

Verizon New England Inc.

10. Integrated Services Digital Network (ISDN) Services

10.1 ISDN Basic Service and Virtual Serving Arrangement (VSA)

Effective May 18, 2013, ISDN Basic Service is no longer available to business exchange service customers. Existing business customers as of May 18, 2013, may retain the service at existing locations. Additions, rearrangements and moves of service is not permitted. This does not impact the Digital Centrex Subscribers. Please refer to Part J, Section 1, for additional limitations on the availability of ISDN Basic Service.

Effective February 1, 2016, ISDN Basic with Digital Centrex Service is no longer available to new customers. Effective February 13, 2026, ISDN Basic Service with Digital Centrex service is no longer available to new customers. Moves, changes or modifications to this service will no longer be supported. Service modifications for customers with existing contracts are subject to the terms of their contracts. For wire centers specific service withdrawal information, please refer to Part J, Section 1, of this Product Guide.

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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.

10.1.1	Description
A.	ISDN basic is an optional arrangement that allows for the integration of voice and non voice (data) transmission on a single telephone access line and provides access as a digital gateway which will allow for the introduction of additional services. ISDN basic is available to business customers. It is limited to residential customers of record, at existing locations, on or before December 15, 2004.
B.	ISDN basic consists of the following features. 1. Digital subscriber line which provides digital termination capabilities to the customer's premises and allows for the simultaneous transmission of voice and data traffic. 2. Basic service capabilities. 3. Optional features and optional feature packages. 4. Circuit switched data local usage packages.
C.	Each ISDN basic line may only be connected to a single ISDN voice, data or combined voice and data Customer Provided Equipment (CPE) device.
D.	ISDN basic is furnished subject to availability of facilities and is provided only from a local digital central office switch. Verizon will determine the type of central office switch. This service is provided from suitably equipped digital central offices, and is available for use only with qualified one-party residence or business main telephone exchange service lines or with main station lines equipped for digital Centrex services. 1. A qualified line is metallic and within the loop deployment range as specified in Verizon's Outside Plant Engineering methods.
E.	Each ISDN basic line is provided with one telephone number which is referred to as the Primary Directory Number (PDN). Secondary Directory Numbers (additional numbers) may be requested.
F.	ISDN basic is not available for use with trunk lines, Dormitory Communications Service (DCS), Centrex service (other than digital Centrex services), PASL service or PAL lines.
G.	Customer Notification— ISDN basic can only be provided from suitably equipped digital central office switches. In multiple switch central office locations where all switches are not equipped for ISDN basic, a change of telephone number may be required to obtain ISDN basic. If this situation exists the customer will be so notified prior to subscription to ISDN basic. The change of telephone number incurs no additional charge.

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10.1.1 Description	
H.	Limitations — Service is not furnished where the proposed use of the service or facilities would tend to injuriously affect the efficiency of Verizon's plant, property or service.
I.	Subscription to Other Service — Customers who subscribe to ISDN basic must also subscribe to digital Centrex services, or a main telephone exchange service.

10.1.2 Digital Subscriber Line	
A.	Digital subscriber line provides the digital central office termination that has the potential to support digital ISDN transmission of voice and data to the customer's premises over the two B and single D channels. This service element must be subscribed to prior to any of the other ISDN basic capabilities or features.

10.1.3 Basic Service Capabilities	
No More than three basic service capabilities may be activated on a single line. If three basic service capabilities are selected, one of these must be low speed packet switched data. Basic service capabilities are voice and data capabilities which can be combined on a single access line. The access line provides a combination of two B channels and one D channel. Each B channel is capable of transmitting up to 64 kbps for circuit switched voice, circuit switched data, or high speed packet switched data. The D channel is a 16 kbps channel and is used for signaling as well as transmission of packet switched data at speeds up to 9.6 kbps.	
A.	High or Low Speed Packet Switched Data
1.	Provides virtual circuit basic service using CCITT X.25 packet switching standards. High Speed Packet Switched Data (HSPSD) operates on a B channel at speeds up to 64 kbps while Low Speed Packet Switched Data (LSPSD) operates on a D channel at speeds up to 9.6 kbps. Both the subscriber to high or low speed packet switched data and the other party involved in the transmission must be either served by the same central office switch or served from central offices which are arranged for packet switched data interoffice interconnection.
2.	High or low speed packet switched data provides synchronous network transport of data, usually relatively short bursts of data, through the network. The data are separated into discrete segments called packets for high speed transmission through the network. All packets are interleaved (statistically multiplexed) on the facilities as they are transmitted. Routing and control information (packet header) is automatically inserted at the beginning of each packet, and error detection information (packet trailer) is automatically inserted at the end of each packet. Complete with this information, the entire packet is routed through the network to its intended destination over a network path that is established at call set up.

* Low Speed Packet Switched Data (LSPSD) operates on a D channel at speeds up to 9.6 kbps. Effective February 15, 2008, Packet Switched Data on the D Channel and X.25 Packet Data features are only available for existing customers. Additions, rearrangements and moves of service are not permitted.

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10.1.3 Basic Service Capabilities	
A. (Continued)	
	High or Low Speed Packet Switched Data*
3.	The following features are provided as standard with either the high or low speed packet switched data basic service capability and are negotiated at the time of installation.
a.	Calls Barred Incoming, Outgoing — Prevents an ISDN basic service line equipped with either low or high speed packet switched data basic service capabilities from receiving or originating virtual calls. This feature is offered on a per virtual circuit basis.
b.	Fast Select, Fast Select Acceptance — Allows the user to send up to 128 bytes of user data in the call request packet.
c.	Hunt Group — Provides a virtual circuit hunt group capability for packet switching which hunts through virtual circuits on a line similar to the analog hunt feature.
d.	Reverse Charge Acceptance — Authorizes incoming packet calls for which billing is reversed and charged to the called line.
e.	Reverse Charge Request — Permits a subscriber to, on a per call basis, request the packet switch to assign billing charges to the called data terminal.
f.	Throughput Class Negotiation — Permits negotiation of the throughput class (speed or baud rate) for each direction of data transfer associated with a virtual call.
B.	With either high speed packet switched data or low speed packet switched data, a logical connection (channel) is established between the calling and called line. This logical connection is called a virtual circuit. This differs from a circuit switched connection in that no physical path or circuit is permanently established between the two lines. The virtual circuit exists until the call is terminated by either the called or calling party. The following types of virtual circuits can be established in a packet switched network.
1.	Switched virtual circuits allow the user to establish a communications channel (logical channel) on a switched basis. One switched virtual circuit is included with the basic service capability.
2.	Permanent virtual circuits allow the user to permanently establish a logical channel between two ISDN basic service lines.
C.	Multiple Virtual Circuits — The high speed packet switched data capability can support up to 127 multiple virtual circuits while the low speed packet switched data capability can support up to 15 multiple virtual circuits.
D.	Circuit Switched Voice — Operates over a 64 kbps B channel used for voice information transfer.

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(C)**10.1.3 Basic Service Capabilities**

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| E. | Circuit Switched Data — Operates over a 64 kbps B channel used for data information transfer. Both the subscriber to circuit switched data and the other party involved in the transmission must be either served by the same central office switch or served from central offices which are arranged for circuit switched data interoffice interconnection. |
| F. | Alternate Circuit Switched Voice or Circuit Switched Data — Operates over a single 64 kbps B channel and is capable of speech or data information transfer. The voice or data transmission capabilities may be used alternately on separately established calls. Once a call has been established on an alternate circuit switched voice/circuit switched data capability, the call cannot be changed from voice to data or vice versa without disconnecting and establishing a new call. For simultaneous circuit switched voice and circuit switched data capability, the circuit switched voice and circuit switched data capabilities must be ordered separately. |

10.1.4 Optional Features

At least one basic service capability must be specified before any of the optional features may be selected.

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| A. | Digital Electronic Telephone Service (DETS) — A telecommunications service in which the controlling dial switching equipment is located at a Verizon central office which normally serves the principal premises of the customer thereby eliminating the need for controlling equipment and complex wiring on the customer's premises. DETS can only be provided on ISDN basic service lines with Circuit Switched Voice Basic service capability. The number of ISDN basic service lines equipped with DETS must equal the number of CPE voice stations. Basic DETS provides the following features as part of the offering. |
| 1. | Feature Access — DETS provides the ability to access call related features either by depressing an assigned button/key or equivalent on the CPE station or equipment or by going off-hook on a call appearance and dialing a feature access code. |
| 2. | Call Appearance — DETS provides for the termination of directory numbers on a designated button or equivalent on the CPE station or equipment. Each call appearance requires a button on the station equipment as defined by the configuration group. The following information describes the use of call appearances. |
| a. | Multiple Call Appearance — Provides for a single primary or secondary directory number to be assigned to up to five call appearance buttons or equivalent on customer provided equipment. This allows the customer to handle more than one call on a single directory number. |
| b. | Shared Call Appearance — Provides for the establishment of a call group where members of the group may share (have access to) directory numbers of other stations in the group (i.e., more than one station may access the same primary or secondary directory number. |

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10.1.4 Optional Features	
A. (Continued)	
c.	Hold with Shared Call Appearance — Allows any station to place a call on hold or retrieve a call from hold as long as that station has a call appearance of the directory number involved.
d.	Bridging with Shared Call Appearance — Permits a third-party to initiate bridging onto a call in progress, as long as that station has an appearance of the desired directory number and no more than two stations are bridged on the call. A minimum of two call appearances is necessary.
e.	Shared Call Appearances with Analog Lines — Allows analog lines to be included in a DETS system group and for the associated analog number to be assigned to a call appearance button on a DETS station set or equivalent. Only one analog line is allowed per 5ESS ISDN group while seven are allowed on a DMS100.
3.	Configuration Groups — Standard packages of central office features defined by software to terminate at particular buttons on the CPE station. Standard configuration groups are designed to accommodate a range of ISDN CPE button assignments of central office features beginning at ten buttons up to and including 60 buttons in increments of ten. The customer has the option of ordering nonstandard configuration groups for a nonrecurring charge that applies in addition to a monthly rate that is the same as standard configuration groups and is determined by the number of call appearances/features.
4.	Multiple Directory Numbers — Provides for more than one directory number to be assigned to the call appearances of a single terminal for the exclusive use of that terminal. One directory number will be specified as the primary directory number. All others are considered secondary directory numbers.
5.	Terminal Management — Provides for features associated with call appearances to be performed automatically as specified by the customer. The features are as follows.
a.	Call Appearance Selection for Conference/Transfer — Provides that an idle call appearance is automatically selected after the user has pressed the conference or transfer button.
b.	Ringing Call Appearance Preference — Provides that if more than one call is alerting on an ISDN basic service line, the first such call will automatically be selected by the central office when the terminal goes off-hook if a specific call appearance is not manually selected.
c.	Idle Call Appearance Preference — The switch determines what call appearance is selected when the user goes off-hook without first manually selecting an appearance.
d.	Automatic Hold/Drop Preference — The central office automatically determines how to treat a call in progress on a call appearance when the user shifts to another call appearance without placing the active call on hold.

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10.1.4 Optional Features	
A.	(Continued)
6.	ISDN Group — Provides for call coverage by allowing a limit of eight primary directory numbers to appear on a single ISDN terminal or set. Directory numbers from multiple ISDN groups may appear on a single terminal or set. Only one analog line is allowed per ISDN group served by a 5ESS switch while seven are allowed on ISDN groups served by a DMS100.
7.	Expanded ISDN Group Coverage — Enhances the call coverage abilities through the following features.
a.	Delayed Ringing — The customer selects the number of seconds to elapse before ringing is provided on an incoming call. A visual signal, such as a flashing light activates as soon as the call originates.
b.	Abbreviated Ringing — Ringing is provided on incoming calls for a customer specified interval.
c.	Manual Exclusion — Prevents other station users in the ISDN group from retrieving a held call and from bridging onto a call in progress.
8.	ISDN Flexible Calling — Allows the customer to transfer, hold, conference and drop calls through button activation.
a.	Drop — Allows the user to drop the last-party added to a conference call
b.	Transfer — Allows the user to transfer a call to another terminal
c.	Hold — Allows the user to place a call on hold
d.	Conference — Allows the user to include a third-party in the call
9.	Automatic Intercom/Group Intercom — A button activated feature which provides for abbreviated dialing to members of a predesignated group of ISDN basic lines equipped with DETS. The intercom feature may be dial-type or arranged for automatic connection to designated intercom members.
10.	Six Way Conference — Allows Digital Centrex customers to include up to six parties on a call.
B.	Secondary Directory Numbers (SDN) — May be associated with any of the voice or data basic services selected on an ISDN basic line. This number does not require the assignment of line equipment or outside plant facilities.
1.	Listings for SDNs are provided as specified in Part A, Section 5.

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10.1.4 Optional Features	
C.	Display — Provides call related data on an ISDN basic service line to the associated terminal that is equipped with a display or which can otherwise utilize this information. This service is provided where facilities are available. Display service includes the following features.
1.	Outgoing Called Line Identification — Provides the originating user with the called number, the directory number used to place the call, and the facility used to place the call.
2.	Inspect for ISDN Station Sets — Enables the user to display call related information about calls placed on hold.
3.	Incoming Calling Line Identification — Provides the calling number of a non-blocked incoming call, subject to technical and other limitations including the availability of the number for forwarding. The number typically will be displayed by the second ring.
D.	High or Low Speed Packet Switched Data Options* — May be subscribed to in addition to the basic features provided with packet switched data basic service capability.
1.	Additional Virtual Circuits — Are subscribed to in addition to the initial virtual circuit provided with the HSPSD or LSPSD basic service capability. They may be switched or permanent.
2.	Permanent Virtual Circuit Selection — A circuit which allows the user to permanently establish a logical channel between two ISDN basic service lines.
3.	Closed User Group — Allows the customer to establish a subnetwork among a restricted number of other users who can communicate privately with each other.
4.	Flow Control Parameter Negotiation — Permits negotiation on a per call basis of the flow control parameters (window size and packet size).

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10.1.4 Optional Features	
E.	Circuit Switched Services (Voice and Data) — The following features provide additional functionality to a line.
1.	Multiline Hunt Groups — Allows a DETS customer to establish hunt groups for voice or data calls. It also allows the customer to stop hunting and/or make busy selected lines in the hunt group. Hunting sequence and hunt group membership will be dependent on individual directory numbers, either voice or data.
a.	Stop Hunting — Allows a customer to stop the hunting sequence at the specific hunt group member that activates this feature
b.	Make Busy — Allows a customer to make a line busy without affecting the overall sequence
2.	Call Forwarding — Allows calls to be sent to another telephone number based on certain conditions. It is applicable to Circuit Switched Voice and Circuit Switched Data calls.
a.	Variable — Allows an ISDN line to forward calls to a user defined telephone number. The destination is changeable by the customer
b.	Does Not Answer* — Allows an incoming call to an ISDN line to be automatically forwarded to a predetermined telephone number when the ISDN line does not answer an incoming call within the prescribed time. As of May 17, 2014, the Does Not Answer feature for residential customers will be withdrawn from this Product Guide, and Verizon will no longer provide this service as of that date.
c.	Busy* — Allows an incoming call to an ISDN line to be automatically forwarded to a predetermined telephone number when the station is busy. As of May 17, 2014, the busy feature for residential customers will be withdrawn from this tariff, and Verizon will no longer provide this service as of that date.
3.	Additional Call Offering — Provides the ISDN line with notification of additional voice and data calls when the user's interface is busy.
4.	Associated Groups — Terminals on an ISDN line may be restricted to less than the total B channel capacity available. Only two Associated Groups are permitted per line.

10.1.5 Optional Feature Packages	
A.	The following feature packages are available with measured residence or business (non Centrex) ISDN basic service.
1.	Internet Access package consisting of Incoming Line Identification and Additional Call Offering features.

* Effective August 21, 2016, Call Forward Does Not Answer and Call Forward Busy services are no longer available to business customers. Existing business customers as of August 21, 2016, may retain these services at existing locations. Additions, rearrangements and move of services are not permitted.

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(C)**10.1.5 Optional Feature Packages****A.** (Continued)

- 2. Home Office** package consisting of Incoming Line Identification, Additional Call Offering, ISDN Flexible Calling (Conference, Transfer, Drop, Hold), and Call Forwarding-Variable features.
- 3. Deluxe** package consisting of Incoming Line Identification, Additional Call Offering, ISDN Flexible Calling (Conference, Transfer, Drop, Hold), and Call Forwarding (Variable, Does Not Answer, Busy) features.

10.1.6 Optional Circuit Switched Data Local Usage Packages

- A.** The following circuit switched data local usage packages are available only with measured, non Centrex ISDN basic service:
 - 1.** 20 Hour
 - 2.** 60 Hour
 - 3.** 140 Hour
- B.** In exchanges where Metropolitan service is available, only Zone 1 local usage is eligible to be included in the packages.

10.1.7 Reserved for Future Use

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10.1.8 Virtual Serving Arrangement (VSA)	
A.	ISDN basic VSA is a special two point digital transmission path between a customer's serving central office and a central office that is suitably equipped to provide ISDN basic. This serving arrangement will enable a customer to subscribe to ISDN basic when a customer's serving central office is not equipped to provide ISDN basic.
1.	When a customer's serving central office becomes equipped for ISDN basic, the customer can choose to be transferred from Verizon designated ISDN basic service equipped central office to the customer's serving central office without charge.
B.	Customers of this arrangement will be provided exchange service from the predetermined ISDN basic equipped central office.
C.	This arrangement is furnished from Verizon designated ISDN basic service equipped central offices, subject to the availability of suitable facilities. This arrangement is available only to customers served by central offices not equipped to provide ISDN basic or to customers who have subscribed to this arrangement and want to retain this arrangement subsequent to the conversion of their serving central office to provide ISDN basic.
D.	VSA is not available with Intellipath or Intellipath II services.
E.	VSA will be provided only on the standard ISDN basic rate interface 2B1Q two-wire U interface.

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10.1.9 Responsibility of Verizon	
A.	Interruption of Service— For ISDN basic, any complete failure of service which continues for more than 24 hours, credit will be applied according to Part A, Section 1.
B.	Suspension of Service— ISDN basic is not subject to temporary suspension of service.

10.1.10 Responsibility of the Customer	
A.	Authorizations— The customer is responsible for obtaining all necessary permits, licenses, consents, waivers, releases and all other rights from all persons whose work, statements, or performances are used in connection with its service and from all holders of copyrights, trademarks and patents used in connection with the information it provides.
B.	Provisioning of Service— The customer's network termination 1 device and the central office switch line termination must use compatible line code technology. All 5ESS ISDN equipped switches will be initially provisioned with the AT&T Alternate Mark Inversion (AMI) line card technology. DMS100 central office switches will only be equipped with 2B1Q line card technology.
C.	Customer Premises Equipment (CPE)— The customer is responsible for the installation, operation and maintenance of any customer provided terminal equipment or communications system. No combinations of customer provided terminal equipment or communications systems may require change or alteration of the equipment or services of Verizon, cause electrical hazards to Verizon personnel, damage to Verizon equipment, malfunction of Verizon billing equipment, or degradation of service to persons other than the user of the subject terminal equipment or communications system, his or her calling or called party. 1. Upon notice, the customer must make any changes necessary to avoid hazard damage, malfunction or degradation of service. 2. Failure to make the necessary changes will result in the discontinuance of ISDN basic. 3. The central office ISDN equipment plus ISDN CPE must be technically compatible. To be compatible, CPE must conform to the specifications of the central office switch vendors. 4. Verizon does not guarantee end to end compatibility of customer premises equipment.

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10.1 ISDN Basic Service and Virtual Serving Arrangement (VSA)

Effective May 18, 2013, ISDN Basic Service is no longer available to business exchange service customers. Existing business customers as of May 18, 2013, may retain the service at existing locations. Additions, rearrangements and moves of service is not permitted. This does not impact the Digital Centrex Subscribers. Please refer to Part J, Section 1, for additional limitations on the availability of ISDN Basic Service.

Effective February 1, 2016, ISDN Basic with Digital Centrex Service is no longer available to new customers. Effective February 13, 2026, this service is no longer available to new customers. Moves, changes or modifications to this service will no longer be supported. Service modifications for customers with existing contracts are subject to the terms of their contracts. For wire centers specific service withdrawal information, please refer to Part J, Section 1, of this Product Guide.

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10.1.11 Terms and Conditions	
A.	Minimum Period for which service is furnished and for which charges are applicable is one month.
1.	The charges for a fractional part of a month will be a proportionate part of the monthly charge using the same ratio that the actual number of days service is furnished bears to 30 days.
B.	Provisions for Other Services— Features and capabilities provided by ISDN basic are considered optional features of Digital Centrex services and are subject to Facility based Payment Option.
C.	Special Construction— Where special construction of facilities or equipment is required, special construction charges may apply as determined on a case-by-case basis as specified in Part A, Section 2.

10.1.12 Application of Rates and Charges	
A.	Voice Usage is governed by the customer's existing class of service and is flat rated or measured accordingly. Voice usage within a Digital Centrex system is not billed on a usage sensitive basis.
1.	Unlimited or measured usage rates also apply to Circuit Switched Voice – Second channels.
B.	Data Usage is always measured and charged except for usage within a Digital Centrex system.
1.	Circuit Switched Data Local Usage Package monthly rate is applicable whether or not any calls are made. Eligible local usage that exceeds the selected usage package is billed the associated package per minute rate. Usage generated by all terminals on each line at the customer's premises is aggregated for the purpose of local usage package calculations.
C.	Feature Package monthly rate is applicable whether or not any of the features in a package are activated.
D.	The rates and charges for ISDN service are in addition to the appropriate rates and charges for Digital Centrex service, business or residence exchange services, as well as the appropriate service charges.
E.	Feature Change Charge applies whenever DETS call appearances are either added, changed or rearranged that do not require a change to a different configuration group or whenever the Terminal Management, Expanded ISDN Group Coverage or ISDN Flexible Calling optional features are either added to the existing ISDN basic service or changed. This charge also applies when changes are made to any of the packet switched data service parameters or when any of the high or low speed packet switched data basic service capability features are either added to existing packet switched data service or are subsequently changed.

Effective: February 13, 2026

Verizon New England Inc.

10. Integrated Services Digital Network (ISDN) Services**10.1 ISDN Basic Service and Virtual Serving Arrangement (VSA)**

Effective May 18, 2013, ISDN Basic Service is no longer available to business exchange service customers. Existing business customers as of May 18, 2013, may retain the service at existing locations. Additions, rearrangements and moves of service is not permitted. This does not impact the Digital Centrex Subscribers. Please refer to Part J, Section 1, for additional limitations on the availability of ISDN Basic Service.

Effective February 1, 2016, ISDN Basic with Digital Centrex Service is no longer available to new customers. Effective February 13, 2026, this service is no longer available to new customers. Moves, changes or modifications to this service will no longer be supported. Service modifications for customers with existing contracts are subject to the terms of their contracts. For wire centers specific service withdrawal information, please refer to Part J, Section 1, of this Product Guide.

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(C)**10.1.12 Application of Rates and Charges**

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| F. | Additional or Permanent Virtual Circuits (beyond the first switched virtual circuit included with the basic service capability) may be provided at additional charges. |
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Verizon New England Inc.

10. Integrated Services Digital Network (ISDN) Services

10.2 ISDN Primary Service

10.2.1 Definitions	
B Channel	A 64 kbps digital message path capable of transporting voice and data.
Clear Channel	Provides for the full utilization of the 64 kbps bandwidth of a B channel. The line code used to provide 64 kbps clear channel capability is bipolar with 8 zero substitution, as specified in TR-NWT-000499.
D Channel	A 64 kbps digital message path used for signaling and control of the B channels.
ISDN Primary Service DID Telephone Numbers	Blocks of 100 telephone numbers or fraction thereof for provision of Direct Inward Dialing (DID).
Remote/Host Switching Cluster	A Remote/Host Switching Cluster is a remote switch that is dependent on the host switch for its software call processing. A remote switch can process only intraoffice calls without the host switch.
Usage Allotment	the quantity of usage minutes, per PRI, per month associated with the PRI Plus option.

10.2.2 Description	
A.	ISDN primary (PRI) provides access to Verizon's voice and circuit switched data transport services via a 1.544 Mbps digital path, located at the customer premises between ISDN compatible customer premises equipment and an ISDN equipped central office. ISDN primary includes DID which permits incoming dialed calls from the network to reach a specific station line of a Private Branch Exchange (PBX) or other customer premises equipment without the assistance of an attendant.
B.	ISDN primary is offered on a measured local service basis and on an unlimited local service basis where unlimited PBX service is available. No local usage allowance is provided.
C.	ISDN Primary Service is provided from Verizon's central office switches with ISDN Primary Service functionality only. When a subscriber's normal serving central office switch is not equipped with ISDN Primary Service, nor is a central office that is part of a Remote Switching Cluster, Verizon will attempt to provide ISDN Primary Service from an alternate serving central office in the same rate area, at no additional charge to the customer. The local calling area and the telephone numbers will be those associated with the customer's normal serving central office switch. If an alternate switch in the same rate area is not available, Verizon will provide ISDN Primary Service from an alternate serving central office, determined by Verizon, at no additional charge to the customer. If ISDN Primary Service is provided from an alternate serving central office outside of the customer's normal local calling area, the customer must accept a telephone number change to a telephone number associated with the alternate central office. The customer will also be subject to the calling areas associated with the alternate serving central office, as established in Verizon's Product Guide.
D.	ISDN primary is offered only from suitably equipped central offices, subject to availability of facilities and only within a Massachusetts Local Access and Transport Area (LATA).

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10. Integrated Services Digital Network (ISDN) Services**10.2 ISDN Primary Service**

10.2.3 Service Components	
A.	Primary Port — An ISDN primary port provides the termination of the local distribution channel in the central office switch. Each port consists of a D channel for signaling and up to 23 B channels for transmission of voice and circuit switched data calls.
B.	Local Distribution Channel — A 1.544 Mbps two-way transmission path connecting a customer's premises with the port. The framing format for 1.544 Mbps transmission over the ISDN primary service local distribution channel is extended superframe as specified in TR-NWT-000499.
C.	Customers may utilize alternate high capacity digital facilities that meet the specifications as determined by Verizon in lieu of the ISDN Primary Facility specified herein. The applicable terms, conditions and rates from this Product Guide will apply for the alternate high capacity digital facilities.
D.	DID Capability is furnished upon the condition that the customer must subscribe to and have adequate facilities to permit the use of service without injurious effect on general telephone service.
1.	ISDN primary DID numbers will be provided in blocks of 100 numbers (or fraction thereof).
E.	The local loop component of ISDN Primary Service may be purchased under the terms and conditions of Integrated Access Service, as described in Part C, Section 6 of this Product Guide. In such cases, Integrated Access Service local loop transport will be provided in lieu of an ISDN Primary Service Local Distribution Channel, and will be connected to an ISDN Primary Service Port to provide a complete service. The monthly rates and charges for an ISDN Primary Service LDC will apply.
F.	When a customer selects the Integrated Access Service Transport Package 1, 3, or 12 service delivery option, as specified in Part C, Section 6 of this Product Guide, the rates and charges for the Integrated Access Service Transport Package 1, 3, or 12 Local Distribution Channel will apply in lieu of the rates and charges for the ISDN Primary Service Local Distribution Channel.
G.	The ISDN Primary Service Local Distribution Channel for the 2 and 3-year Volume Contract*, 2 and 3-year PRI Plus Contract, the 2 and 3-year Corporate Rewards Contract and the Term and Volume II Package Contract includes mileage from the local central office to the customer's premises.
H.	Remote/Host Switching Clusters — exist when the remote switch is dependent on the host switch for its software call processing. A remote switch can process only intraoffice calls without the host switch.
10.2.4 Primary Service Capabilities	
The following capabilities are supported on the B channels Voice and circuit switched data capabilities can be combined over the ISDN primary port and local distribution channel.	
A.	Standard Features
1.	Circuit Switched Voice provides digitized speech or voice band data access in conjunction with existing services including local exchange service, Message Telecommunications Service (MTS), and DTFS.

* As of January 20, 2011, the standard two- and three-year VTPP Volume Plan, packages 1, 2 & 3 will no longer be available to new subscribers. They will be provided only to customers who subscribe to the service as of January 20, 2011, and only until the expiration of the term agreement in effect as of that date. Additions, changes and/or moves are not permitted.

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10. Integrated Services Digital Network (ISDN) Services

10.2 ISDN Primary Service

10.2.4 Primary Service Capabilities	
A.	(Continued)
2.	Circuit Switched Data allows for the origination and termination of bidirectional circuit switched data calls at data rates of 56 kbps or 64 kbps (Clear Channel Capability). Circuit switched data calls may not be received on a B channel dedicated to DTFS or on a call-by-call B channel with an indication of DTFS.
3.	Call-by-Call Service Selection allows the customer to specify, on a call-by-call basis via D channel signaling, the bearer capability (circuit switched voice or circuit switched data) for calls originated over ISDN primary. The customer will also be notified on a call-by-call basis via D channel signaling, of the bearer capability and voice call type (Exchange, MTS or Toll-Free service) for calls terminating over ISDN primary.
B.	Optional Features
1.	Calling Line Identification provides the calling number of a non-blocked incoming call (typically by the second ring) if both the ISDN primary customer and the originator of the call are served from the same central office switch or served from different central office switches which are connected by facilities that can send the calling party's number between the switches, subject to technical and other limitations including the availability of the number for forwarding. The VTPP Volume contract* and PRIs on a 2 or 3 Year Corporate Rewards package have a discounted rate for Calling Line Identification. The PRI Plus and Term and Volume II Package Plans include Calling Line Identification at no additional charge.
2.	Channel Configuration allows some or all B channels to be dedicated to exchange and MTS, DID, or DTFS. Multiple dedicated trunk groups can be established on the same port or group of ports. At the time of ordering, the customer must specify the number of dedicated B channels and their specific purpose.
3.	Multiple Facility Signaling Control (MFSC) also known as Non-Facility Associated Signaling (NFAS) allows the D channel of one ISDN primary port to provide signaling for multiple other ISDN primary ports. The ports must all be served by the same central office switch and must all serve the same customer premises equipment. This feature is provided in conjunction with the backup D channel optional feature. This feature is included in the VTPP Volume*, PRI Plus Contracts, and Term and Volume II Package Plans and no NRC applies to this package under the VTPP Volume* PRI Plus Contracts and Term and Volume II Package Plans.
4.	Backup D Channel allows a channel of an ISDN primary port to serve as a backup or standby D channel in case of the failure of the D channel of another ISDN primary port. This feature can only be provisioned in conjunction with the MFSC optional feature. The backup D channel cannot be used as a B channel and can back up only one primary D channel. This feature is included in the VTPP Volume*, PRI Plus contracts, and Term and Volume II Package Plans and no NRC applies to this package under the VTPP Volume*, PRI Plus contracts and Term and Volume II Package Plans.

* As of January 20, 2011, the standard two- and three-year VTPP Volume Plan, packages 1, 2 & 3 will no longer be available to new subscribers. They will be provided only to customers who subscribe to the service as of January 20, 2011, and only until the expiration of the term agreement in effect as of that date. Additions, changes and/or moves are not permitted.

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10. Integrated Services Digital Network (ISDN) Services

10.2 ISDN Primary Service

10.2.4 Primary Service Capabilities	
B. (Continued)	
5.	Intercom Capability allows completion of calls between an ISDN primary service customer and other digital centrex or ISDN primary service locations within the same subscriber network. Usage charges do not apply to intercom use. This feature is provided per channel. When the PRI Intercom Capability option is augmented with Centrex features to integrate Centrex service with Voice Over Internet Protocol (VoIP) applications, an additional PRI Intercom - VoIP NRC rate is required as set forth in Part M, Section 3 of this Product Guide. PRIs that require only the Intercom functionality are not assessed an additional NRC.
6.	Network Ring Again allows a calling station which encounters a busy signal within the subscriber network to be notified by the central office switch when the called station becomes idle. The calling station can then automatically redial the call. This feature is provided per controlling D channel.
7.	Calling Line Identification With Name allows the user to see (typically by the second ring) the directory number and name associated with an incoming call, subject to limitations such as those described below. The name and telephone number of the caller may not be displayed for every incoming call. "Out of Area," "Unavailable," the calling party's state name, or a similar message may appear for certain calls, including (i) calls made through certain networks, (ii) operator-assisted calls, calls from toll-free numbers, calling card calls, and international calls, (iii) when phone number or caller name information is not made available to Verizon, (iv) for certain telephone numbers for which Verizon does not purchase Caller ID information, and (v) for other technical reasons. In addition, "Private," "Anonymous" or a similar message may appear when the caller has blocked caller identification information. The VTPP Volume* and PRI Plus contracts, or PRIs on a 2 or 3 Year Corporate Rewards package and PRI Term and Volume II Packages have a discounted rate for Calling Line Identification with Name.
8.	Two B Channel Transfer allows the customer provided equipment (CPE) to accept a call from one user and transfer the call to another user outside the CPE, which then releases both B channels.
9.	Redirecting Number allows the original calling party number, plus the last calling party number, to be passed to the end user when a call is forwarded or redirected. The user must have calling line identification or calling line identification with name to enable this feature.
10.	Modified Redirecting Number allows the original calling party number, plus the last redirected calling party number, to be passed to the end user when a call is forwarded or redirected. The user must have calling line identification or calling line identification with name plus redirecting number to enable this feature.
11.	Optional Feature Package includes calling line identification with name and redirecting number

* As of January 20, 2011, the standard two- and three-year VTPP Volume Plan, packages 1, 2 & 3 will no longer be available to new subscribers. They will be provided only to customers who subscribe to the service as of January 20, 2011, and only until the expiration of the term agreement in effect as of that date. Additions, changes and/or moves are not permitted.

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10. Integrated Services Digital Network (ISDN) Services

10.2 ISDN Primary Service

10.2.4 Primary Service Capabilities*

- 12. Intercom Capability Package** provides ten or more intercom capability features on one PRI for a single rate.
- When the PRI Intercom Capability option is augmented with Centrex features to integrate Centrex service with Voice Over Internet Protocol (VoIP) applications, an additional PRI Intercom - VoIP NRC rate is required as set forth in Part M, Section 3 of this Product Guide. PRIs that require only the Intercom functionality are not assessed an additional NRC.
- ISDN Primary Service Intercom Capability, used as Tie Lines to an Interexchange Carrier or to another Central Office is only available with month-to-month, 3- and 5-year OPP Plans, and 1-, 2- and 3-year Term & Volume Package II Plans.
- 13. PRI Station Detail Billing** provides individual station call details for all stations utilizing a customer's ISDN Primary Service at an account level, on a monthly basis. These details are provided with the normal customer bill or on the web via Verizon's WEB portal. PRI Station Detail billing is only available with message / measured usage service. Individual PRI Station Call Detail Billing is for informational purposes only. Exact billing information is located in the Measured Call Summary portion of the bill.
- 14. ISDN PRI Service Portability** allows a customer to request that one or more of their ISDN Primary Service Port(s) and Telephone Numbers be provisioned from an alternate switch in the same rate area as defined by Verizon.
- 15. ISDN PRI Plus—** provides ISDN PRI bundled with local usage. The service includes a choice of 10,000 (PRI Plus 10K) or 20,000 (PRI Plus 20K) local minutes of usage, per PRI, per month. Local usage in excess of the included minutes is assessed an additional charge.
- a. Standard Features—** Local DTF Mileage, Local Usage Allowance (10,000 or 20,000 minutes per month) and Calling Line Identification are included with ISDN PRI Plus rates.
 - b. Optional Features—** All ISDN Primary Service Features identified in this Product Guide are available to ISDN PRI Plus subscribers at the rates, terms and conditions listed in this Product Guide. Calling Line Identification with Name is available at a discounted rate for PRI Plus subscribers.
 - c.** ISDN PRI Plus is available under a 2- or 3-year Variable Term Payment Plan.
 - d. Usage—** Refunds will not apply if usage is less than the 10,000 or 20,000 local usage minutes per month, as selected by the customer. Detailed billing is available at an additional charge.
 - e. Application of Rates and Charges—** PRI Plus will bill actual conversation time and aggregate at the Main Billing Telephone Number level.
PRI Plus rates apply to PRI pipes as specified in the PRI Plus agreement only.
 - f. Termination Liability—** For subscribers to PRI Plus prior to August 19, 2009, the minimum service period is 12 months. For subscribers on or after August 19, 2009, the minimum service period is one month. If a customer terminates service or cancels the service agreement 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 apply in addition to termination liability charges.

Termination charges applicable to ISDN PRI Plus service are dependent upon the payment period selected by the customer (refer to Exhibit 10.2.9-1). Optional features are not included in the termination liability calculation.

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* Effective September 3, 2025, Integrated Services Digital Network (ISDN) Primary Service Term & Volume II Package Plan 1 and 3-year term plans and all PRI Plus term plan agreements will no longer be available to new customers. Existing customers may continue their Integrated Services Digital Network (ISDN) Primary PRI service until the end of the contract term. At the end of all Integrated Services Digital Network (ISDN) Primary Service contracts, unless another qualifying term plan is selected, the service rates will revert to the Month-to-Month rates.

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10. Integrated Services Digital Network (ISDN) Services

10.2 ISDN Primary Service

10.2.4 Primary Service Capabilities**	
15.	(Continued)
	Customers with existing PRI Plus agreements may convert to a new service agreement without incurring termination charges provided the value of the new service agreement is equal to or greater than the remaining value of the existing service agreement. The quantity of ISDN PRI circuits included in the new agreement must be greater than or equal to the total number of circuits included in the original agreement. The term of the new agreement must be greater than or equal to the term of the original agreement. When customers migrate from one ISDN PRI Plus option to another, all outstanding shortfall charges applicable to the existing agreement will apply. Effective January 30, 2009, the following termination liability will be applicable to all new standard term, Term and Volume*, ISDN PRI Plus, Term and Volume II Agreements: When a subscriber terminates one of the plans above prior to the expiration of the term, the subscriber will be subject to termination liability equal to 25% of the monthly Port and LDC rate multiplied by the remaining months in service. For applicable termination liability on service agreements executed prior to January 30, 2009, please refer to Exhibit 10.2.9-1. The termination liability charge will not apply when a customer converts from PRI Port and DTF to a PRI Port only when the PRI is connecting to an alternate high capacity facility. g. Relocation— When a customer elects to relocate the PRI Plus service to a different premises not serviced by the same central office, prior to the expiration of a contract period, the service is considered to be disconnected, and termination liability applies. However, if the customer relocates to a location served by a suitably equipped central office within the same state and establishes a PRI Plus plan of equal or greater monetary value, the customer may relocate without incurring h. Transfer of Service will be permitted. i. Subscribers of PRI Plus are not eligible to subscribe to other usage discount plans (e.g., Corporate Rewards or Business Link).
16.	Remote/Host Number is a standard arrangement, which provides a customer served by a Remote/Host Switching Cluster, utilizing ISDN service from an alternate serving central office (Host), as described in Section 10.2.1 preceding, with numbers from the customer's normal serving central office (Remote), thereby retaining the calling area of the remote office. The customer's physical location must be in the remote switch calling area. If the customer's physical location is not in the remote switch calling area, PRI Foreign Exchange Product Guide rates apply. This feature is limited by availability of facilities and covers remote/host switching clusters only. Hunting is not allowed between the Remote/Host Numbers and PRI arrangements with the Host Numbers.

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* As of January 20, 2011, the standard two- and three-year VTPP Volume Plan, packages 1, 2 & 3 will no longer be available to new subscribers. They will be provided only to customers who subscribe to the service as of January 20, 2011, and only until the expiration of the term agreement in effect as of that date. Additions, changes and/or moves are not permitted.

** Effective September 3, 2025, Integrated Services Digital Network (ISDN) Primary Service Term & Volume II Package Plan 1 and 3-year term plans and all PRI Plus term plan agreements will no longer be available to new customers. Existing customers may continue their Integrated Services Digital Network (ISDN) Primary PRI service until the end of the contract term. At the end of all Integrated Services Digital Network (ISDN) Primary Service contracts, unless another qualifying term plan is selected, the service rates will revert to the Month-to-Month rates.

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10. Integrated Services Digital Network (ISDN) Services

10.2 ISDN Primary Service

10.2.5 Responsibility of Verizon	
A.	Suspension of Service — ISDN primary is not subject to temporary suspension of service.
B.	Provisions for Other Services — One listing without charge is furnished for each ISDN primary DID number range.

10.2.6 Responsibility of the Customer	
A.	The customer must specify, at the time of ordering, the number of call-by-call service selection B channels and the number of dedicated channels (if any) to be activated. Rates and charges apply for changes in the number or type of activated channels, made subsequent to the time of ordering.
B.	Customer provided equipment used to connect to ISDN primary service must comply with AT&T PUBs 41449, 41459, 5D5-900-312 and 5D5-900-322.
C.	A customer provided channel service unit or equivalent functionality is required at each termination of an ISDN primary service local distribution channel on the customer's premises. The channel service unit must be compatible with the extended superframe framing format and the bipolar with 8 zero substitution line code.
D.	Customer provided switching systems must be arranged to provide for the interception of assigned but unused station numbers, including vacant station number groups as required.
E.	A customer calling an ISDN primary service telephone number can control the disclosure of his directory number by utilizing the blocking option specified for Phonesmart service.

10.2.7 Terms and Conditions**	
A.	Minimum Service Period for the ISDN primary port and local distribution channel under the month-to-month option is one month. The minimum service period for a Variable Term Payment Plan (VTPP)*, PRI Plus, ISDN PRI provided on a Corporate Rewards 2- or 3- year term, and Volume II Package Agreement is one year for term plans entered into prior to August 19, 2009. The minimum service period for term plans entered into on or after August 19, 2009, is one month. The minimum service period for ISDN primary DID numbers is one month. When a customer served from an FX or FCO requests that service be provided from their normal serving central office when facilities permit, a new minimum service period becomes effective when service is established at the normal central office.
B.	Provisions for Other Services — A customer calling an ISDN primary telephone number can control the disclosure of his directory number by utilizing the blocking option specified for Phonesmart (refer to Part A, Section 7).
C.	PRI Station Detail Billing — The customer's ISDN Primary Service must be equipped with Calling Party Default Directory Number with the Calling Party Screening option. A customer will not have the option to change the Calling Party Number and it may not be deleted. A customer will have the option to define a partial listing in the screening list. Specific call details will not be provided for stations not included in the screening list. The screening list may not include 800 numbers, non-native numbers, fictitious numbers, private network numbers or Centrex Dialing Plan numbers defined in the screening tables. Station Call Detail Billing will only be provided for valid telephone numbers within the switch providing the Customer's ISDN Primary Service.

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* As of January 20, 2011, the standard two- and three-year VTPP Volume Plan, packages 1, 2 & 3 will no longer be available to new subscribers. They will be provided only to customers who subscribe to the service as of January 20, 2011, and only until the expiration of the term agreement in effect as of that date. Additions, changes and/or moves are not permitted.

** Effective September 3, 2025, Integrated Services Digital Network (ISDN) Primary Service Term & Volume II Package Plan 1 and 3-year term plans and all PRI Plus term plan agreements will no longer be available to new customers. Existing customers may continue their Integrated Services Digital Network (ISDN) Primary PRI service until the end of the contract term. At the end of all Integrated Services Digital Network (ISDN) Primary Service contracts, unless another qualifying term plan is selected, the service rates will revert to the Month-to-Month rates.

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Effective: September 3, 2025

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10. Integrated Services Digital Network (ISDN) Services

10.2 ISDN Primary Service

10.2.7 Terms and Conditions**	
D.	ISDN PRI Service Portability is only available when there is an alternate switch in the same Rate Area, as defined by Verizon, equipped with ISDN PRI equipment. When an alternate Verizon switch is not located in the same Rate Area as the normal serving switch, the customer may subscribe to ISDN Primary service from the alternate switch in another rate center and pay foreign exchange rates as defined elsewhere in this Product Guide.
1.	Product Guide rates will apply for ISDN Primary Service Ports and Local Distribution Channels, if applicable.
2.	DS 1 1.544 Mbps High Capacity Facility interoffice facility mileage charges from the alternate switch apply as defined in the applicable high capacity facility terms of this Product Guide
3.	Applicable usage charges for all originating calls will apply. Charges will be determined by the customer's normal serving switch.
4.	PRI Plus 10K and PRI Plus 20K pricing options are not available with Corporate Rewards, other local usage optional calling plans or customer specific pricing.

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10.2.8 Application of Rates and Charges**	
A.	All local messages are provided at local usage charges for measured business service.
B.	PBX trunk and other network access line rates and charges, as contained in other sections of this Product Guide, are not applicable to ISDN primary.
C.	Voice usage generated by using ISDN primary will be charged in accordance with the usage rates for the associated service(s). Circuit switched data usage will be charge in accordance with the usage rates for circuit switched data transport.
1.	Unlimited local usage, per call-by-call B channel or dedicated exchange/MTS B channel is charged for as specified for business trunks in the exchange of connection.
D.	Where a customer chooses to have ISDN Primary provided on a foreign exchange or foreign central office basis, the rate for a Superpath 1.544 Mbps interoffice channel applies when using a Local Distribution Channel.
E.	Initial and additional local distribution channels are provided at the monthly rates for Superpath local distribution channels. The nonrecurring charge for the initial local distribution is the same as the nonrecurring charge specified for the Superpath local distribution channels for services purchased out of the Superpath terms of this Product Guide.
F.	The VTPP Volume* and PRI Plus contracts include the PRI Port, with or without the Local Distribution Channel, and the following components are included in the PRI port; Call by Call, Multiple Facility Signaling Control and Backup D Channel.

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* As of January 20, 2011, the standard two- and three-year VTPP Volume Plan, packages 1, 2 & 3 will no longer be available to new subscribers. They will be provided only to customers who subscribe to the service as of January 20, 2011, and only until the expiration of the term agreement in effect as of that date. Additions, changes and/or moves are not permitted.

** Effective September 3, 2025, all Integrated Services Digital Network (ISDN) Primary Service PRI Plus term plan agreements will no longer be available to new customers. Existing customers may continue their Integrated Services Digital Network (ISDN) Primary PRI service until the end of the contract term. At the end of all Integrated Services Digital Network (ISDN) Primary Service contracts, unless another qualifying term plan is selected, the service rates will revert to the Month-to-Month rates.

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10. Integrated Services Digital Network (ISDN) Services**10.2 ISDN Primary Service**

10.2.8 Application of Rates and Charges**	
F.	(Continued)
1.	Term & Volume II Package Plan — Is available on a 1-, 2- 3- year term plan and includes PRI Port, with or without Local Distribution Channel. The following components are included in the PRI Port rate: Calling Line Identification, Non-Facility Associated Signaling (NFAS) and Backup D Channel.
a.	Term & Volume II subscribers may subscribe to standard or Term and Volume optional features when a Term & Volume II rate is not specified.
b.	Call by Call service is not available with the Term and Volume II Package Plan.
2.	NRC charges do not apply for ISDN PRIs and features when provided on the VTPP Volume and PRI Plus contracts, the ISDN Primary Service provided on a Corporate Rewards 2- or 3-year contract or a 1-, 2- or 3-year Term and Volume II Package Agreement.
3.	No additional mileage charges apply for the local distribution channel when provided as part of the ISDN Primary Service on a VTPP Volume* and PRI Plus Plans, a Corporate Rewards 2- or 3-year plan or ISDN PRIs provided on a 1-, 2- or 3- year Term and Volume II Package Plan.
4.	The VTPP Volume* contract has special Calling Line Identification and Calling Line Identification with Names rates that can be used for the VTPP Volume* contracts and PRIs under Corporate Rewards 2- or 3-year contracts. The PRI Plus and Term and Volume II Package contracts include Calling Line Identification at no additional charge.
G.	An ISDN primary customer served from a foreign exchange or foreign central office may request to have service provided from the customer's normal central office when facilities become available in the normal central office without application of nonrecurring charges.
H.	Foreign Exchange charges are defined as DS 1 Interoffice channels and are provided at the rates and charges specified for Superpath 1.544 Mbps interoffice channels.
I.	ISDN primary DID telephone numbers are provided at the rates and charges specified for DID service.
J.	During the contract period, the customer may add ISDN PRI services at the same monthly rate as specified in the initial contract or the customer may add ISDN PRI services on a month-to-month or contract basis.
K.	When the PRI Intercom Capability option is augmented to integrate the Centrex features and Voice Over Internet Protocol (VoIP) applications, an additional PRI Intercom - VoIP NRC rate is required as set forth in Part M, Section 3 of this Product Guide. Applications that use Intercom functionality only, between a PRI and a Centrex, do not have an additional NRC. The PRI Intercom – VoIP Capability Package NRC applies to all rate plan options.
L.	ISDN Primary Service Intercom Capability, used as Tie Lines to an Interexchange Carrier or to another Central Office is only available with month-to-month, 3- and 5-year OPP Plans, and 1-, 2- and 3-year Term & Volume Package II Plans.

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* As of January 20, 2011, the standard two- and three-year VTPP Volume Plan, packages 1, 2 & 3 will no longer be available to new subscribers. They will be provided only to customers who subscribe to the service as of January 20, 2011, and only until the expiration of the term agreement in effect as of that date. Additions, changes and/or moves are not permitted.

** Effective September 3, 2025, Integrated Services Digital Network (ISDN) Primary Service Term & Volume II Package Plan 1 and 3-year term plans and all PRI Plus term plan agreements will no longer be available to new customers. Existing customers may continue their Integrated Services Digital Network (ISDN) Primary PRI service until the end of the contract term. At the end of all Integrated Services Digital Network (ISDN) Primary Service contracts, unless another qualifying term plan is selected, the service rates will revert to the Month-to-Month rates.

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Effective: September 3, 2025

Verizon New England Inc.

10. Integrated Services Digital Network (ISDN) Services

10.2 ISDN Primary Service

10.2.9 Variable Term Payment Plan (VTPP)**	
A.	Monthly rates and nonrecurring charges for the ISDN primary port, local distribution channel (including the interoffice channel, if required), and certain optional features, are offered under the VTPP described herein and in Part A, Section 1. The VTPP monthly rates and nonrecurring charges are payable over the following Optional Payment Periods (OPP) as selected by the customer.
1.	The OPPs for monthly rates are month-to-month, 36 months and 60 months. The 36 month OPP rates for the Port and Calling Line Identification with Name are limited to existing customers of record on or before May 30, 2006. No moves or changes will be permitted to the current location or existing contract. VTPP Volume* & PRI Plus contracts rates are 24 months and 36 months.
a.	The available OPP for nonrecurring charges is 60 months. An OPP may not be established only for nonrecurring charges. The monthly rates for the ports and local distribution channels must also be included.
b.	The total number of nonrecurring charges in an OPP must not exceed the total number of ports and local distribution channels included in the OPP.
c.	The OPP selected for nonrecurring charges may not exceed the OPP established for monthly rates.
2.	No non-recurring charges apply for local distribution channels provided under a 36 month or 60 month OPP or under a 2- or 3-year VTPP Volume contract*, 2- or 3-year PRI Plus contract, a 2- or 3-year Corporate Rewards Package or 1-, 2- or 3-year Term and Volume II Packages.
3.	No non-recurring charges apply for ports provided under a 60 month monthly rate OPP, 2- or 3-year VTPP Volume contract*, 2- or 3-year PRI Plus contract, a 2- or 3-year Corporate Rewards Package or Term and Volume II Packages.
4.	No non-recurring charges apply for the following optional features provided under a 36 month or 60 month OPP or under a 2- or 3-year VTPP Volume contract*, 2- or 3-year PRI Plus contract, a 2- or 3-year Corporate Rewards Package or a 1-, 2- or 3-year Term and Volume II Package.
a.	Calling Line Identification with Name (60 month OPP, VTPP*, PRI Plus, Corporate Rewards or Term and Volume II Package)
b.	Two B Channel Transfer
c.	Redirecting Number
d.	Modified Redirecting Number
e.	Optional Feature Package
f.	Intercom Capability Package.
g.	Two-year contract customers may subscribe to three-year contract optional features or facilities.
5.	When customers migrate from one ISDN PRI Plus option to another, all outstanding shortfall charges applicable to the existing agreement will apply.

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* As of January 20, 2011, the standard two- and three-year VTPP Volume Plan, packages 1, 2 & 3 will no longer be available to new subscribers. They will be provided only to customers who subscribe to the service as of January 20, 2011, and only until the expiration of the term agreement in effect as of that date. Additions, changes and/or moves are not permitted.

** Effective September 3, 2025, Integrated Services Digital Network (ISDN) Primary Service Term & Volume II Package Plan 1 and 3-year term plans and all PRI Plus term plan agreements will no longer be available to new customers. Existing customers may continue their Integrated Services Digital Network (ISDN) Primary PRI service until the end of the contract term. At the end of all Integrated Services Digital Network (ISDN) Primary Service contracts, unless another qualifying term plan is selected, the service rates will revert to the Month-to-Month rates.

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Effective: September 3, 2025

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10. Integrated Services Digital Network (ISDN) Services

10.2 ISDN Primary Service

10.2.9 Variable Term Payment Plan (VTPP)**	
B.	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 VTPP service period, the minimum service period charges apply in addition to termination liability charges. The minimum service period for term plans entered into prior to August 19, 2009 is one year. The minimum service period for term plans entered into on or after August 19, 2009 is one month. 1. Termination charges applicable to ISDN primary service are dependent upon the payment period selected by the customer (refer to Exhibit 10.2.9-1). Effective January 30, 2009, the following termination liability will be applicable to all new standard term, PRI Plus, Term and Volume* and Term and Volume II Agreements: When a subscriber terminates one of the plans above prior to the expiration of the term, the subscriber will be subject to termination liability equal to 25% of the monthly Port or Port and LDC rate multiplied by the remaining months in service. For applicable termination liability on service agreements executed prior to January 30, 2009, please refer to Exhibit 10.2.9-1. 2. Termination charges on the Local Distribution Channel will not apply when customers upgrade the transport facility (currently a DS1 1.544 Mbps facility) to a facility with greater than 1.544 Mbps. 3. Termination charges will not apply to optional features.
C.	When an ISDN primary customer served from a foreign exchange or foreign central office requests to have service provided from the customer's normal central office when facilities become available in the normal central office, termination liability charges will not apply as long as the quantity of ports and local distribution channels is maintained. The expiration date of the payment period will not change, except when the expiration date would be less than three months from the requested date for service from the normal central office, in this case, the expiration date will be extended to three months from the requested date for service from the normal central office.
D.	Customers with existing PRI contracts may change to another service or upgrade service to a higher speed or capacity under a new contract plan without incurring termination charges provided the value of the new contract is equal to or greater than the remaining value of the existing contract plan and Verizon or its wireline affiliates provides the new service via tariff, Product Guide, similar documents, commercial agreements, or a Customer Specific Pricing Contract (CSP), and the order to discontinue the existing service and the order for the new or upgraded service are received by Verizon or its wireline affiliates at the same time.
E.	ISDN Primary Corporate Rewards 2 or 3 year contract customers may subscribe to the VTPP volume package plan* Calling Line ID or Calling Line ID with Name feature.
F.	All of a customer's Verizon provided ISDN PRIs within the state will count towards the volume contract threshold. Volume contract customers may change the number of ISDN PRIs during the volume term period. In the event customers under a volume contract make subsequent PRI increases or decreases that cause the total number of PRIs to fall within a different threshold level, all remaining ISDN PRIs will be billed at the applicable level rate for the remainder of the volume contract term period. The customer must provide the account information of the ISDN PRIs included in the volume contract at the time of the initial installation of service and with each change to the service.

* As of January 20, 2011, the standard two- and three-year VTPP Volume Plan, packages 1, 2 & 3 will no longer be available to new subscribers. They will be provided only to customers who subscribe to the service as of January 20, 2011, and only until the expiration of the term agreement in effect as of that date. Additions, changes and/or moves are not permitted.

** Effective September 3, 2025, Integrated Services Digital Network (ISDN) Primary Service Term & Volume II Package Plan 1 and 3-year term plans and all PRI Plus term plan agreements will no longer be available to new customers. Existing customers may continue their Integrated Services Digital Network (ISDN) Primary PRI service until the end of the contract term. At the end of all Integrated Services Digital Network (ISDN) Primary Service contracts, unless another qualifying term plan is selected, the service rates will revert to the Month-to-Month rates.

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Verizon New England Inc.

10. Integrated Services Digital Network (ISDN) Services**10.2 ISDN Primary Service**

10.2.9 Variable Term Payment Plan (VTPP)**		
G.	Transfer of Service will be permitted.	
H.	Relocation - When a customer elects to relocate his PRI service to a different premises not serviced by the same central office, prior to the expiration of a contract period, the service is considered to be disconnected, and termination liability applies. However, if the customer relocates to a location served by a suitably equipped central office within the same state and establishes a PRI contractual payment plan of equal or greater monetary value, the customer may relocate without incurring any termination liability. Installation charges for establishing the new service would apply.	
I.	End of Term - At the end of a customer's term contract the rates will revert to the prevailing Month-to-Month rates unless another qualifying term plan is selected	
Exhibit 10.2.9-1 Termination Charges by Payment Period Note: This chart applies to all term plans executed prior to January 30, 2009. For term plans subscribed to on or after January 30, 2009, termination liability will equal 25% of the monthly Port or Port and LDC rate multiplied by the remaining months in the term. Optional features are not included in the termination liability calculation. Minimum Service Period requirements are applicable.		
Payment Period	Termination Month	Termination Charges
Month-to-Month	1	Minimum Service Period
36 Months	1 -12	Minimum Service Period and the full S&E/NRC for any port or optional feature provided with a 100% discount
	13 - 36	Month-to-Month rate minus the 36 month rate times the number of months in service
60 Months	1 -12	Minimum Service Period and the full S&E/NRC for any port or optional feature provided with a 100% discount
	13 - 36	Month-to-Month rate minus the 36 month rate times the number of months in service
	37 - 60	36 month rate minus the 60 month rate times the number of months in service
24 Month Volume Package Contract*	1 – 12	Minimum Service Period times month-to-month rate
	13 – 24	Month-to-month rates minus the 24 month rate times the number of months in service

* As of January 20, 2011, the standard two- and three-year VTPP Volume Plan, packages 1, 2 & 3 will no longer be available to new subscribers. They will be provided only to customers who subscribe to the service as of January 20, 2011, and only until the expiration of the term agreement in effect as of that date. Additions, changes and/or moves are not permitted.

** Effective September 3, 2025, Integrated Services Digital Network (ISDN) Primary Service Term & Volume II Package Plan 1 and 3-year term plans and all PRI Plus term plan agreements will no longer be available to new customers. Existing customers may continue their Integrated Services Digital Network (ISDN) Primary PRI service until the end of the contract term. At the end of all Integrated Services Digital Network (ISDN) Primary Service contracts, unless another qualifying term plan is selected, the service rates will revert to the Month-to-Month rates.

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Verizon New England Inc.

10. Integrated Services Digital Network (ISDN) Services

10.2 ISDN Primary Service

10.2.9 Variable Term Payment Plan (VTPP)**		
Exhibit 10.2.9-1 Termination Charges by Payment Period		
Note: This chart applies to all term plans executed prior to January 30, 2009. For term plans subscribed to on or after January 30, 2009, termination liability will equal 25% of the monthly Port or Port and LDC rate multiplied by the remaining months in the term. Optional features are not included in the termination liability calculation. Minimum Service Period requirements are applicable.		
Payment Period	Termination Month	Termination Charges
36 Month Volume Package Contract*	1 – 12	Minimum Service Period times month-to-month rate
	13 – 24	Month-to-month rates minus the 24 month rate times the number of months in service
	25 – 36	24 month rate minus the 36 month rate times the number of months in service
24 Month PRI Plus 10K & PRI Plus 20K Contracts	1 – 12	Minimum Service Period multiplied by monthly recurring charge
	13 – 24	25% of the monthly recurring charge(s) (MRC) for the remainder of the term
36 Month PRI Plus 10K & PRI Plus 20K Contracts	1 – 12	Minimum Service Period multiplied by monthly recurring charge
	13 – 36	25% of the monthly recurring charge(s) (MRC) for the remainder of the term

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* As of January 20, 2011, the standard two- and three-year VTPP Volume Plan, packages 1, 2 & 3 will no longer be available to new subscribers. They will be provided only to customers who subscribe to the service as of January 20, 2011, and only until the expiration of the term agreement in effect as of that date. Additions, changes and/or moves are not permitted.

** Effective September 3, 2025, Integrated Services Digital Network (ISDN) Primary Service Term & Volume II Package Plan 1 and 3-year term plans and all PRI Plus term plan agreements will no longer be available to new customers. Existing customers may continue their Integrated Services Digital Network (ISDN) Primary PRI service until the end of the contract term. At the end of all Integrated Services Digital Network (ISDN) Primary Service contracts, unless another qualifying term plan is selected, the service rates will revert to the Month-to-Month rates.

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Verizon New England Inc.

10. Integrated Services Digital Network (ISDN) Services

10.3 Circuit Switched Data Transport

10.3.1	Description
A.	Circuit switched data calls originating from ISDN service equipped lines are transported using Switchway switched 56 kbps service at speeds up to and including 64 kbps. Switchway service is a digital switched service that provides full duplex, synchronous information transport.

10.3.2	Calling Area
A.	Local Calling Area 1. Within Metropolitan Boston the local calling area includes the customer's home exchange and all Zone 1 and Zone 2 exchanges as specified in Part A, Section 5. 2. In the 617/508 area, outside of Metropolitan Boston, the local calling area is specified in Part A, Section 5. 3. In the 413 area, the local calling area for each exchange, is specified in Part A, Section 5.
B.	Calls to points within the customer's calling area to all Zone 1 and/or Zone 2 exchanges are timed and charged per minute and per message rates. 1. Calls outside of the calling area are billed at the appropriate rates.

10.3.3	Network Call Usage
A.	Timing of Message— All network usage is timed and measured. Chargeable time begins when the connection is established between the calling party station and the called party. Chargeable time ends when the network connection is released.
B.	Initial Period and Overtime Rates— The initial period rates are for telephone connections of one minute or any fraction thereof. Overtime rates are for each additional minute or any fraction thereof that the telephone connection continues beyond the initial period.
C.	Usage Time— Except for residence usage outside of the calling area, accumulation of usage time is on a per second basis. At the end of the customer's billing period, the sum of accumulated seconds is rounded to the next higher minute. At the end of the customer's billing period when the total charges would result in fractions of a cent being billed, the total will be rounded to the nearest cent for billing purposes. Residence usage outside of the calling area is timed as specified in Section 10.3.2B.
D.	For Calls Within the Calling Area 617/508 LATA— Zone 2 rates apply only to customers in Metropolitan Boston where the local calling area has two zones. Only Zone 1 rates apply for calls within the calling area for all other exchanges in the 617/508 area.

Verizon New England Inc.

10. Integrated Services Digital Network (ISDN) Services

10.3 Circuit Switched Data Transport

10.3.3 Network Call Usage	
E.	For Calls Within the Calling Area 413 LATA— Per minute peak rates apply Monday through Friday 9AM to, but not including 9PM. Per minute off-peak rates apply Monday through Thursday from 9PM to, but not including 9AM and from 9PM Friday to, but not including 9AM Monday.
F.	For Calls Outside of the Calling Area 617/508 LATA— Day, evening and night/weekend rate periods apply for residence and business rates as follows. - Day rates apply Mondays through Fridays from 8AM to but not including 5PM. - Evening rates apply Sundays through Fridays from 5PM to, but not including 11PM. On Christmas Day (December 25), New Year's Day (January 1), Independence Day (July 4), Thanksgiving Day, Labor Day, or on resulting legal holidays when Christmas, New Year's, or Independence Day legal holidays fall on dates other than December 25, January 1, or July 4, respectively, the holiday rate is the evening rate, unless a lower rate would normally apply. - Night and weekend rates apply Sundays through Thursdays from 11PM to, but not including 8AM of the following day, and from 11PM Fridays to, but not including, 5PM Sundays.
G.	For Calls Outside of the Calling Area 413 LATA— Peak/off-peak period rates apply for residence and business rates as follows. - Peak period rates apply Monday through Friday from 9AM to, but not including 9PM. - Off-peak period rates apply Monday through Thursday from 9PM to, but not including 9AM and from 9PM Friday to, but not including, 9AM Monday. On Christmas Day (December 25), New Year's Day (January 1), Independence Day (July 4), Thanksgiving Day and Labor Day, or resulting legal Holidays; when Christmas, New Year's or Independence Day legal holidays fall on dates other than December 25, January 1, or July 4, respectively, the holiday rate is the off-peak rate.

Verizon New England Inc.

10. Integrated Services Digital Network (ISDN) Services**10.4 Packet Switched Data Transport**

10.4.1	Description
A.	Packet switched data calls originating from ISDN service equipped lines are transported using Infopath packet switching service. Infopath packet switching service provides synchronous transport of data.

10.4.2	Usage
A.	Usage is comprised of call setup, packet transport, transaction, or per minute. 1. Call setup initiates a request on a switched virtual circuit for the establishment of a virtual channel for the duration of the call. Call setup is billed on a per call basis. 2. Packet transport provides for the routing of packets. Usage charges are based on the number of packets transmitted (either sent or received during the call). The minimum unit of billing is a kilopacket. 3. Transaction is a billing arrangement with point of sale applications, where customers have a need to transfer small amounts of data many times a day (e.g., credit verifications). A transaction is defined as ten packets or fraction thereof. Usage charges for call setups, holding time, and kilopackets do not apply. 4. Per minute is usage whereby the duration of each call is recorded in minutes and seconds, and rounded to the nearest minute at the end of the month. Call setups, holding time, and kilopackets do not apply to per minute billing.
B.	Usage charges may be billed to the originator or receiver of packets as arranged for on each call. 1. Usage is aggregated per billing month. 2. Usage rates are time of day sensitive. The day period is 8AM to 5PM. The evening period is 5PM to 11PM. The night period is 11PM to 8AM. 3. When more than 2,500 billable kilopackets are transmitted in a billing month, rates are discounted. a. From 2,501 to 10,000 kilopackets aggregated usage rates are discounted by 5%. b. Over 10,000 kilopackets aggregated usage is discounted by 10%.

10.4.3	Optional Features
A.	Call Detail — Provides for printed detail of each call billed to the customer for packet switched data usage. This option is available on either a monthly basis or on a per request basis. Rates and charges for call detail on a per request basis are the same as for a monthly basis. The call detail nonrecurring charge is not applicable when call detail is ordered in conjunction with the initial request for service.