

Verizon New England Inc.

4. Analog Centrex Services

4.1 Nova Centrex Service

Effective December 15, 2012, Nova Centrex Service is available only to existing customers with this service. Additions, rearrangements, changes and moves of service are not permitted.

4.1.1	Description
A.	Nova Centrex service is a facility based offering. It is provided only where suitable analog electronic central office facilities are available.
1.	Nova Centrex is available only on a measured service basis.
2.	A minimum of six lines is required with this service.
B.	Nova Centrex service lines are provided as unrestricted lines, but at the request of the customer may be arranged with any of the other basic line classes described in Section 1 at the same rates and charges.
C.	Main Station Line Standard Features provided as part of each Nova Centrex service main station line are as follows. These features are in addition to the basic features described in Section 1.
1.	Add On Conferencing All Calls permits a station user to hold any established call, dial another telephone number, and then add on the originally established call for a three-way conversation.
2.	Consultation Hold All Calls allows a station user to hold any established call, dial another telephone number for consultation, and then return to the originally established call.
3.	Station Dial Transfer Individual All Calls enables a station user to transfer any established call to another station in the system.
D.	Individual Line Standard Feature Capabilities may be activated at the time each line is installed or may be added or changed subsequently.
1.	Access to Call Pickup Groups allows a Centrex telephone user to answer any call directed to another Centrex line within its preset pickup group by dialing a special code.
2.	Access to Speed Dialing 6 Lists allows a Centrex telephone user to dial a single digit code to originate a call to any of six programmed telephone numbers.
3.	Access to Speed Dialing 30 Lists allows a Centrex telephone user to dial a two-digit code to originate a call to any of thirty programmed telephone numbers.
4.	Call Forwarding Busy Line provides for the automatic routing of incoming DID, CCSA and selected tie line calls to a preselected Centrex line when the called Centrex line is busy. This feature is not provided on a station line with Call Waiting.
5.	Call Forwarding Don't Answer provides for the automatic routing of incoming DID, CCSA and selected tie line calls to a preselected Centrex line when the called telephone does not answer within a predetermined number of rings

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4.1.1 Description	
D. (Continued)	
6.	Call Forwarding allows a Centrex line to have incoming calls forwarded to another line within the Centrex system or to DDD numbers outside the Centrex system. During times when the feature is activated, the line may be used in the normal manner for outgoing calls.
7.	Call Hold allows a Centrex telephone user to place any established call on hold by depressing the switchhook and dialing a preassigned code leaving the Centrex line free to originate another call.
8.	Call Waiting Terminating allows a Centrex telephone user to receive an audible tone to indicate an incoming DID, CCSA or selected tie line call is waiting, if the called line is already in use. Call Waiting is not provided on a station line equipped with Call Forwarding Busy Line.
9.	TouchTone provides for the origination of calls by means of instruments equipped for tone-type address signaling over special central office facilities, (refer to Part A, Section 7).
E.	When Nova Centrex service rates and charges are applied for additions to other than Nova Centrex systems, standard features and feature capabilities of Nova Centrex service will be provided only where suitable facilities are available and compatible with existing service arrangements.

4.1.2 Routing of Calls	
A.	A night service arrangement may be provided optionally by establishing a call pickup group for this purpose. If special attendant position equipment is utilized with the system, additional charges, based on cost, may be applicable.

4.1.3 Application of Rates and Charges	
A.	Service Establishment Charges are applicable for the initial installation of Nova Centrex service and is payable with the first bill following installation.
B.	Premises Work Charges also apply.
C.	Airline Mileage for main station line outside plant facilities are measured from the serving central office to the network interface arrangement(s) at each of the customer's premises.
1.	For distances in excess of three miles, charges based on cost apply for outside plant facilities.

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4.1.3 Application of Rates and Charges	
D.	Standard Feature Capabilities may be activated at the time each line is installed or may be add or changed subsequently. Service and Equipment (S&E) charges for these features do not apply when an S&E charge or a conversion charge per main station line applies. When standard feature capabilities are activated or changed by Verizon at the customer's request subsequent to installation of the line, a subsequent additions and change charge applies.
1.	Monthly rates do not apply to standard feature capabilities.
E.	Optional Features are provided in accordance with the provisions for Adjunct Features specified in Section 2, and at the appropriate rates and charges. For optional features provided under the Variable Term Payment Plan, an 84 month Optional Payment Period (OPP) is offered for Nova Centrex service at the monthly rates specified in the VTPP rate schedule for a 48 month OPP. During the first 48 months, termination charges applicable for the discontinuance of service provisions for the 84 month OPP are the same as for the 48 month OPP.
F.	Conversion— Any existing Centrex System (Centrex I, II, or Custom) may convert to Nova Centrex service. Termination charges (if applicable) do not apply to the system changed and a new seven year service contract is established for the system.
1.	The conversion charges apply in addition to S&E charges for rearranging combined billing at the time of conversion. The conversion charges per main station line are applicable only when standard feature capabilities are activated or modified at the time of conversion.
G.	Extension of Main Station Lines— Channel charges do not apply to serve main station locations within the same exchange as the principal premises when the same central office is involved. When a different central office in a multi-central office exchange is involved, in addition to the appropriate main station line charges, an intraexchange/interoffice channel charge (comprised of a S&E charge and a monthly rate) applies. The intraexchange/interoffice channel rate is subject to Verizon initiated change.
1.	To serve locations not within the same exchange as the principal premises, in addition to the appropriate main station line charges, rates and charges apply for the interexchange portion of Private Line Type 2001A channels, and for Centrex terminals. The Centrex channel terminal charge is comprised of a S&E charge and a monthly rate. The Centrex channel terminal rate is subject to Verizon initiated change.
2.	Where extensions of main station lines are located at a premises other than where the main station lines are located, but within the same exchange and serving central office area, or where extensions of main station lines are located in a different building at the same premises and served by outside plant connected via the central office, charges for outside plant facilities for an initial main station line apply. A S&E charge applies to each arrangement. Premise work and jack charges apply as appropriate.

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4.1.3 Application of Rates and Charges	
G. (Continued)	
3.	For locations in the same exchange but involving a different central office, intraexchange interoffice Nova Centrex channel rates and charges apply in addition to charges for outside plant facilities for initial main station lines.
4.	For locations in a different exchange, rates and charges for the interexchange portion of Private Line Type 2001A channels and Centrex channel terminals apply in addition to those charges for outside plant facilities for an initial main station line.
H.	Tie Line Channels— Rates and charges for Private Line Type 2001B channels apply for intraexchange or interexchange channels as required. For interexchange tie line channels, rates and charges for Centrex terminals apply in lieu of local channels when tie lines terminate only in the Centrex switching equipment. In addition, the appropriate tie line termination rates and charges apply.

4.1.4 Payment Plan	
A.	General— Nova Centrex service is offered under a seven year service contract during which station line charges are not subject to Verizon initiated change other than as specified herein. However, such charges are under the jurisdiction of the PUC and are subject to change upon order of the PUC.
B.	Nova Centrex main station lines comprise central office and outside plant facilities for which Schedule A and Schedule B charges are applicable.
1.	Schedule A contains a charge which may be paid upfront or in the form of monthly rates over a one, three, five or seven year OPP. Included in the Schedule A charges for main station lines are amounts that are attributable to exchange access by central office and outside plant facilities. When Schedule A charges for Central Office facilities are paid over a 12, 36, 60 or 84 month OPP. Schedule A charges for Outside Plant facilities must be paid over the same period unless otherwise specified. The Schedule A charges for central office and outside plant facilities are offered under a Flexible Rate Pricing Plan (refer to Part A, Section 1). Applicable charges are contained in the Verizon's price list.
a.	Vintage 1 Schedule A rates for central office facilities and outside plant facilities apply for systems installed prior to March 1, 1993. Vintage 2 Schedule A rates apply for systems installed on or after March 1, 1993.
2.	Schedule B contains a monthly rate that is subject to annual change by Product Guide revision to reflect changes in the Consumer Price Index for the previous year. Schedule B monthly rates apply as long as facilities are in-service.

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4.1.4 Payment Plan	
C.	Exchange Usage Charges are subject to Verizon initiated change. Such charges are comprised of the following measured service and unlimited service usage charges.
1.	Measured Service Charges— All local messages are provided at the appropriate local usage charges for measured business main telephone exchange service. No local usage allowance is provided with measured Nova Centrex service.
D.	Exchange Access— Included in the Schedule A charges for main station lines are amounts that are attributable to exchange access.
E.	Discontinuance of Service— Service may be discontinued at any time during the seven year service contract period. If Schedule A charges are paid upfront, then no termination charges are applicable. If Schedule A charges are paid in the form of monthly rates, termination charges equal to the present value of the unpaid balance, if any, apply when service is discontinued.
1.	Nova customers with under 100 lines may convert to Nynex Digital Centrex Plus service with no termination penalty. An Element 1 Service charge applies for the conversion order and any one time or NRCs apply as appropriate.
F.	Additional Lines— Additional main stations may be added to an existing system at any time during the system's seven year service contract at the currently effective Vintage schedule. Schedule A payments for additional main stations may be paid upfront or payments will be calculated at the 60 month payment period rates. Termination liability for the first lines added within 100% of the originally contracted system not to exceed 200 lines, will be calculated conterminously with the expiration date of the system's service contract. For all other lines added, termination liability will be based on 60 month's of obligation.
G.	Relocation— Nova Centrex service may be relocated to a different premises served by the same central office without incurring termination charges. Contractual billing for central office facilities may continue unchanged or a new service contract may be elected for the system. If contractual billing for central office facilities is unchanged, outside plant facilities will be treated as additional main stations and new Schedule A charges for the new location's outside plant facilities apply. The new Schedule A charges may be paid upfront or will be calculated at the 60 month payment period rates and obligation.

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4.1.4 Payment Plan	
H.	Transfer of Service— With the written permission of Verizon, the obligation to pay contractual charges may be assigned to another customer at the same location for a Transfer of Service charge, payable by the new customer. In addition to assuming responsibility to pay the contractual charges, the new customer assumes the conditions applicable to Centrex service at the time of the transfer.
1.	A transfer of service between customers at the same time as a relocation is not permitted.
I.	Conclusion of the Seven Year Contract Period— At the conclusion of a system's seven year contract, if service is not discontinued, a new seven year service contract may be elected in analog central offices in accordance with the terms and conditions applicable to the new system, except that any one time or S&E charges previously paid do not apply. In the event a customer does not elect terms for a new service contract, service may be continued on a noncontractual basis subject to the appropriate Schedule B rates and Schedule A charges as for a 36 month optional period based on the latest vintage of charges in effect or to become effective until service is discontinued or a new service contract is elected.
1.	At the conclusion of or at any time during the 7-year service contract period, a customer may request to recontract for service only in analog electronic central offices. A new seven year service contract period for the entire system begins the day following the completion of the conversion order at the currently effective vintage of charges. S&E charge for rearranging combined billing applies for the conversion order.
2.	No credit is granted for charges previously paid. The customer is not billed any one time or S&E charges previously paid.
J.	Nova customers served by a digital central office may convert to Centrex Plus service with no termination penalty. Conversion requests are subject to the same requirements that new system installations are in that the initial number of lines may not exceed 99. A S&E charge for rearranging combined billing applies for the order. Any one time or NRCs apply as appropriate.
K.	Temporary Suspension of Service— Nova Centrex service main station lines are not subject to the provisions of temporary suspension of service.
L.	The appropriate Time Value of Money Equivalency Factor, based on a monthly effective interest rate of .99384% is multiplied by the Schedule A upfront payment charge to determine the monthly rates for the OPP as shown in Exhibit 4.1.4-1. The present value of outstanding OPP monthly rates for Schedule A charges is determined in accordance with the principles of the Time Value of Money at an effective interest rate of .99384% monthly.

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4.1.4 Payment Plan			
Exhibit 4.1.4-1 Nova Centrex Service Time Equivalency Factors by Service Periods			
To determine the monthly rate for Schedule A central office facilities, multiply the upfront payment charge by the appropriate Time Value of Money Equivalency Factor.			
12 Months	36 Months	60 Months	84 Months
.0888	.0332	.0222	.0176

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4. Analog Centrex Services

4.2 Superseded Analog Centrex Services

4.2.1	Description
A.	Superseded Centrex services are identified as follows. These services are structured and furnished as Centrex I, Centrex II or Custom Centrex.
1.	Satellite Centrex service
2.	Nonconsecutive Station Line Hunting

4.2.2	Availability
A.	Superseded Centrex services are no longer available for new installations and unless specifically noted otherwise, are available only to existing customers for additions to existing systems to meet growth and maintenance requirements, subject to the availability of in place central office and outside plant facilities. Existing customers include those systems installed prior to December 19, 1986 or Custom Centrex systems ordered prior to December 19, 1986 if installed within the normal installation interval. Subject to this provision and to Use of Service provisions in Part A, Section 1 and Section 5, superseded Centrex is available on a measured or unlimited service basis in accordance with the offerings in the exchange of connection.
1.	Where customer requested additions require the placement of additional facilities, additional charges based on cost apply.

4.2.3	Satellite Centrex Service
A.	Satellite Centrex Service is provided by auxiliary dial switching equipment that is connected to the principal dial switching equipment by tie lines. The satellite location does not have an attendant. Verizon reserves the right to determine when Satellite Centrex service will be provided in order to meet the customer's requirements for service.
1.	Dial switching equipment is provided without charge.
2.	Tie line facilities are provided as for superseded Custom Centrex service.

4.2.4	Nonconsecutive Centrex Station Line Hunting
A.	This is an arrangement to permit incoming calls to hunt to a nonconsecutive line in the same thousands group. To provide this arrangement, it is necessary in most cases to utilize the next higher number to the number from which line hunting is desired, and both numbers must be within the same one- to nine-digits group. A number utilized for hunting purposes will be unavailable for regular assignment.
1.	If line hunting between each group of two nonconsecutive Centrex numbers is arranged or interrupted on in-service lines, premises work charges apply for each line.

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4.2 Superseded Analog Centrex Services

4.2.5 Service Structure	
A.	Centrex Exchange Access— Outward dialing permits station users to dial outgoing calls to local exchange and direct distance dialed points from the exchange serving the principal premises. Inward dialing permits incoming local exchange and long distance calls to be connected to a designated answering location for systems not equipped with a console or switchboard.
B.	Centrex I System Features— In addition to Centrex exchange access, the following features are provided as a package with Centrex I. 1. Dial intercommunication with other stations of the same Centrex system. 2. Station identification which provides for the recording and identification of stations making outward direct dialed calls and long distance calls handled by a toll operator. 3. Direct inward dialing which permits incoming local exchange and long distance calls to be dialed directly to stations of the Centrex system. 4. Transfer of incoming local exchange and long distance calls from one station to another via the attendant. 5. Intercept, either automatic or manual, of calls dialed to vacant (not in use) numbers. 6. Night service connections for key number calls which provide for a maximum of three Centrex main stations or lines to be connected to the first two key numbered lines.
C.	Centrex II System Features— In addition to the Centrex exchange access and Centrex I system features, the following additional features are provided as a package with Centrex II. 1. Station dial transfer which enables a station user to receive an incoming exchange or toll call and to transfer the call by dialing the telephone number of the station desired. 2. Consultation hold which enables a station user to hold an incoming exchange or toll call, dial another Centrex station for private consultation, and then return to the calling party. 3. Add on conference which enables a station user to hold an incoming exchange or toll call, dial another Centrex station, and then add the incoming call to the connection for a three-way conversation. 4. Trunk answer any station is a night answering arrangement that enables a station user to answer incoming exchange or toll calls, and in the absence of an attendant, to transfer calls to another station.
D.	Custom Centrex System Features— In addition to Centrex exchange access, the following features are provided as a package with Custom Centrex. 1. Dial intercommunication with other stations of the same custom Centrex system. 2. Station identification which provides for the recording and identification of stations making outward direct dialed calls and long distance calls handled by a toll operator.

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4.2 Superseded Analog Centrex Services

4.2.5 Service Structure	
D.	(Continued)
3.	Direct inward dialing which permits incoming local exchange and long distance calls to be dialed directly to stations of the Centrex system.
4.	Automatic intercept of calls dialed to vacant (not in use) numbers.
5.	Station dial transfer of all types of calls which enables a station user to transfer an established call to another station in the Centrex system.
6.	Consultation hold of all types of calls which enables a station user to hold an established call, dial another station from private consultation, and then return to the original calling party.
7.	Add on conference of all types of calls which enables a Centrex station user to hold any call, dial another station, and then add the original call to the connection for a three-way conversation.

4.2.6 Application of Rates and Charges	
A.	Local Usage — All local usage with Centrex service is provided at the per message, per minute rates for business main telephone exchange service.
B.	Tie Lines
1.	Dial Selected Tie Line (Within a Centrex System) — Mileage charges apply for the lines between a customer's principal premises and a satellite location. Charges do not apply for tie line terminations between a customer's principal premises and a satellite location.
2.	Tie Line Other than Within a Centrex System — Mileage charges apply. Terminations of tie lines at a Centrex system are as specified in Section 3.4. Dial selected tie lines may be associated with attendant positions in addition to the termination in the dial equipment at no additional charge.
C.	Mileage
1.	Extension and Tie Line Mileage Charges Within a Centrex System — Mileage charges do not apply to serve locations within the same exchange as the principal premises. To serve locations not within the same exchange as the principal premises, rates and charges for Private Line Type 2001A or Type 2001B channels only apply for the interexchange portion of the channel(s) furnished.

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4.2 Superseded Analog Centrex Services

4.2.6 Application of Rates and Charges	
C. (Continued)	
2.	Extension and Tie Line Mileage Charges Other Than Within a Centrex System— For Tie lines between separate Centrex systems, rates and charges for a Type 2001B channel apply for the local and interexchange or interzone facilities as required, to provide each tie line. For Tie lines between a Centrex system and a PBX system, rates and charges for a Private Line Type 2001B channel apply for the local and interexchange or interzone facilities as required to provide each tie line. In addition to the extension and tie line mileage charges within a Centrex system, when a tie line connecting a PBX and a Centrex system is arranged so that access to or from the exchange and MTS network is available at the Centrex termination, rates and charges as specified in Section 3.4 apply.
D.	Centrex Station Lines Centrex I and II— The rate for Centrex station lines is determined by the class of Centrex exchange service serving the principal premises.
1.	Unrestricted or Partially Restricted Main Station Lines— The monthly rates for unrestricted and partially restricted main station lines apply beginning at the top of the appropriate schedule at each separate premises of the same customer. A minimum monthly charge for 100 unrestricted or partially restricted main station lines at the principal premises is applicable to each system. Restricted station lines, extension station lines and other services and equipment are not included in determining the minimum monthly charge for Centrex I and Centrex II systems. The exchange access or system features portion of the schedule is not offered separately. The monthly rates for unrestricted or partially restricted Centrex main station lines are the total of the appropriate rates for exchange access and system features. Effective May 25, 1984, a two dollar reduction applies for system features on each Centrex CO main station line ordered or installed prior to July 28, 1983, and a four dollar and thirty cents reduction applies for system features on each Centrex CO main station line ordered and installed on or after July 28, 1983.
2.	Extension of Main Station Lines— When located in an exchange other than that serving the principal premises, rates and charges for Private Line Type 2001A channels apply for the interexchange portion of the channel or channels.
E.	Custom Centrex— Rates and charges apply for facilities within two airline miles of the serving central office. For locations beyond two miles, charges based on cost apply. Custom Centrex common equipment, main station line system features and Night Service Arrangement are offered under the Variable Term Payment Plan described in Part A, Section 1. Custom Centrex service is equipped with touch tone calling capability subject to the availability of central office facilities.
1.	For common equipment, main station line system features and night service arrangements, Vintage I rates apply for the 24 or 48 month OPPs for VTPPs established prior to January 15, 1995. Vintage II rates apply for a VTPP established on or after January 15, 1995.

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4.2 Superseded Analog Centrex Services

4.2.6 Application of Rates and Charges	
E. (Continued)	
2.	Custom Centrex Main Station Line— The exchange access or system feature portions of a main station line are not offered separately. The monthly rate for a main station line is the total of the appropriate rates for exchange access and system features. Effective May 25, 1984, a two dollar reduction applies for system features on each main station line ordered or installed prior to July 28, 1983, and a four dollar and thirty cents reduction applies for system features on each main station line ordered and installed on or after July 28, 1983.
3.	Custom Centrex Extension of Main Station Lines— When located in an exchange other than that serving the principal premises, channel charges for Private Line Type 2001A channels apply for the interexchange portion of the channel or channels.
F.	Termination Charge applies for Centrex I or II, if service is discontinued in its entirety or changed as specified herein.
1.	A maximum termination liability is based on the maximum number of unrestricted and partially restricted main station lines in-service at the principal premises during the first 12 months of service (unless otherwise specified in this section). Additions of unrestricted and partially restricted main station lines subsequent to the initial 12 months of service do not alter the established maximum termination liability. The termination charge is determined by reducing the maximum termination liability by 1/60 for each month that the established rates for service applied.
G.	Changes from Centrex I to Centrex II Service
1.	If the Centrex I maximum termination liability has not expired, termination charges do not apply. The Centrex I maximum termination liability continues in effect for the balance of the minimum service period of the Centrex I system. An additional maximum termination liability is applicable for the Centrex II system for a new minimum service period. This additional maximum termination liability is the differential between the maximum termination liabilities of the Centrex I and II systems based upon the number of unrestricted and partially restricted main station lines in-service at the principal premises that are converted to the Centrex II system.
2.	If the Centrex I maximum termination liability has expired, termination charges do not apply. A new minimum service period and maximum termination liability applies for the Centrex II system. The applicable maximum termination liability is the difference between the maximum termination liability for a Centrex II and Centrex I system based on the number of unrestricted and partially restricted main station lines in-service at the principal premises at the time of conversion.

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4.2.6 Application of Rates and Charges	
H.	Changes from Centrex II to Centrex I Service— If the Centrex II maximum termination liability has not expired, a termination charge applies for the discontinued Centrex II system. This termination charge is based on the differential between the Centrex II maximum termination liability in effect, and the Centrex I maximum termination liability determined on the basis of the same number of unrestricted and partially restricted main station lines as was used to determine the Centrex II maximum termination liability. The minimum service period for the Centrex II system continues in effect for the Centrex I system with a maximum termination liability applicable for the Centrex I system.
1.	If the Centrex II termination liability has expired, termination charges are not applicable
I.	Changes from Custom Centrex to Centrex I or II Service— Such changes are not permitted.
J.	Changes from Centrex I or II Service to Custom Centrex— If the minimum service period is in effect, a termination charge applies for the system changed. A new minimum service period is established for the Custom Centrex system.
K.	Discontinuance of Service— Termination charges apply when Centrex service is discontinued in its entirety.
L.	Relocation— The principal premises of a Centrex I or Centrex II system may be relocated to a different premises location of the same customer served by the same central office on an out of service bases to the extent that in-place outside plant facilities exist. The charge is the total cost for disconnecting, moving and reinstalling the service.