability provisions are contained in Section 1 of this Tariff.

4. Rates and Charges

This service is offered under the Flexible Pricing Plan set forth in Section 1.A.8 of this Tariff. For Rates and Charges, see Section 14.2 of this Tariff.

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E. UNLIMITED LOCAL USAGE FOR BUSINESS

1. Description

Unlimited Local Usage for Business is an optional business usage plan that provides customers with unlimited local voice usage for one flat monthly rate. The Basic Service Access Line rate is not included and customers subscribing to Unlimited Local Usage will be subject to this rate.

2. Regulations

- a. Unlimited Local Usage for Business is available to Individual Message Business and Digital Centrex Plus customers located within the Company's serving area in New York State where Individual Message Business and Digital Centrex Plus services are offered.
- b. Unlimited Local Usage for Business is available only to any customers who presubscribe to Verizon New York Inc. as their carrier for all local, intraLATA toll, Home Region and Region-to-Region calls.
- c. Unlimited Local Usage for Business is available to any business customer at any location for which the customer, at the time of the initiation of services, subscribes to 25 or fewer lines (voice grade or voice grade equivalent).
- d. Business customers who are eligible for Unlimited Local Usage for Business at particular locations may subscribe to a maximum of ten lines with Unlimited Local Usage at each such location.
- e. Unlimited Local Usage for Business applies separately on each individual telephone line.
- f. All regulations applicable to Digital Centrex Plus Service, as specified in Section 4 of this Tariff, apply when Digital Centrex Plus Service is offered with Unlimited Local Usage for Business.
- g. Unlimited Local Usage for Business is not available with the following business packages/plans: Virtual WATS, ICBs, Business Special Toll Plan and Corporate Rewards.

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E. UNLIMITED LOCAL USAGE FOR BUSINESS (Cont'd)

2. Regulations (Cont'd)

- h. Unlimited Local Usage for Business does not apply to the following calling types or services: Directory Assistance, Directory Assistance Call Completion Operator-Handled Station-to-Station Calls, Busy Line Verification, Emergency Interrupt , Intercept Call Completion, Time/Lottery/Weather Calls, calls to a chatline service under NY PSC Orders, calls to any information service including 700/900/976 Service Calls, IDS Type Calls, Three-Way Calling Calling (per activation), Repeat Calls/Return Calls (per activation).
- i. Unlimited Local Usage for Business is not available with Public Access Smart-pay Lines, PBX trunks, ground start** lines or trunks, ISDN Primary Service, ISDN Basic Service, Remote Call Forwarding Service, Foreign Exchange Service, Foreign Central Office*, Foreign Zone and Flexpath Digital PBX Service. (C)
- j. Service Connection Charges will not apply to existing customers who choose to add Unlimited Local Usage to their line(s).
- k. Service Order Charges will be waived in the event a class of service change is required in order to have Unlimited Local Usage for Business.
- l. If for any reason the Company withdraws the Unlimited Local Usage for Business plan, all customer subscriptions will be cancelled.
- m. Unlimited Local Usage for Business may only be used for voice applications and incidental non-broadcast facsimile usage, and may not be used for the transmission of data, for internet connections, or for any other non-voice application. This service may also not be used for autodialing, predictive dialers, or facsimile broadcasting, blasting, or spamming. Verizon New York Inc. reserves the right to restrict the number of other services and/or equipment furnished or used in connection with any particular class of service in order to prevent any impairment in the quality of service furnished. If the customer uses this service for any non-eligible purpose, including, but not limited to, the examples noted above, the Company may suspend, restrict or cancel the service. Details on calls made will not be made available for this service.

* Unlimited Local Usage for Business is limited to existing Foreign Central Office customers of record, at existing locations.

** Ground start may not be provided over fiber facilities and is only available where suitable facilities exist. (N)
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E. UNLIMITED LOCAL USAGE FOR BUSINESS (Cont'd)

2. Regulations (Cont'd)

n. Month-to-Month and One-Year* Term Agreements

- (1) Unlimited Local Usage for Business is available on a month-to-month basis or a 1-Year* Term Agreement.
- (2) Customers on the month-to-month option may discontinue their enrollment in the plan at any time upon request to the Company.
- (3) One-year Term agreements are applied per line and each line can have a different start date. At the end of the term period, or any subsequent renewal, the agreement will automatically be renewed for successive 1-Year Terms, on the same terms and conditions, unless either party provides advance notice that it does not wish to renew the term. Each subsequent renewal will allow for a 60-day grace period for subscribers to remove the plan without termination liability as provided for in Paragraph (5) following. Pricing will remain the same during any automatic renewal unless the Company has provided 30 days' notice to the customer of any change as provided in Paragraph (4) following.
- (4) Verizon New York Inc. reserves the right to change the price for the 1-Year Term agreement at any time as provided in Section 14.2, and such new price shall apply to all new term agreements from the effective date of the new price.
- (5) In the event the customer terminates the 1-Year term agreement within the first 60 days, from the first day of the 1-Year Term agreement, the customer will be liable for the month-to-month charges up to the date of termination, and any termination liability will be waived. If the customer terminates the 1-Year term agreement after 60 days, but prior to the completion of the term commitment period, the customer shall be liable for an early termination charge of 25% of the monthly recurring charge per line for the remainder of the term.

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

- (a) Customer moves existing service either to a new customer location within the same address and/or same building (inside move) or to a new customer location (outside move) and maintains that service for the remainder of the term;

* Effective August 21, 2016, the Unlimited Local Usage for Business one-year term plan commitment is no longer available to new customers. Existing customers may maintain their service and the one-year term commitment plan will automatically renew. Moves or changes to subscribers' existing services are permitted.

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E. UNLIMITED LOCAL USAGE FOR BUSINESS (Cont'd)

2. Regulations (Cont'd)

n. Month-to-Month and One-Year Term* Agreements (Cont'd)

5. (Cont'd)

- (b) Customer renegotiates a new term commitment plan for the same service before the current term commitment expires and the revenue value, as described following, of the new term commitment is equal to or greater than the remaining revenue value of the current service period; or
- (c) Customer changes to another service or usage plan or upgrades service or usage under a term commitment, and the revenue value, as described following, of the new term commitment is equal to or greater than the remaining revenue value of the current term commitment.
- (d) After August 21, 2016, if the customer terminates the 1-Year term agreement after 60 days, but prior to the completion of the term commitment period, the customer shall not be liable for an early termination charge of 25% of the monthly recurring charge per line for the remainder of the term.

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

3. Waiver

- a. The Company reserves the right, upon 10 days' notice to the Public Service Commission, to waive any or all of the rates associated with Unlimited Local Usage for Business in order to promote the sale of the Plan.
- b. Terms and conditions in effect for the waiver will be listed in an Attachment to this Tariff.
- c. Each waiver period offered by the Company will not extend beyond 90 days.
- d. If at the expiration of the waiver period, the customer elects to retain the Plan then applicable rates and charges will be applied from the date the service was permanently established.
- e. Appropriate notification of the waivers will be made to all eligible customers.

4. Rates and Charges

For Rates and Charges, see Section 14.2 of this Tariff.

- * Effective August 21, 2016, the Unlimited Local Usage for Business one-year term plan commitment is no longer available to new customers. Existing customers may maintain their service and the one-year term commitment plan will automatically renew. Moves or changes to subscribers' existing services are permitted.

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F. VERIZON PROMOTIONAL CREDIT PLAN - RESIDENCE

1. Description

Verizon Promotional Credit Plan - Residence is a Verizon New York Inc. ("Verizon") promotional program under which an existing Verizon residence dial-tone customer (an "eligible current customer"), or a dial-tone customer of another carrier who agrees to take dial-tone service from Verizon (an "eligible new customer"), can receive a monthly credit on his or her bill for a specified period of time.

The specific terms and conditions of individual promotions offered pursuant to this Section 2.F. will be listed in an Attachment to this Section 2.

Subject to the regulations set forth in Paragraph F.2. following, an individual may qualify for a promotional credit under a specific offering made pursuant to this Tariff if he or she meets the criteria set forth either for an eligible current customer under Paragraph F.1.a following, or for an eligible new customer under Paragraph F.1.b following.

- a. An individual may qualify as an eligible current customer under a promotional offering made pursuant to this Tariff if he or she:
 - (1) is currently a Verizon residence dial-tone customer;
 - (2) either:
 - (a) contacts Verizon during the promotional period to disconnect his or her dial-tone service (except for: disconnections resulting from the customer's moving out of Verizon's service area, end-of-season disconnections of seasonal service, disconnections resulting from the death of customer ; or disconnections ordered through the Verizon website), or
 - (b) contacts Verizon during the promotional period and indicates that he or she is considering a competitive offer from another provider;
 - (3) agrees not to discontinue his or her Verizon dial-tone service; and
 - (4) also agrees to take a service: (a) that is offered by or through Verizon or any of its affiliates, (b) that is not currently purchased by the customer, and (c) that is among the services that are identified in the Attachment for the specific promotional offering as "qualifying new services" for that offering.

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F. VERIZON PROMOTIONAL CREDIT PLAN - RESIDENCE (Cont'd)

1. Description (Cont'd)

a. (Cont'd)

(5) The Attachment for a particular promotional offering may (but need not) provide that in order to qualify as an eligible current customer, an individual, in addition to meeting the criteria set forth in Paragraphs 1.a.(1) through 1.a.(4), preceding, must also be using additional services offered by or through Verizon or its affiliates ("qualifying current services") at the time that he or she accepts the promotional offering. In such cases, the qualifying current services will be identified in the Attachment for the promotional offering.

b. An individual will qualify as an eligible new customer under a promotional offering made pursuant to this Tariff if he or she:

(1) is not currently a Verizon dial-tone customer; and

(2) agrees to become a Verizon residence dial-tone customer.

(3) The Attachment for a particular promotional offering may (but need not) provide that in order to qualify as an eligible new customer, an individual, in addition to satisfying the requirements of Paragraphs 1.b.(1) and 1.b.(2) preceding, must also agree to purchase additional services ("qualifying new services") offered by or through Verizon or its affiliates. In such cases, the qualifying new services will be identified in the Attachment for the promotional offering.

2. Regulations

a. An Attachment describing a specific promotional offering made pursuant to this Tariff may be filed upon one (1) business day's notice to the Public Service Commission. Each such Attachment will specify:

(1) the nature of the specific promotional offering (*i.e.*, whether it is a promotion for eligible current customers or eligible new customers, or both),

(2) any qualifying current services or qualifying new services,

(3) the period during which the promotional offering will be available,

(4) the length of time for which the monthly credit will be applied for individual qualifying customers, and

(5) the amount of the monthly credit.

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F. VERIZON PROMOTIONAL CREDIT PLAN - RESIDENCE (Cont'd)

2. Regulations (Cont'd)

- b. The benefits provided for by a particular promotional offering made under this Section 2.F. will be available on request to all customers within the state, regardless of location, who meet the conditions that are authorized herein and set forth in the Attachment for that offering.
- c. Any qualifying new services that the customer agrees to purchase are provided subject to their individual service regulations as specified in applicable Verizon Tariffs.
- d. Credits provided under this Tariff will be applied toward the portion of the customer's Verizon bill related to Verizon's own services, and not against any charges imposed by other providers.
- e. There is no charge for eligible customers to participate in promotional offerings made pursuant to this Tariff.

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G. BUSINESS DIRECT BILL CREDIT

1. Description

The Business Direct Bill Credit is an offering under which eligible customers may receive, subject to the limitations described below, a one-time or monthly discount as specified in the corresponding Rate Attachment.

A customer is eligible for the discount if the customer is an existing business customer and

- (a) **((i))** contacts Verizon to disconnect its Verizon dial-tone service or to disconnect one or more individual message business lines, one or more Centrex Plus with Assume Dial 9 (a/k/a CustoPAK) lines or one or more Centrex Plus lines; **and** agrees not to discontinue such service or disconnect such lines; **or ((ii))** has an existing retention offer from Verizon that is expiring or has expired; **and**
- (b) has no less than the average billed revenue specified in the Rate Attachment for combined services offered by Verizon, DSL service offered by Verizon Online, and long distance service offered by a Verizon affiliate.

2. Regulations

- a. The average monthly billed revenue used to determine the amount of the Business Direct Bill Credit is based upon the last six months total billed account revenue. In cases where six months of billed revenue is not available, the total billed account revenue for a preceding period of less than six months will be used, subject to a minimum period of three months. The discount will not be provided if at least three preceding months of data is not available.
- b. The Business Direct Billed Credit applies per account from the date it is implemented on the customer's account and will continue for a maximum of 12 months.
- c. Customers will not automatically be enrolled in this offering. The Business Direct Bill Credit will be provided to qualifying customers only upon customer request or upon customer acceptance of a suggestion, recommendation, or offer of the discount made by Verizon.
- d. Customers are limited to one (1) retention discount only per account within the past six months and cannot combine discounts. Customers may not receive both a Business Direct Bill Credit monthly credit and a one-time credit per account.

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G. BUSINESS DIRECT BILL CREDIT (Cont'd)

2. Regulations (Cont'd)

- e. Eligible customers do not include customers who are disconnecting their service through the Verizon website or customers disconnecting service as a result of a move outside of or within the Verizon service territory, disconnecting as a result of death of the customer, or the disconnecting of seasonal service.
- f. Changes to the average monthly billed revenue, one-time or the monthly credits may be made upon one day's notice to the Commission by filing a revised Rate Attachment.

3. Rates and Charges

For Rates and Charges, see Section 14.2 of this Tariff.

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H. VERIZON DISCONNECT BILL CREDIT

1. Description

The Verizon Disconnect Bill Credit is an offering under which an eligible customer may receive, subject to the limitations described below, a one-time bill credit as specified in the corresponding Rate Attachment.

Customers are eligible for a credit under this Tariff if they:

- (a) are former Verizon residence dial-tone customers who had contacted Verizon directly and disconnected their dial-tone service; and
- (b) as a result of Verizon's direct marketing agree to re-establish their dial-tone service with Verizon.

2. Regulations

- a. The offer must be redeemed prior to the expiration date specified in the letter.
- b. The credit will be applied to the customer's first applicable Verizon monthly bill for the re-established dial-tone service.
- c. Verizon New York Inc. will honor the bill credit issued by other local exchange operating companies affiliated with Verizon as long as the offer meets the terms and conditions of this tariff.
- d. This offer is not available to customers who have disconnected dial-tone for seasonal service.
- e. This offer is not transferable or redeemable for cash, and may not be used to satisfy unpaid balances owed to Verizon or any other Verizon affiliate.
- f. Customers participating in this offer are not eligible to participate in any other one-time discount offer(s).
- g. Customers who have disconnected service with Verizon are not automatically eligible for the credit. Instead, the credit will be provided to otherwise qualifying customers only upon acceptance of the offer made by Verizon.

3. Rates and Charges

For Rates and Charges, see Section 14.2 of this Tariff.

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I. VERIZON CREDIT PLAN

1. Description

Verizon Credit Plan is a Verizon New York Inc. ("Verizon") promotional program that authorizes Verizon to make individual promotional offerings under which a residence or business customer may receive one-time or periodic credits for a specified period of time. The specific terms and conditions of individual promotional offerings made pursuant to this Paragraph I. will be set forth in Attachments to this Section 2 of the Tariff.

(a) Subject to the terms and conditions set forth in Paragraph I.2., following, a promotional offering made pursuant to this Tariff may provide for one-time or periodic credits to:

(1) an individual or business who is not currently a Verizon dial-tone customer but who agrees to become a Verizon customer, or

(2) a current residence or business dial-tone customer of Verizon who:

(i) (A) (1) either contacts Verizon during the promotional period to disconnect his, her, or its dial-tone service; or (2) contacts Verizon during the promotional period and indicates that he, she, or it is considering a competitive offer from another provider; or (3) is otherwise likely to consider an alternative provider; and (B) agrees not to discontinue his, her, or its Verizon dial-tone service; or

(ii) agrees to purchase additional services offered or billed by Verizon or its affiliates, as specified in the Attachment for the promotion; or

(iii) agrees to retain for a period of time services currently subscribed to by the customer, as specified in the Attachment for the promotion.

(b) The Attachment for a particular promotional offering may (but need not) impose additional eligibility requirements, including but not limited to a requirement that a qualifying customer must also be using specified additional services offered by or billed through Verizon or its affiliates at the time that the promotional offering is accepted, or that such customer must agree to purchase additional services offered by or billed through Verizon or its affiliates.

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I. VERIZON CREDIT PLAN (Cont'd)

2. Regulations

- a. An Attachment describing a specific promotional offering made pursuant to this Tariff may be filed upon one (1) day's notice to the Public Service Commission. Each such Attachment will specify:
 - (1) the specific eligibility criteria for the offering,
 - (2) the period during which the promotional offering will be available,
 - (3) length of time for which the periodic credit will be applied for individual qualifying customers,
 - (4) the amount of the one-time or periodic credit, and
 - (5) any other requirements or limitations applicable to the specific promotional offering.
- b. Any new services that the customer agrees to purchase are provided subject to their individual service provisions as specified in applicable Verizon Tariffs.
- c. Credits provided under this Tariff will be applied toward the portion of the customer's Verizon bill related to Verizon's own services, and not against any charges imposed by other providers.
- d. The benefits provided for by a particular residence promotional offering made under this Paragraph 2.I. will be available on request to all residential customers within the state, regardless of location, who meet the conditions that are authorized herein and set forth in the Attachment for that offering.
- e. There is no charge for eligible customers to participate in promotional offerings made pursuant to this Tariff.

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- I. VERIZON CREDIT PLAN (Cont'd)
- 2. Regulations (Cont'd)

- f. To the extent that a specific promotional offering made pursuant to this Tariff only requires the customer to retain certain existing Verizon services, without purchasing any additional services from Verizon or an affiliate, the services retained must provide some features, functionalities, or capabilities other than the following (regardless of whether it also provides any or all of the following): flat-rated or message-rated local calling, touch tone, the ability to place and receive calls to and from any Public Switched Telephone Network telephone number, long distance equal access, backup power (in the case of all-copper loops only), access to 911/E911, compliance with the Communications Assistance for Law Enforcement Act and other public safety requirements, compliance with call signaling requirements, compliance with applicable industry standards for sound quality and availability, and consumer protections.