

Verizon New England Inc.

13. Digital Automatic Call Distribution (ACD) from DMS 100

13.1 General

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

Effective June 1, 2016, Digital Automatic Call Distribution (ACD) from DMS 100 is no longer available to new customers. Existing customers as of June 1, 2016, cannot make moves, adds and changes at existing locations and cannot establish service at new locations.

(N)

(N)

13.1.1	Definitions
Abandoned Call Clearing —Provides for the removal of a call when a caller abandons either while in an incoming call queue or after the call is presented to the agent position.	
Access to Customer Premises Announcement or Music Device —Connects callers in queue to a customer premises announcement or to a customer provided music source while waiting for an available agent.	
Access to Customer Premises Emergency Recording Device —Connects a caller to a customer premises recording device when an agent activates the emergency alert feature.	
ACD Calls to Electronic Sets —Permits an agent with an electronic set to answer incoming ACD calls.	
ACD Group —A group of one or more agents and supervisors receiving calls directed to the same incoming call queue. The agents can be in one or multiple supervisor subgroups.	
ACD Secondary Directory Numbers —May be assigned to a feature access position using an electronic set. Allows an agent to receive direct non ACD incoming calls and to make outgoing calls. Secondary directory numbers are separate from the Digital ACD incoming numbers.	
Add on Module Operation —Permits a supervisor or an agent to have additional keys on an electronic set. These keys may be programmed for access to additional secondary directory numbers and/or features.	
Advanced Queuing —Provides for calls that have been in queue for a customer determined amount of time to queue against another group as well as the original queue. This feature can also provide an additional timer. Upon expiration of the timer, the call will be taken out of both the original and the overflow queue and routed to a directory number outside of the Digital ACD system.	
Agent Login—Logout —Requires an agent to log in and log out of a position.	
Agent Not Ready —Used when an agent requires after call work time to complete a transaction or to take a break. When this key (or code for non-electronic sets) is activated the agent will not be receiving ACD calls. This feature can be activated manually by the agent or can be automatically activated after each call. The line will remain in the agent not ready state for a customer specified period of time.	
Agent Position Make Busy —Prevents an agent position from receiving calls but may continue to make outgoing calls.	

Verizon New England Inc.

13. Digital Automatic Call Distribution (ACD) from DMS 100

13.1 General

Effective June 1, 2016, Digital Automatic Call Distribution (ACD) from DMS 100 is no longer available to new customers. Existing customers as of June 1, 2016, cannot make moves, adds and changes at existing locations and cannot establish service at new locations.

(N)

(N)

13.1.1 Definitions	
Agent Status Indication	Allows a supervisor to track the status of each agent position in the group. The supervisor must have on key for each agent whose status the supervisor wants to observe.
Agent Summary Display	Permits the supervisor to check the overall status of all agent positions assigned to the group.
Answer Agent	Permits a key to be reserved on the supervisor's electronic set to be used only for answering calls from agents.
Answer Emergency Alert	Permits a presentation of an emergency call request for assistance from an agent to the supervisor when the agent activates the emergency alert feature. If the supervisor is busy or does not answer, the call can be directed to an alternate supervisor. Some or all supervisors in the system can be assigned to a multi-line hunt group to back each other up for emergency assistance.
Automatic Call Back	Allows for completion of a call between an agent or a supervisor and another station within the customer system. The originating party must use an activation code when encountering a busy signal. The call will be completed automatically when both stations are idle.
Automatic Dial	Allows a frequently dialed number to be called by pressing the assigned feature key on an electronic set.
Call Agent	Permits a supervisor to directly call an agent.
Call Delay Announcements Pre-recorded	Provides an announcement to callers such as status of call (in queue, all positions busy, etc.) when the delay exceeds a customer specified threshold. If required, an announcement is a pre-recorded central office announcement produced by Verizon and is limited to the name of the called party, status of call, and instructions to the calling party with respect to completion of the call.
Call Forcing of ACD Calls	Allows an agent to be presented with a call without activating a key. A short burst of tone alerts the agent before the call is connected.
Call Forwarding All Calls	Allows a customer to have incoming non ACD calls to the station automatically forwarded to a telephone number programmed by the customer.
Call Forwarding Busy	Allows a customer to have incoming non ACD calls to the station, while the station is busy on another call, to be forwarded to a telephone number within the customer system specified by the customer.
Call Forwarding Don't Answer	Allows a customer to have incoming non ACD calls to the station, that is not answered within a predetermined number of rings, to be forwarded to a telephone number within the customer system specified by the customer.
Call Hold	Permits an agent to place an incoming call on hold. While the call is on hold, the agent has full use of the position.

Effective: June 1, 2016

Verizon New England Inc.

13. Digital Automatic Call Distribution (ACD) from DMS 100

13.1 General

Effective June 1, 2016, Digital Automatic Call Distribution (ACD) from DMS 100 is no longer available to new customers. Existing customers as of June 1, 2016, cannot make moves, adds and changes at existing locations and cannot establish service at new locations.

(N)

(N)

13.1.1 Definitions	
Call Park by ACD Agent	Allows an agent to park a call for retrieval by any station in the ACD system. If the call is not retrieved within a customer defined interval, then the call is recalled to the agent who parked it. If that agent is not available, the call will be queued at the head of the incoming call queue.
Call Pickup	Allows a station to answer incoming non ACD calls to another station within a defined group of stations.
Call Source Identification	Provides for the display, at the agent's position, of the incoming call facility.
Call Supervisor	Provides an agent quick access to the supervisor.
Call Transfer	Permits an agent or a supervisor connected to a calling party to transfer the call to another agent, agent group or to a party external to the ACD.
Call Waiting	Provides a tone to an agent or supervisor while on a non ACD call when another call is presented.
Called ACD Name Display	Shows the terminating group name for calls arriving on the agent's set.
Called ACD Number Display	Shows the terminating directory number for calls arriving on the agent's set.
Controlled Overflow	Provides a supervisor with a feature which, when activated, directs any new incoming calls to a route defined by the customer.
Customer System	All the agent and supervisor lines in the ACD system as well as Intellipath II Digital Centrex service lines when integrated with ACD.
Date and Time Display	Provides the display of the current date and time on an electronic set.
Digital Coding of ACD Calls	Enables agents to enter a three-digit code for each call which pegs a register for that code in the customer provided MIS.
Digital Coding of Agent Not Ready	Allows agents to enter a three-digit code when activating the not ready key which pegs a register for that code in the customer provided MIS.
Direct Inward Dialing	Permits an agent or supervisor to directly receive incoming calls.
Direct Outward Dialing	Permits an agent or supervisor to place an outgoing call.
Inside/Outside Ringing for ACD Calls	Enables an agent using a non-electronic set to distinguish a Digital ACD call from a non ACD call.

Verizon New England Inc.

13. Digital Automatic Call Distribution (ACD) from DMS 100

13.1 General

Effective June 1, 2016, Digital Automatic Call Distribution (ACD) from DMS 100 is no longer available to new customers. Existing customers as of June 1, 2016, cannot make moves, adds and changes at existing locations and cannot establish service at new locations.

(N)

(N)

13.1.1 Definitions	
Emergency Alert Key	Permits agents to indicate an emergency call with a single key action. The supervisor or, where provided, a recording device on the customer's premises is connected to the call. If the supervisor does not answer this call, an alternate supervisor can be connected if specified by the customer.
Forced Agent Availability	Allows the supervisor to change the status of an agent's line from not ready to idle and available.
Group Overflow	Permits the routing of calls from an agent group which has an overflow condition to up to four other agent groups with the same ACD system.
Headset Operation	Allows agents to use headsets with their telephone sets.
Incoming Call Overflow	Permits a customer to specify both a maximum number of calls that can be in queue and a maximum waiting time for incoming calls. A new incoming call will be rerouted according to the customer's instructions when one of the preceding conditions is exceeded.
Incoming Call Priority	Allows a customer to prioritize calls depending on the number dialed. Calls of a higher priority get answered before calls of a lower priority.
Incoming Call Queuing	Places incoming calls in queue when all agents are busy.
Intrasystem Name Display	Provides a display of a caller's name if the call is originated within the customer system.
Intrasystem Number Display	Provides a display of the caller's number if the call is originated within the customer system.
Last Number Redial	Enables a customer to redial the last called number by pressing a designated key on the set or by dialing a feature activation code.
Line Hunting	Permits non ACD incoming calls to hunt over different directory numbers on an electronic set while searching for an idle directory number.
Management Information System (MIS) Data Link (Analog or Digital)	Provides capability for a circuit to carry call processing data to a customer provided MIS. The customer may change certain variables such as queue time and size of the system via the link.
Manual Answering of ACD Calls	Permits an agent to answer calls through the use of a single key.
Multi-stage Queue Data Display	Provides a display of incoming call queue status on the agent's set or on wall mounted lamps. Wall mounted lamps require an optional circuit (see Queue Status Lamp Access Circuit).
Night Service	Provides that all incoming calls receive customer specified night treatment when all answering positions are unmanned (agent positions are all in make set busy status).

Effective: June 1, 2016

Verizon New England Inc.

13. Digital Automatic Call Distribution (ACD) from DMS 100

13.1 General

Effective June 1, 2016, Digital Automatic Call Distribution (ACD) from DMS 100 is no longer available to new customers. Existing customers as of June 1, 2016, cannot make moves, adds and changes at existing locations and cannot establish service at new locations.

(N)

(N)

13.1.1 Definitions	
Observe Agent	Permits a supervisor to listen to a conversation between an agent in that supervisor's group and a caller.
Observe Agent Extended	Permits a supervisor to observe calls of any agent within the same ACD system.
Priority Transfer to Agent	Allows an agent to transfer an ACD call to another agent. This call will be the next one answered by the agent if the agent is busy.
Queue Slots	Enable incoming calls to be held until an agent becomes available.
Queue Status Display	Provides a supervisor to monitor queues of their own group or their agent groups.
Queue Status Lamp Access Circuit	Audits incoming call queues to detect overflow. A customer provided queue status lamp remains lit until the audit determines that calls for that agent group have resumed normal queuing.
Redirected Call Reason Display	Provides the display of the reason for the redirected calls within the customer system, such as transferred, or forwarded calls.
Ring Threshold (No Answer)	Provides for the rerouting of a call when an agent does not answer the call within a preprogrammed time. The call is rerouted either to the longest idle agent or the front of the queue if there is no agent available.
Speed Dialing	Allows an agent or a supervisor to place calls to a previously designated list of frequently dialed numbers by dialing an abbreviated number of digits. Speed Dialing may be one or two-digit, individual or group list.
Station-to-Station Calling	Permits an agent to place a call to another agent or supervisor within the customer system.
Supervisor Control of Night Service	Provides a supervisor with control of the initiation of the night service treatment for one or more agent groups within the same ACD system.
Three-Way Calling	Permits an agent or supervisor to establish a three-way conference call.
Toll and Code Restriction	Provides the customer the ability to block or allow one or more, three through ten-digit numbers when these numbers are dialed by the station or to the stations.

13.1.2 Description	
A.	Digital ACD provides an even distribution of the call workload to the customer's agents. Digital ACD provides, as an option, a data stream of call events to a customer provided downstream processor (Management Information System or MIS). The customer may have the capability to format management information reports and the ability to change certain system variables.

Effective: June 1, 2016

Verizon New England Inc.

13. Digital Automatic Call Distribution (ACD) from DMS 100**13.1 General**

Effective June 1, 2016, Digital Automatic Call Distribution (ACD) from DMS 100 is no longer available to new customers. Existing customers as of June 1, 2016, cannot make moves, adds and changes at existing locations and cannot establish service at new locations.

(N)

(N)

13.1.2 Description	
B.	Basic to Digital ACD is a feature access position for either an agent, supervisor or combined agent/supervisor. Each feature access position requires customer provided electronic or non-electronic telephone sets. An electronic telephone set is a multi-button set and the buttons or keys allow for feature activation or for access to directory numbers. Codes must be dialed to activate features from a non-electronic telephone set. Feature access positions may be equipped with electronic and/or non-electronic telephone sets within the same ACD system and group.
C.	The feature access position also requires a basic feature package and a secondary directory number when the position is an agent position or an agent/supervisor position with an electronic set. The secondary directory number provides access to dial tone.
D.	Digital ACD from DMS 100 requires a minimum of five feature access positions and these must be configured into one or more ACD groups.
E.	Digital ACD is offered only where suitable digital central office facilities are available.
F.	Digital ACD is not provided on a foreign exchange basis. The customer premises must be served from the same central office as that from which the Digital ACD service is provided.
G.	Digital ACD from the DMS100 is available to business customers. Calls may terminate from the public switched network, Dedicated Toll Free Service (DTFS), 900 service foreign exchange, and direct T-1 terminations.

13.1.3 Basic Feature Packages	
A.	Agent Basic Feature Package provides the basic Digital ACD functionality for an agent as follows.
1.	Abandon Call Clearing
2.	ACD Calls to Electronic Sets
3.	Add on Module Operations
4.	Agent Login/Logout
5.	Agent Not Ready
6.	Agent Position Make Busy
7.	Call Forcing of ACD Calls
8.	Call Hold
9.	Call Transfer

Verizon New England Inc.

13. Digital Automatic Call Distribution (ACD) from DMS 100**13.1 General**

Effective June 1, 2016, Digital Automatic Call Distribution (ACD) from DMS 100 is no longer available to new customers. Existing customers as of June 1, 2016, cannot make moves, adds and changes at existing locations and cannot establish service at new locations.

(N)

(N)

13.1.3 Basic Feature Packages	
A.	(Continued)
10.	Group Overflow
11.	Headset Operation
12.	Incoming Call Overflow
13.	Incoming Call Priority
14.	Incoming Call Queuing (Equal to Number of Agent Feature Access Positions)
15.	Manual Answering of ACD Calls
16.	Night Service
17.	Ring Threshold (No Answer)
18.	Station-to-Station Calling
19.	Three-Way Calling
20.	Toll and Code Restriction
B.	Supervisor Basic Feature Package provides the basic Digital ACD functionality for a supervisor as follows.
1.	Add on Module Operations
2.	Call Forwarding All Calls
3.	Call Forwarding Busy
4.	Call Hold
5.	Call Pickup
6.	Call Transfer
7.	Call Waiting
8.	Call Forwarding Don't Answer
9.	Direct Inward Dialing
10.	Direct Outward Dialing
11.	Observe Agent
12.	Station-to-Station Calling
13.	Supervisor Control of Night Service
14.	Three-Way Calling
15.	Toll and Code Restriction

Verizon New England Inc.

13. Digital Automatic Call Distribution (ACD) from DMS 100**13.1 General**

Effective June 1, 2016, Digital Automatic Call Distribution (ACD) from DMS 100 is no longer available to new customers. Existing customers as of June 1, 2016, cannot make moves, adds and changes at existing locations and cannot establish service at new locations.

(N)

(N)

13.1.3 Basic Feature Packages	
C.	Agent and Supervisor Basic Feature Package provides both agent and supervisor basic Digital ACD functionality to allow a supervisor to log into the ACD system to answer ACD calls. This feature access position will combine all features in Section 13.1.3A and Section 13.1.3B.
D.	Agent and Supervisor Non-electronic Feature Package provides the features for an agent and a supervisor as follows.
1.	Abandoned Call Clearing
2.	Agent Log In/Log Out
3.	Agent Not Ready
4.	Agent Position Make Busy
5.	Automatic Call Back
6.	Call Forwarding All Calls
7.	Call Forwarding Busy
8.	Call Forwarding Don't Answer
9.	Call Hold
10.	Call Pickup
11.	Call Transfer
12.	Call Waiting
13.	Direct Inward Dialing
14.	Direct Outward Dialing
15.	Inside/Outside Ringing for ACD Calls
16.	Group Overflow
17.	Incoming Call Overflow
18.	Incoming Call Priority
19.	Incoming Call Queuing (Equal to Number of Features Access Positions)
20.	Last Number Redial
21.	Night Service
22.	Observe Agent
23.	Observe Agent Extended
24.	Ring Threshold (No Answer)
25.	Speed Dialing

Effective: June 1, 2016

Verizon New England Inc.

13. Digital Automatic Call Distribution (ACD) from DMS 100**13.1 General**

Effective June 1, 2016, Digital Automatic Call Distribution (ACD) from DMS 100 is no longer available to new customers. Existing customers as of June 1, 2016, cannot make moves, adds and changes at existing locations and cannot establish service at new locations.

(N)

(N)

13.1.3 Basic Feature Packages	
D.	(Continued)
26.	Station-to-Station Calling
27.	Three-Way Calling
28.	Toll and Code Restriction
E.	Secondary Directory Number— The customer must subscribe to a secondary directory number on each feature access position which has a basic agent feature package or basic agent/supervisor package requiring an electronic telephone set. A secondary directory number is not required on feature access positions that are equipped with supervisor basic package, and agent and supervisor non-electronic basic feature package. A customer may have more than one secondary directory number per feature access position. Secondary directory number provides the following features. - Automatic Call Back - Call Forwarding All Calls - Call Forwarding Busy - Call Forwarding Don't Answer - Call Pickup - Call Waiting - Direct Inward Dialing - Direct Outward Dialing - Last Number Redial - Station-to-Station Calling - Toll and Code Restriction

13.1.4 Optional Feature Packages	
Optional features provided by Digital ACD are considered optional features of Intellipath or Intellipath II Digital Centrex service and are purchased under individual customer contracts. A subscriber can add the following optional feature packages to the agent basic feature package, supervisor basic feature package or the agent and supervisor basic feature package.	
A.	Agent Advanced Feature Package
1.	Advanced Queuing
2.	Automatic Dial

Verizon New England Inc.

13. Digital Automatic Call Distribution (ACD) from DMS 100**13.1 General**

Effective June 1, 2016, Digital Automatic Call Distribution (ACD) from DMS 100 is no longer available to new customers. Existing customers as of June 1, 2016, cannot make moves, adds and changes at existing locations and cannot establish service at new locations.

(N)

(N)

13.1.4 Optional Feature Packages	
A.	(Continued)
3.	Call Supervisor
4.	Call Park by ACD Agent
5.	Digital Coding of ACD Calls
6.	Digital Coding of Agent Not Ready
7.	Emergency Alert
8.	Priority Transfer to Agent
9.	Speed Dialing
B.	Agent Display Feature Package
1.	Call Source Identification
2.	Called ACD Name Display
3.	Called ACD Number Display
4.	Date and Time Display
5.	Intrasystem Name Display
6.	Intrasystem Number Display
7.	Multi-stage Queue Data Display
8.	Redirected Call Reason Display
C.	Supervisor Advanced Feature Package provides advanced Digital ACD functionality for a supervisor as follows.
1.	Answer Agent
2.	Answer Emergency Alert
3.	Automatic Call Back
4.	Automatic Dial
5.	Call Agent
6.	Controlled Overflow
7.	Forced Agent Availability
8.	Last Number Redial
9.	Line Hunting
10.	Observe Agent Extended
11.	Speed Dialing

Effective: June 1, 2016

Verizon New England Inc.

13. Digital Automatic Call Distribution (ACD) from DMS 100

13.1 General

Effective June 1, 2016, Digital Automatic Call Distribution (ACD) from DMS 100 is no longer available to new customers. Existing customers as of June 1, 2016, cannot make moves, adds and changes at existing locations and cannot establish service at new locations.

(N)

(N)

13.1.4 Optional Feature Packages	
D.	Supervisor Display Feature Package
1.	Answer Summary Display
2.	Date and Time Display
3.	Intrasystem Name Display
4.	Intrasystem Number Display
5.	Multi-stage Queue Data Display
6.	Redirected Call Reason Display
E.	Agent and Supervisor Advanced Feature Package provides advanced agent and supervisor functionality as specified in Section 13.1.4A and Section 13.1.4C.
F.	Agent and Supervisor Display Feature Package provides the functionality for an agent and supervisor as specified in Section 13.1.4B and Section 13.1.4D.

13.1.5 Other Optional Features	
A.	Customers may arrange for the following to be added to Digital ACD on a system or ACD group basis.
1.	Access to Customer Premises Announcement or Music
2.	Access to Customer Premises Emergency Recording Device
3.	Additional ACD Secondary Directory Numbers
4.	Agent Status Indication
5.	Call Delay Announcement Pre-recorded
6.	MIS Analog Data Link
7.	MIS Digital Data Link
8.	Queue Slot in Excess of Number of Feature Access Positions
9.	Queue Status Lamp Access Circuit

Verizon New England Inc.

13. Digital Automatic Call Distribution (ACD) from DMS 100
13.2 Responsibility of Verizon

Effective June 1, 2016, Digital Automatic Call Distribution (ACD) from DMS 100 is no longer available to new customers. Existing customers as of June 1, 2016, cannot make moves, adds and changes at existing locations and cannot establish service at new locations.

(N)

(N)

13.2.1	Suspension of Service
A.	Digital ACD is not subject to the provisions of temporary suspension of service.

Verizon New England Inc.

13. Digital Automatic Call Distribution (ACD) from DMS 100
13.3 Responsibility of the Customer

Effective June 1, 2016, Digital Automatic Call Distribution (ACD) from DMS 100 is no longer available to new customers. Existing customers as of June 1, 2016, cannot make moves, adds and changes at existing locations and cannot establish service at new locations.

(N)

(N)

13.3.1 Customer Premises Equipment	
A.	The customer must provide compatible premises equipment for MIS functionality. Some MIS features may require a particular software release level in a customer provided MIS to function to its fullest extent. Selection and maintenance of the MIS equipment located at the customer's premises is the responsibility of the ACD customer.
B.	The customer must subscribe to and maintain a minimum of five feature access positions and at least one ACD group.

Verizon New England Inc.

13. Digital Automatic Call Distribution (ACD) from DMS 100

13.4 Terms and Conditions

Effective June 1, 2016, Digital Automatic Call Distribution (ACD) from DMS 100 is no longer available to new customers. Existing customers as of June 1, 2016, cannot make moves, adds and changes at existing locations and cannot establish service at new locations.

(N)

(N)

13.4.1 Application of Rates and Charges	
A.	Outgoing Calls made on feature access positions are billed the appropriate local usage charges for measured or unlimited business main telephone exchange service for each exchange, and the appropriate Message Telecommunication Service (MTS) rates. All feature access positions within a system are provided with the same class of service.
B.	Other Optional Features
1.	Rates and charges apply for access to customer premises announcement or music and access to customer premises emergency recording device features. In addition, rates for a Private Line Type 2001 circuit also apply.
2.	Rates and charges apply for MIS analog data link feature. In addition, rates for a Private Line Type 3002 circuit also apply.
3.	Rates and charges apply for MIS digital data link feature. In addition, rates for DDSII also apply.
4.	Rates and charges for queue status lamp access circuit feature apply. In addition rates for a Private Line Type 1001 circuit also apply.
C.	Change Charges— Features may be activated at the time each ACD feature access Position is installed or may be added or changed subsequently. When features are activated or changed by Verizon at the customer's request subsequent to the installation of the feature access position line, nonrecurring charges apply.
D.	Service Charges— In addition to the rates and charges for service, Element 1 service charge applies as appropriate.

13.4.2 Variable Term Payment Plan (VTPP)	
A.	This plan may not be combined with any other discounted payment plans or with bulk billing.
B.	The monthly rates for Digital ACD are offered under the VTPP as described herein and in Part A, Section 1 or may be included as part of a Facilities based Payment Option. The VTPP monthly rates are payable over the following Optional Payment Periods (OPP) as selected by the customer. The OPPs are 24 months, 36 months, 48 months, 60 months and 84 months.
1.	Month-to-month rates are available to meet the needs of an existing Digital ACD customer with a service contract who may elect to install additional feature access positions to meet short term seasonal calling patterns.

Verizon New England Inc.

13. Digital Automatic Call Distribution (ACD) from DMS 100

13.4 Terms and Conditions

Effective June 1, 2016, Digital Automatic Call Distribution (ACD) from DMS 100 is no longer available to new customers. Existing customers as of June 1, 2016, cannot make moves, adds and changes at existing locations and cannot establish service at new locations.

(N)

(N)

13.4.2 Variable Term Payment Plan (VTPP)	
C. Transfer of Service—	With the written permission of Verizon, the obligation to pay service period charges may be assigned to another customer at the same location for a transfer of service fee and an Element 1 service charge. In addition to assuming responsibility to pay the contractual charges, the new customer assumes the conditions applicable to Digital ACD at the time of the transfer.
D. Termination Liability—	If a customer terminates service or cancels an OPP before the expiration of a commitment period the customer is subject to a termination liability charge. If a customer terminates service prior to a minimum service period, the minimum service period charges also apply, in addition to the discounted monthly rates for each line. The termination charges applicable to Digital ACD service are equal to 50% of the present value of the unpaid balance of the OPP.
1.	The present value of the outstanding OPP monthly rates is determined in accordance with the principles of the Time Value of Money at an effective interest rate of .99384% monthly.
2.	A customer may, at any time prior to the expiration of the selected payment period for an existing OPP, change to an OPP with a longer payment period at the then effective discount. No termination liability charges will apply for any services extended under the longer commitment period. The monthly rates applicable for the longer commitment period will apply effective with the next bill day following the request for the change.
3.	Digital ACD may be relocated to a different premises served by the same central office without incurring termination charges.
E. Subsequent Additions—	Service may be added to an existing system under any of the following arrangements.
1.	At the rates and charges effective for the month-to-month OPP.
2.	At the rates and charges currently effective for any OPP shorter than the time remaining in the existing OPP. At the end of the OPP for the added service, another OPP may be selected in accordance with these provisions.
3.	At rates and charges currently effective for the same OPP, provided that at least one month remains in the customer's existing OPP. The OPPs for the addition and the installed system will then have a common expiration date. If the OPP for the installed system is not in the current Product Guide, the rates and charges effective for the next shorter OPP apply. If less than one month remains in the existing OPP, service may be added only under the month-to-month option.
4.	If the customer increases service prior to the expiration of the OPP, the customer may elect to include the existing services with the new services under a new OPP. The new payment period must be equal to or greater than the existing payment period. Under this arrangement, the customer would not be subject to the termination liability charge of the prior agreement.

Effective: June 1, 2016

Verizon New England Inc.

13. Digital Automatic Call Distribution (ACD) from DMS 100
13.4 Terms and Conditions

Effective June 1, 2016, Digital Automatic Call Distribution (ACD) from DMS 100 is no longer available to new customers. Existing customers as of June 1, 2016, cannot make moves, adds and changes at existing locations and cannot establish service at new locations.

(N)

(N)

13.4.2 Variable Term Payment Plan (VTPP)

- | | |
|-----------|---|
| F. | Expiration— At the end of the payment period, the customer will have the option of subscribing to any then effective discount plans or retaining the service under the then current month-to-month rates in effect at the time. If the customer does not notify Verizon of its choice, the rates currently in effect for the month-to-month OPP will be applied upon expiration of the payment period. |
|-----------|---|