

Effective: January 1, 2015

Verizon New England Inc.

1. Intralata Presubscription (ILP) Services

1.2 Responsibility of Verizon

1.2.1 ILP PIC Selection	
A.	Verizon will ask new customers to select an ILP PIC at the time they place an order for telephone exchange service. In the event that a new customer fails to select an ILP PIC then Verizon will default the customer to the access code dialing alternative.
B.	With the implementation of ILP, Verizon will provide existing customers written notification to inform of the availability of ILP and that the customer may select either Verizon or another carrier as their ILP PIC. 1. When an existing customer does not respond to Verizon's written notification, Verizon will continue to be the customer's ILP PIC for any exchange access line for which the customer has not selected an alternative ILP PIC.
C.	The customer may request either verbally or in writing that their ILP PIC selection be frozen. The ILP PIC freeze request will be verified by Verizon pursuant to the FCC's verification rules. Verizon cannot change a frozen ILP PIC unless the customer requests such a change to Verizon either verbally or in writing. 1. The customer may request the removal of their ILP PIC freeze either verbally, in writing, or via a secure web page that will be implemented in accordance with DTE 98–59. Verizon will only accept a request to remove the ILP PIC freeze from the customer.
D.	ILP PIC Changes 1. Verizon will not accept ILP PIC change requests prior to 12:01AM on the day that a Verizon central office is scheduled to provide ILP. 2. When Verizon receives two or more ILP PIC change requests for the same exchange access line, the order with the latest customer authorization date will take precedence.

1.2.2 ILP PIC Dispute	
A.	Verizon will investigate and attempt to resolve the claims specified in Section 1.2.2A1 and 1.2.2A2 when such claims are made to Verizon. In such cases, Verizon will offer to change the customer's ILP PIC without charge. Such attempts by Verizon to resolve claims related to disputed ILP PIC changes will not preclude any investigation or remedial measures authorized by the Department. 1. That Verizon has made itself the ILP PIC for a line without appropriate authority. 2. That a carrier has made itself the ILP PIC for a line without proper authority where the customer has designated Verizon as the ILP PIC.
B.	Verizon will not investigate or undertake to resolve claims from a customer that a carrier submitted an ILP PIC change request without appropriate authorization from the customer. Such claims will be resolved pursuant to procedures established by the Department.

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1.3 Responsibility of the Customer

1.3.1	Optional Calling Plans (OCP)
A.	When the customer chooses an ILP PIC other than Verizon, it is the customer's responsibility to notify Verizon to remove an existing OCP, if the customer so desires.

1.3.2	Municipal Calling Service (MCS)
A.	If an IC offers intralata MCS, Verizon will credit the associated switched access charges that would normally apply to the IC. To be eligible for this credit, the IC must apply to Verizon, and provide all call details necessary to process the credit. A request for a credit will require a significant amount of systems modifications and will be implemented by Verizon as soon as practicable.

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1.4 Primary Interexchange Carrier (PIC) Verification

1.4.1 Description	
A.	PIC verification enables an IC to obtain verification of their end user's PIC selection in a Telephone Company switch. The IC must provide the telephone number to Verizon either verbally or by the PIC verification automated interface using appropriate system specifications as determined by Verizon. PIC verification service will be provided from suitably equipped wire centers as specified in the NECA Tariff FCC No. 4.

1.4.2 Use of PIC Verification Information	
A.	Verification information can be used only for establishing and maintaining IC service for end users who have requested service. Verification information cannot be used for the following purposes.
1.	For purposes of resale or be otherwise provided to any other person, corporation, partnership or entity.
2.	For marketing purposes.

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1.5 Application of Rates and Charges

1.5.1	Intralata Presubscription
A.	An ILP PIC nonrecurring charge applies per telephone exchange service line or trunk. 1. For 90 days immediately following the date of implementation, customers may make one ILP PIC change without charge. 2. The ILP PIC charge does not apply for new service customers selecting an ILP PIC at the time they place an order with Verizon for telephone exchange service. 3. A new customer who did not select an ILP PIC at the time service was being established and as a result was provided access code dialing as an alternative, has 60 days to request a change from access code dialing to Verizon or to another carrier, and no ILP PIC charge will apply. Customers requesting a change after 60 days will incur the ILP PIC charge. 4. Existing customers will incur an ILP PIC charge to change from Verizon as their ILP PIC to another carrier. 5. The ILP PIC charge applies for an intralata PIC change on a line. The ILP PIC charge will be waived if an interlata PIC change is also being requested on that line at the time, and on the same service order, as the intralata PIC change request. 6. Verizon end user Business customers who select Verizon as their intra-LATA toll carrier will receive a waiver for the applicable ILP PIC NRC associated with the business end user's selection of Verizon for intra-LATA toll service. The applicable ILP PIC NRC will be charged back when customers cancel their intra-LATA service or change their intra-LATA carrier from Verizon to another carrier within 12 months after selecting Verizon as their intra-LATA toll carrier.
B.	Unauthorized ICP PIC Change/Restoral 1. If a customer denies authorizing a change in ILP as submitted by an IC, the customer will be credited the previously billed ILP PIC NRC, and the ILP PIC NRC will be waived for restoring the customer to its previous ILP PIC. 2. The ILP PIC NRC will be assessed, as applicable, to an IC as set forth following when a customer denies authorizing the change in ILP as submitted by the IC (refer to Section 1.5.1A5). a. One ILP PIC NRC is assessed to the alleged unauthorized IC to recover the disputed ILP PIC NRC previously billed to the customer. b. One ILP PIC NRC is assessed to the alleged unauthorized IC to restore the customer to its previous ILP PIC. 3. In accordance with the FCCs slamming liability rules in CC Docket 94–129, if an alleged unauthorized IC is ultimately exonerated of liability, the IC is entitled to receive full payment from the customer for all services provided. In such situations, any ILP PIC NRC assessed against the IC by Verizon is subject to rebilling to the customer by the alleged unauthorized IC.

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1.5 Application of Rates and Charges

1.5.2 PIC Verification Service

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| A. | A separate NRC will apply for each successful PIC verification made on either a verbal or automated interface basis. |
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1.5.3 Intrastate Equal Access Cost Recovery

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| A. | The intrastate equal access cost recovery monthly charge applies per presubscribed line in order for Verizon to recover the cost of implementing ILP PIC Intrastate Equal Access capability. The monthly charge will apply for 60 months from the date of implementation. A true-up will begin on the third anniversary of ILP implementation. |
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1.5.4 ILP PIC Change Charge Billing Options

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| A. | <p>Direct Billing Option— This option is available when an IC initiates an ILP PIC change order through the CARE interface by either paper, network data mover or by on-line electronic interface using system specifications determined by Verizon. The IC can designate direct billing on any ILP PIC change orders it chooses by specifying the ILP PIC change charge indicator in position 405. The NRC for a change in presubscription will then be assessed to the IC, instead of the end user.</p> <ol style="list-style-type: none"> Lines equipped with selective access blocking are not eligible for this option. Direct billing is not available for a change in ILP PIC from other carriers on orders placed via Verizon's residence, business or equal access service centers. Direct billing may also be utilized, at Verizon's discretion, for orders placed to obtain end user service from Verizon. Direct billing cannot be specified on an order which is normally provided at no charge to the end user. |
| B. | <p>Reverse Billing Option— This option is available to ICs for end user-initiated ILP PIC change orders placed at Verizon's residence, business or equal access service centers. The NRCs for all of the IC's end user-initiated ILP PIC change orders placed at Verizon's residence, business or equal access service centers will then be assessed to the IC instead of the end users.</p> <ol style="list-style-type: none"> The IC must notify Verizon in writing of its election to establish and/or cancel the reverse billing option. Establishment and/or cancellation will be effective within ten business days from the date Verizon receives written notification and must be in effect for a minimum of six months. |