

Verizon New England Inc.

1. Billing Information Service (BIS) for Information Providers

1.1 General

Rates and charges for services explained herein are contained in Part M, Section 4. Service charges referred to herein are explained in Part A, Section 3 and contained in Part M, Section 1.

1.1.1	Description
A.	BIS provides the message detail information necessary for Information Providers (IP) to bill patrons of their announcement programs or services. BIS is available to those IPs associated with Information Delivery Service (IDS).
1.	Message detail is the billing name, address and telephone number of the calling party, called number, date and time a call (message) was originated and duration of the call. Message details provided to an IP will exclude of nonpublished service telephone numbers. The details will appear in the order or sequence chosen by Verizon to facilitate processing of data by Verizon.
2.	Message details provided to an IP will exclude the telephone number of any patron who subscribes to nonpublished service.
3.	Message detail information is accumulated on a calendar month basis and provided to the IP within six days following the end of the month.
4.	A patron is the person or entity placing a call to access an IPs announcement program or service and is the customer of the IP. A patron includes the actual caller or the party responsible for payment of the call.
B.	BIS is limited to the provision of message detail information and does not provide any other billing information, including but not limited to the patron's credit history, billing for local exchange or long distance service.
C.	BIS is provided to the IP via a format determined by the Verizon. Message detail information will be sent via electronic transmission at the option of the IP.
1.	Name and address information associated with a patron's telephone number, which is confidential due to patron, legal, law enforcement, national security or other appropriate requirements, will not be provided in the electronic format. However, at the request of the IP, written confirmation of a patron's name and address will be sent by Verizon to the person(s) authorized by the IP to make the request.

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1.2 Responsibility of Verizon

1.2.1 Liability	
A.	When Verizon is notified that, due to its error or omission, incomplete message detail has been provided to an IP, Verizon will make every reasonable effort to locate and/or recover the data and provide a new electronic format to the IP at no additional charge. Such requests to recover data must be made within 30 days from the date the information was initially made available to the IP.

1.2.2 Termination	
A.	Any departure by the IP from the terms and conditions contained in this Product Guide may be grounds for Verizon to terminate the provision of BIS to the IP.
B.	The IP is prohibited from disclosing message detail information to any third-party except to the IPs employees, agents or independent contractors specifically involved with or retained for billing and collection activities associated with IDS. Disclosure by the IP or its officers, employees, agents or independent contractors of such information to the general public, to patrons other than the involved patron or to other IPs is not permitted and may result in the termination of BIS by Verizon.
1.	The limitation on use and disclosure of message detail information shall continue after BIS is terminated by the IP or Verizon.

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1.3 Responsibility of the Customer

1.3.1 Liability

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| A. | The IP agrees to indemnify, defend, and hold harmless Verizon, its officers, employees, agents, attorneys, or affiliates from and against any and all losses, claims, demands, actions, suits, expenses including attorney's fees, judgments or damages, of any kind or nature, whether caused by negligence or otherwise arising from in any way related to the provision of billing information to the IP, any failure to provide billing information and any inaccuracy in the billing information provided, any collection activity of the IP, or of its officers, agents, attorneys, employees or independent contractors related to any such billing and collection activities, or any unauthorized use of billing information that is provided to the IP by Verizon. |
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1.3.2 Contacts and Inquiries

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| A. | The IP is responsible for all contacts and inquiries from its patrons concerning BIS. |
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1.4 Terms and Conditions

1.4.1 Use of Service

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| A. | BIS shall be used solely in connection with the IPs billing and collection efforts on its accounts for IDS or service. BIS data shall not be used for any other purpose. |
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1.4.2 References to Verizon

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| A. | The IP agrees that any billing and collection activities it elects to pursue with its patrons will be on its own behalf and not on behalf of Verizon. |
| 1. | The IP is prohibited from representing to any patron from whom collection is sought, any of the following actions or intentions. |
| a. | That such collection activity is for or on behalf of Verizon |
| b. | That Verizon will discontinue telephone service to the patron for the failure to remit the IPs charges |
| c. | That the patron's credit history as it pertains to goods or services provided by Verizon and its affiliates will be affected in any way. |
| B. | The IP is prohibited from publicizing or representing to others that Verizon jointly participates with the IP in the development of its patron records, accounts, data bases, files or other systems it assembles through the use of BIS. |

1.4.3 Application of Rates and Charges

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| A. | The rates and charges specified herein are in lieu of service charges. |
| B. | The service establishment charge applies for the design, development, testing and maintenance of computer software programs required to generate message detail per call to an IPs announcement program or service. |
| C. | The per record processed charge applies for each record processed. A record is a grouping of information that contains message detail for each call to an IPs announcement program or service. The number of records processed is accumulated by Verizon, which will bill the IP in accordance with these accumulations. |