11. Toll-Free Services
11.1 Dedicated Toll Free Service (DTFS)

Effective November 3, 2012, Dedicated Toll-Free Service (DTFS) is available only to existing customers with this service. Additions, rearrangements, changes and moves of service are not permitted.

Rates and charges for services explained herein are contained in Part F Section 1.11.

11.1.1	Description
A.	DTFS provides facilities for dial type communications between an DTFS access line and exchanges and zones served by Verizon within the State of Rhode Island.
B.	DTFS permits calling in one direction only, via an access line, from all exchanges and zones within the State of Rhode Island served by Verizon and by participating companies.
C.	An DTFS access line, connecting the customer's premises and a Verizon central office, is provided for receiving DTFS calls. DTFS access lines provided on the same premises of a customer are arranged as service groups. A service group consists of one line or two or more lines in a multi-line sequence arranged for line hunting.
D.	DTFS may be furnished on the same premises of a customer with either measured or unlimited main telephone exchange service.
E.	DTFS may be provided only on a single line terminating basis with customer provided equipment to transmit a pre-recorded announcement.

11.1.2	Limitations
A.	The furnishing of DTFS requires certain physical arrangements of the facilities of Verizon and is therefore subject to the availability of the facilities.
B.	Verizon does not transmit messages but offers the use of its facilities to its customers for communications between subscribers.
C.	DTFS 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. DTFS contemplates the provision of satisfactory transmission only between the access line and the calling station. DTFS will be terminated only at a customer's premises located in the State of Rhode Island. Additional terminations of an DTFS access line are furnished only on the premises of the same customer and located within the State of Rhode Island.
D.	Calls attempted from outside the service area over DTFS access lines cannot be completed.
E.	DTFS 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 800 service causes impairment, disruption, or deterioration of general telephone services, Verizon has the right to terminate the service.
F.	DTFS does not include calling card, person-to-person, collect, conference, or other calls requiring operator handling.

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11.1.3	Use of Service
A.	This service is intended only for communications in which the customer has a direct interest. This service shall not be used for any purpose for which a payment or other compensation shall be received either by him or by others from any other person, firm or corporation for such use, or in the collection, transmission or delivery of any communication for others.
1.	This prohibition shall not apply to a customer who is engaged as a communications common carrier in a public telegram message business or to an interstate interexchange carrier who uses DTFS to terminate interstate messages.

11.1.4	Regulations
A.	**Fraud and Abuse—** DTFS is furnished subject to the condition that there will be no abuse or fraudulent use of the service. In addition to the provisions of Section 1, the following also constitutes abuse or fraudulent use.
1.	The acceptance of an DTFS call by a DTFS customer, his agent, employee, or representative, in response to an uncompleted message telecommunications call that was not completed in order to transmit or receive intelligence without the payment of the applicable toll charge.
B.	**Service Interruption—** Credit is given for interruption to an access line of 24 consecutive hours or more. An interruption to an access line not due to the negligence of the customer is credited at one-thirteenth of the applicable monthly access line rate for each 24 hours or any fraction thereof of interruption.
C.	**Minimum Service Period—** One month.
D.	**Initial and Additional Directory Listings** may be provided with DTFS in accordance with Section 5.

11.1.5	Responsibility of the Customer
A.	**Customer Equipment**
1.	DTFS service may be used with terminal equipment and multi-line terminating systems, subject to the regulations in Section 11.1 and Section 4.
2.	DTFS service may be used with data equipment (including telewriter equipment) and teletypewriter equipment for the reception of data signals.

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11.1.6	Application of Rates and Charges
A.	**Timing of Calls—** Except as otherwise specified herein, timing begins when connection is established between a telephone associated with a DTFS access line and the calling or called telephone, and ends when the calling telephone hangs up, thereby releasing the network connection. If the called telephone hangs up, but the calling telephone does not, timing ends when the network connection is released by automatic timing equipment in the telecommunications network.
1.	When DTFS is directly connected (i.e. not connected through a multi-line terminating system or terminal equipment) at a customer's premises to a communications system not subject to Part 68 of the FCCs rules and regulations, chargeable time begins when the DTFS call terminates in or passes through the first multi-line terminating system or terminal equipment on that communications system not subject to Part 68. It is the customer's responsibility to furnish appropriate answer supervision to the point of connection with DTFS so that chargeable time may begin.
a.	Chargeable time is measured in one-second increments.
B.	**Channels for Additional Termination of Access Lines**
1.	Between points in different buildings on the same premises, rates and charges apply for a Private Line Type 2001A extension line between the main building and other buildings on the same continuous property, as specified in Part B.
2.	For additional terminations between points in the same exchange but not on the same premises, or additional terminations between points in different exchanges, rates and charges apply for a Private Line Type 2001A intraexchange/interexchange channel.
C.	**Disconnection of Service—** For connection of an access line for a customer at a location where an DTFS line was disconnected by the customer within the previous two weeks, charges for the service so established commence the day following the date on which the prior service was disconnected.
D.	**Basic Service Rates** for DTFS access lines are comprised of monthly rates and Service and Equipment (S&E) charges for business measured service as described in Section 5. DTFS is not provided with the business measured service 24-month commitment rate. Usage rates also apply on a per minute rate and per message rate.
1.	For customers who have retained superseded unlimited business service lines, from the same premises as their DTFS, a monthly rate for each DTFS access line applies.
E.	**Number Services**
1.	To change each telephone number, S&E charges apply as specified in Section 5.
2.	For line hunting, S&E charges apply as specified in Section 5.
F.	Premises Work Charges as specified in Section 3 apply, except they do not apply for service connected when regulations in Section 11.1.6C apply.

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11.1.7	Determination of Usage Charges
A.	Usage will be aggregated for all lines billed to the same account to determine appropriate charges. The method for determining usage is as follows.
1.	Determine the total number of calls for each access line billed to the same account,
2.	Determine the total actual seconds used for the access line(s) in a service group; divide by 60; and if the number of minutes results in a fractional part of a minute, the last minute is rounded up to the next higher minute.
3.	The applicable charges equal the number of calls determined multiplied by the per message charges for DTFS, plus the number of minutes determined multiplied by the per minute charge for DTFS.

11. Toll-Free Services
11.2 Toll-Free Service

Effective November 3, 2012, Toll-Free Service is available only to existing customers with this service. Additions, rearrangements, changes and moves of service are not permitted.

11.2.1	Description
A.	Toll-Free service permits inward calling, without charge to the caller, from stations located in the State of Rhode Island to a telephone number associated with the customer's local exchange Centrex or public access line service in the same Local Access and Transport Area (LATA).
1.	Calls originating outside the service area LATA in which the customer is located will be denied access to the called number.
B.	Calls are dialed and completed without the assistance of a Verizon operator.
C.	Toll-Free service does not include calling card, person-to-person, collect, conference, or other calls requiring operator handling.
D.	**Optional Features**
1.	Call Detail provides the date, time calling number, duration and originating exchange of each call to the customer's number, where suitable facilities exist.

11.2.2	Application of Rates and Charges
A.	The rates for Toll-Free service consist of monthly charges, S&E charges and usage charges that apply per routing arrangement.
1.	A routing arrangement includes a telephone number for Toll-Free service and the telephone number of the associated exchange, Centrex, or public access line.
a.	Toll-Free service includes only one routing arrangement per number.
B.	S&E charges and monthly rates apply for Call Detail, per routing arrangement.
1.	The S&E charge for Call Detail does not apply when it is provided in conjunction with the installation of 800 Valuflex service.
C.	A destination number charge applies when the customer changes the local telephone number associated with Toll-Free service. The charge applies per destination number changed.
D.	Toll-Free number change charge applies when the customer changes the Toll-Free number. The charge applies per number changed.
E.	The aforementioned rates and charges for service are in addition to applicable MTS, Centrex or PAL rates and charges.
F.	Usage Volume Discount— Such discount applies based on total monthly usage for Toll-Free service. The percentage discount applies according to tapered minutes. The tapers are as follows.
1.	0–600 minutes

11. Toll-Free Services
11.2 Toll-Free Service

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11.2.2	Application of Rates and Charges
F.	(Continued)
2.	600+ minutes
a.	A discount is applied to the cumulative monthly billing amount for all Toll-Free service numbers associated with a billing telephone number.

11.2.3	Determination of Usage Charges
A.	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 as follows.
1.	Determine the total amount of completed calls for each number for Toll-Free service.
2.	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.
3.	Determine the total actual minutes used for each number and if the number of minutes results in a fractional part of a minute, the last minute is rounded to the next higher minute.
4.	The total chargeable usage minutes for each number will be whichever is the greater; equivalent hours or actual minutes rounded to the next higher minute.
5.	The total usage charge for each number is calculated by multiplying the chargeable usage minutes by the per minute charge for Toll-Free service.

11. Toll-Free Services
11.3 Optional Toll Plans

Effective November 3, 2012, the Inward Toll Calling Plan (ITCP) is available only to existing customers with this service. Additions, rearrangements, changes and moves of service are not permitted.

11.3.1	Inward Toll Calling Plan (ITCP)
A.	The ITCP is an optional inward toll discount plan available to business DTFS and/or Toll-Free service customers. The plan is based on the volume of usage detailed in the customer's service agreement with payment options for customers who commit to a minimum amount of service usage over 12, 24, or 36 months. Individual customer usage amounts covered by the service agreement are based on the customer's actual usage but in no case will the commitment be for less than 1,200 hours of annual usage.
1.	During the customer's service agreement period, the monthly charges are not subject to company initiated change.
a.	Such charges are however, under the jurisdiction of the PUC and are subject to change upon order of the PUC.
2.	The ITCP is not available with the Business Link plan, or Selective Calling Service.
B.	The ITCP allows the customer to pay for DTFS and or Toll-Free service usage terminating at customer communications equipment at a single location and billed to the same account under either a 12, 24, or 36 month service agreement.
C.	The customer subscribes to an amount of hours specified in the individual customer service agreement.
1.	Unused minutes of the commitment usage amount are subject to rates specified in the customer's service agreement and reflect the customer's weighted average of per message and per minute rates specified for DTFS access lines.
2.	Additional minutes used over the number of hours covered by the service agreement are subject to the usage rates for DTFS as set forth for DTFS access lines.
a.	Additional minutes of use are accumulated and billed at the end of the month in which they occur.
D.	If, during the life of the customer's service agreement, the rates for DTFS or Toll-Free service usage are reduced so that they are less than the ITCP rates, the customer contract rate will be lowered to reflect the new Product Guide rates.
E.	**Discontinuance of Service—** Service may be discontinued at any time during the service agreement period.
1.	When the customer terminates service prior to the end of the service agreement period, the customer is liable for termination charges equal to the charge for two months of equivalent usage as set forth in the customer's agreement.
2.	When the customer subscribes to an option which provides for charges to be paid in monthly installments, the customer is liable for payment of the monthly installments which are prorated through the date of discontinuance.

11. Toll-Free Services
11.3 Optional Toll Plans

Effective November 3, 2012, the Inward Toll Calling Plan (ITCP) is available only to existing customers with this service. Additions, rearrangements, changes and moves of service are not permitted.

11.3.1	Inward Toll Calling Plan (ITCP)
E.	(Continued)
3.	When the customer subscribes to a payment option which provides for charges to be paid upfront or in monthly installments and the charges for the customer's actual usage exceed the amount billed as of the date of discontinuance, the customer is also liable for payment of charges for usage incurred which exceeds the amount billed as of the date of discontinuance.
4.	If the customer has selected an option which provides for payment of hours of use on an upfront basis, any payment amount which exceeds the charges detailed in this section are credited to any unpaid balance or, in the absence of such balance, are refunded to the customer.
F.	**Extension—** Three months prior to the end of the service agreement period, customers may extend their agreement for an additional 12 month period for the usage and payment options applicable to the initial service agreement.
G.	**Expiration—** Upon expiration of the service agreement, the customer may elect to continue service at the currently effective DTFS and/or Toll-Free service usage rates, as appropriate, or may subscribe to a new ITCP agreement.
H.	**Relocation of Service—** When service associated with the ITCP are relocated to a different premises served by the same or a different central office, existing arrangements for ITCP remain unchanged.
I.	**Transfer of Service—** With the written permission of the customer and Verizon, the obligation to pay ITCP charges may be assigned to another customer at the same location, provided the DTFS and/or Toll-Free service associated with the ITCP is also assigned to the other customer. A transfer of service between customers at the same time as a relocation is not permitted.
1.	A S&E charge for transfer of service, payable by the new customer, applies for this change.
a.	In addition to assuming responsibility to pay the ITCP charges, the new customer assumes the conditions applicable to ITCP service at the time of the transfer.
J.	**Recontracting for Service**
1.	Customers may subscribe to a higher commitment amount once during a twelve month period during the life of the service agreement without incurring termination liabilities.

11. Toll-Free Services
11.3 Optional Toll Plans

Effective November 3, 2012, the Inward Toll Calling Plan (ITCP) is available only to existing customers with this service. Additions, rearrangements, changes and moves of service are not permitted.

11.3.1	Inward Toll Calling Plan (ITCP)
J.	(Continued)
2.	The customer may subscribe to lower commitment amounts at any time during the service agreement period provided that charges associated with the current agreement, including any unpaid monthly charges have been paid in full.
a.	When the customer chooses to lower the commitment amount prior to payment in full of the charges associated with their current agreement, the present value of the unpaid balance of any remaining monthly charges associated with the current agreement must be paid in full prior to the effective date of the new service agreement.
b.	The present value of outstanding monthly charges is determined in accordance with the principles of the time value of money at an effective interest rate specified in the individual service agreement.
K.	**Timing of Completed Messages** is in one second increments.
L.	Customers receive monthly statements of usage for the account which provide information on the total number of hours used during the current billing period, the total number of hours used to date for the current year, and the total number of hours used to date for the service agreement period.
M.	**Temporary Suspension of Service—** ITCPs are not subject to such provisions.

11.3.2	Application of Rates and Charges
A.	**Usage—** Rates and charges apply for usage for DTFS.
1.	The customer may pay the entire charge for the specified usage upfront, in equal monthly installments over the length of the service agreement, or in a combination of upfront and monthly installments.
a.	The upfront payment option is calculated based upon the Time Value of Money Equivalency Factors specified in the individual service agreement.
B.	**Service Establishment—** S&E charges to rearrange combined billing will apply to establish an ITCP.