

Verizon New England Inc.

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**11. Toll Free Services**  
**11.1 Reserved for Future Use**

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Verizon New England Inc.

**11. Toll Free Services****11.2 Toll-Free Service**

Effective November 20, 2012, Toll-Free Service is available only for existing customers. Additions, rearrangements, partial disconnects and moves of service are not permitted.

| <b>11.2.1 Description</b>   |                                                                                                                                                                                                                                                                                                |
|-----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>A.</b>                   | Toll-Free permits inward calling, without charge to the caller, from stations located in the Eastern (617/508) or Western (413) LATA in the Commonwealth of Massachusetts to a telephone number associated with the customer's local exchange service in the same LATA.                        |
| <b>1.</b>                   | Calls originating outside the service area (LATA) in which the customer is located will be denied access to the called number.                                                                                                                                                                 |
| <b>B.</b>                   | Toll-Free is not available on PASL service and public access line service.                                                                                                                                                                                                                     |
| <b>C.</b>                   | Toll-Free does not include calling card, person-to-person, collect, conference, or other calls requiring operator handling, except as provided below.                                                                                                                                          |
| <b>1.</b>                   | Dial-type communications is a dialed call received by the customer over a toll-free access line or, if facilities are not available for dial completion from a station, a call placed with an operator by giving the calling telephone number and the customer's toll-free access line number. |
| <b>D. Optional Features</b> |                                                                                                                                                                                                                                                                                                |
| <b>1.</b>                   | Call Detail provides the date, time calling number, duration and originating exchange of each call to the customer's number, where suitable facilities exist.                                                                                                                                  |

| <b>11.2.2 Terms and Conditions</b> |                                                                                                                                                                                                                                                                            |
|------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>A.</b>                          | Toll-Free is subject to the following terms and conditions.                                                                                                                                                                                                                |
| <b>1.</b>                          | Toll-Free Service may be provided on a single line terminating basis with customer provided equipment to transmit a pre-recorded announcement in accordance with the terms and conditions for pre-recorded announcements as specified in Section 5 for announcement lines. |
| <b>2.</b>                          | <b>Minimum Service Period</b> — One month.                                                                                                                                                                                                                                 |
| <b>3.</b>                          | <b>Initial and Additional Directory Listings</b> may be provided with Toll Free Service in accordance with Section 5.                                                                                                                                                      |

| <b>11.2.3 Limitations</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|---------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>A.</b>                 | The furnishing of Toll-Free Service requires certain physical arrangements of the facilities of Verizon and is therefore subject to the availability of the facilities.                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>B.</b>                 | Verizon does not transmit messages but offers the use of its facilities to its customers for communications between subscribers.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>C.</b>                 | Toll-Free Service is not represented as adapted for connection to other services of Verizon, except as specified in this section and in Section 7 for Remoteline service. Toll-Free Service contemplates the provision of satisfactory transmission only between the access line and the calling station. Toll-Free Service will be terminated only at a customer's premises located in the Commonwealth of Massachusetts. Additional terminations of a Toll-Free Service access line are furnished only on the premises of the same customer and located within the same LATA in the Commonwealth of Massachusetts. |

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| <b>11.2.3 Limitations</b> |                                                                                                                                                                                                                                                                                                                                            |
|---------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>D.</b>                 | Calls to toll free access lines from exchanges of nonparticipating telephone companies cannot be completed.                                                                                                                                                                                                                                |
| <b>E.</b>                 | Toll Free is furnished upon condition that the customer contract for adequate facilities to permit the use of the service without injurious effect upon general telephone services. If the use of Toll Free causes impairment, disruption, or deterioration of general telephone services, Verizon has the right to terminate the service. |
| <b>F.</b>                 | Toll Free not include calling card, person-to-person, collect, conference, or other calls requiring operator handling, except as provided in Section 11.2.1C1.                                                                                                                                                                             |

| <b>11.2.4 Application of Rates and Charges</b> |                                                                                                                                                                                                                                                                                        |
|------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>A.</b>                                      | The rates for Toll-Free consist of monthly rates and usage charges that apply per Toll-Free number. For usage charges, the charge per tenth of an hour is one tenth of the hourly rate.                                                                                                |
| <b>1.</b>                                      | In addition to the rates and charges for Toll-Free service, main telephone exchange service rates and charges apply.                                                                                                                                                                   |
| <b>B.</b>                                      | A discount is applied to the cumulative monthly billing amount for all Toll-Free numbers associated with a billing telephone number, when the total monthly billing for Toll-Free is more than \$60.00. A discount does not apply when the total monthly billing is less than \$60.00. |
| <b>C.</b>                                      | Service charges apply as appropriate to establish Toll-Free and call detail. Service charges apply as appropriate, to change the local exchange telephone number associated with Toll-Free and to change the telephone number for Toll-Free.                                           |

| <b>11.2.5 Determination of Usage Charges</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|----------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>A.</b>                                    | Usage is subject to a minimum average time requirement, which is a specified period of time used in determining usage charges and represents the minimum average length of calls completed during a billing period. When the average length per call during each billing period is less than the minimum average time requirement, billing will be based on the actual number of calls and the time requirement. The monthly usage charge is calculated in accordance with the following steps. |
| <b>1.</b>                                    | Determine the total amount of completed calls for each number for Toll-Free.                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>2.</b>                                    | Determine the equivalent hours used by multiplying the total amount of completed calls by the minimum average time requirements of 30 seconds (1 call = .5 minutes) and dividing by 60 minutes.                                                                                                                                                                                                                                                                                                 |
| <b>3.</b>                                    | Determine the total actual hours used for each number. Fractional parts of hours are measured in tenths of an hour.                                                                                                                                                                                                                                                                                                                                                                             |
| <b>4.</b>                                    | The total chargeable usage hours for each number will be whichever is the greater; equivalent hours or actual hours, rounded to the nearest tenth (one decimal place) of an hour.                                                                                                                                                                                                                                                                                                               |
| <b>5.</b>                                    | The total usage charge for each number is calculated by multiplying the chargeable hours by the usage hourly charge for Toll-Free.                                                                                                                                                                                                                                                                                                                                                              |

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## 11. Toll Free Services

### 11.3 Toll-Free Call Management Features

Effective November 20, 2012, Toll-Free Call Management Features are available only for existing customers. Additions, rearrangements, partial disconnects and moves of service are not permitted.

| 11.3.1 | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| A.     | Toll-Free call management features are available for use in conjunction with Toll-Free service, when such service is provisioned out of the Verizon 800 database.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| B.     | <p><b>Alternate Call Routing</b> allows a customer to terminate the 800 telephone number at multiple locations, based on various parameters that identify where and when a call originates. Each customer is provided, at no charge one inactive alternate routing arrangement for use with the emergency update feature. Customers may select routing of calls by the following parameters.</p> <ol style="list-style-type: none"> <li><b>Time of Day/Day of Week</b> allows a customer to determine where calls will be routed, to one of several destinations, at any given point in time.</li> <li><b>Originating Area Code and NXX/Full 10-Digit Number</b> allows a customer to determine how calls will be routed based on where the calls originate. This option is provided only when suitable facilities exist at the originating central office.</li> <li><b>Specific Date</b> allows a customer to develop an alternate service routing configuration that is based on the date that the call is made. The alternate service routing configuration will be activated on the customer specified date (i.e., a holiday or weekend).</li> <li><b>Allocation to Terminating Location by Percentage of Calls</b> allows a customer to redistribute or balance the calling volume among terminating locations. A customer can specify, in increments of 1%, the percentage of calls to be allocated to each of the terminating locations.</li> <li><b>Multiple Carrier Selection</b> allows a customer to route calls to multiple interexchange carriers based on the originating point of the call, time of day/day of week, or on an allocation basis.</li> </ol> |
| C.     | <p><b>Emergency Update</b> is the activation or deactivation of a predetermined, inactive alternate route established as a backup to allow customers to arrange an alternative destination for their 800 calls during a situation they deem as an emergency. There is a nonrecurring charge for the activation of this feature.</p> <ol style="list-style-type: none"> <li>Within five minutes of notification by the customer, Verizon will activate the emergency alternate routing arrangement in the customer data base record. If Verizon fails to activate the emergency alternate routing arrangement within five minutes, the emergency update service and equipment charge is waived and Verizon will also apply a credit to the customer's bill in the amount equal to the Toll-Free monthly rate. Timing begins after identification and verification of a customer's alternative route.</li> <li>Subject to the terms of liability and indemnification (refer to Section 1), and in the event of labor difficulties, governmental orders, civil commotions, criminal actions taken against Verizon, acts of God, customer negligence, failure of power, equipment or systems and other circumstances beyond its control, Verizon shall be excused from the five minute activation interval and the associated waiver and credit.</li> </ol>                                                                                                                                                                                                                                                                                                                   |

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| 11.3.1 Description |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|--------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>D.</b>          | <b>Call Data Reports</b> which are available subject to capacity limitations, allow the customer to obtain sampled information about calls made to the 800 number. The reports can contain such information as the originating NXX, time, number of calls completed versus attempts, etc. Customers are allowed one call data report (either summary or raw data) at no charge. All subsequent reports will be provided at the appropriate call data report charge. There are two types of call data reports. |
| <b>1.</b>          | <b>Summary Report</b> provides formatted results at a high level of detail, as specified by the customer. Summary reports are available only on printed media.                                                                                                                                                                                                                                                                                                                                                |
| <b>2.</b>          | <b>Raw Data Report</b> provides all the details of the calls, for a time period specified by the customer. This report is available on printed media.                                                                                                                                                                                                                                                                                                                                                         |