

Resale Services

9. Other Services
9.1 Call Usage Detail

Rates and charges for services explained herein are contained in Section 10.9.

9.1.0 General Restrictions on Availability		(N)
A.	Notwithstanding any other provisions of this Section 9, the availability under this Tariff of services purchased for resale is subject to the limitations set forth in paragraph 2.1.0.	(N) (N)

9.1.1 Description	
A.	Call usage detail is available for local calls associated with the Telephone Company's resold message rate service, and for intralata toll service and inter-region calling associated with all the Telephone Company's resold exchange services. Call usage data can be provided via transmission or via tape/cartridge format. Call usage detail will only be provided for calls originated on the Telephone Company's resold exchange service lines. Local call usage detail service is only available for usage originated over the Telephone Company's resold measured rate exchange service lines.
1.	Local call usage detail will be provided in either summary format or as complete call detail. Call usage detail for intralata toll usage and Inter-region usage will only be provided as complete call detail.
B.	For local calls with complete call detail, the data will be provided by the billed telephone number with each telephone number separately identified and will consist of originating telephone number, called telephone number, call date, call connect time and call elapsed time measured in seconds.
C.	For local calls with summary call detail, the data will be provided by the billed telephone number, with each telephone number separately identified and will consist of the following.
1.	New York Metropolitan LATA number of calls per region by tariff time of day periods. Number of additional minutes per region by tariff time of day periods.
2.	Non-New York Metropolitan LATA number of calls per mileage band by tariff time of day periods. Number of additional minutes per mileage band by tariff time of day periods.
D.	For intralata toll or inter-region calls, complete call detail service will be provided by the billed telephone number with each telephone number separately identified and will consist of originating telephone number, called telephone number, call date, call connect time and call elapsed time measured in seconds.
E.	When ordering service, the reseller must indicate by billed telephone number the level of call detail being requested for local usage, (i.e., summary call usage detail service or complete call detail service).
F.	Call usage data will be available for transmission to resellers each Telephone Company business day.

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Resale Services

9. Other Services
9.1 Call Usage Detail

9.1.2 Responsibility of the Telephone Company	
A.	The lapsed time between usage recording by the Telephone Company and delivery to the reseller will not exceed eight business days.
B.	The Telephone Company will store reseller usage data for 45 days from the date of transmission to the reseller.
C.	All call usage detail will be provided in exchange message record format, based upon bellcore standard definition.

9.1.3 Regulations	
A.	Change in Format— A reseller may request a change in the local call usage detail service format between summary and complete call detail no more than once a month by giving the Telephone Company 30 days' notice of the requested change in detail format and the telephone numbers affected.

9.1.4 Application of Rates and Charges	
A.	Record Processing— A per record processed charge applies.
1.	A record is a logical grouping of information as described in the programs that process the information and load the data file.

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Resale Services

9. Other Services**9.2 Electronic Customer Service Record Retrieval**

9.2.1 Description	
A.	This service provides the reseller with the ability to electronically request and view the customer service record of an end user. The customer service record reflects the most recent, completed service order activity and provides the service and equipment billed by the Telephone Company to a Telephone Company end user or to a reseller.

9.2.2 Regulations	
A.	Ordering Service— The request for this service will be transmitted by the reseller to the Telephone Company's resale services operations center in electronic format via a communications link established between the reseller and the Telephone Company. The current customer service record will be formatted by the Telephone Company and transmitted electronically back to the reseller.
B.	The provision of information is subject to tariff provisions pertaining to disclosure of information (refer to Section 4.2).

9.2.3 Application of Rates and Charges	
A.	An electronic customer service record retrieval charge applies to each electronic customer service record delivered to the reseller.
1.	A reseller may request any number of electronic customer service records, but will only be charged for the number of electronic customer service records successfully transmitted to the reseller.

Resale Services

9. Other Services**9.3 Operator and Directory Services**

9.3.1 Customized Routing	
A.	Upon request, the Telephone Company will reroute the resellers end user's local and toll (including intralata toll) operator services and directory assistance calls to an alternate operator services provider.
1.	Customized routing will be provided on a first-come, first-served basis pursuant to a mutually agreed upon schedule and the reseller's submission of a network design request.
a.	The schedule established will depend upon the reseller's requirements, and in any event be completed within 12 months of the request.
B.	The reseller is responsible for customized routing charges which the Telephone Company will determine on an individual case basis.
C.	The reseller is responsible for ongoing charges per rerouted subscriber line.
D.	Application of Rates and Charges— A reseller utilizing the customized routing option for directory assistance is subject to the following rates and charges.
1.	Service Establishment— An NRC applies per routing request, and will be developed in an individual case basis.
2.	Monthly— A per rerouted subscriber line charge applies monthly.

9.3.2 Directory Assistance (DA) and Directory Listing Services Listings for Certain Customers	
A.	Subject to subparagraph, B. below, Verizon New York Inc. ("Verizon") will provide listings services to entities that purchase services under this Tariff (which entities are referred to below as "Carriers"). Such services will include (a) publication of listings for the customers of such Carriers in the alphabetical directories and classified directories published by or for Verizon; (b) the inclusion of such listings in Verizon's directory assistance records; (c) non-published service; and (d) additional listings and other premium listing services. Such services will be provided under the same terms, conditions, and regulations as are made available to Verizon's end-user Customers, as set forth in sections 8(A) and 8(B), of Verizon's Tariff PSC No. 15, and at the rates set forth in Section 14 of that Tariff, less the applicable discount percentage set forth in Section 10.6.1 of Verizon's Tariff No. 9. In applying the rates, terms, conditions, and regulations set forth in Tariff P.S.C. No. 15, "subscriber" and similar terms will be deemed to refer to the Carrier's customer. For example, the nature of the Carrier's customer, and not of the Carrier itself, will determine whether the listing qualifies as a residence or business listing, and thus may affect the applicable rate.

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Resale Services

9. Other Services
9.3 Operator and Directory Services**9.3.2 Directory Assistance (DA) and Directory Listing Services
Listings for Certain Customers (Cont'd)****B. Notwithstanding the preceding paragraph:**

The Carrier itself, and not the Carrier's customer, will be Verizon's customer and will be responsible to Verizon for payment of the applicable listings service charges.

The Carrier will be responsible for submitting to Verizon all orders, information, requests, inquiries, changes, and other matters related to the listing(s), using the processes and forms required by, and subject to the terms and conditions of, the relevant wholesale tariffs, agreements, industry arrangements, or business rules, which will supersede any conflicting terms, conditions, and procedures related to such matters that are set forth in Tariff No. 15. Verizon will not accept any such orders, information, etc. directly from the Carrier's customers.

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In no case will the Carrier's customer be considered to be a customer of Verizon by virtue of the publication of his, her, or its name and/or address in a Verizon directory or directory assistance records. Neither this tariff, nor any actions taken by Verizon or the Carrier pursuant to this tariff, shall create a contractual, agency, or any other type of relationship between Verizon and the Carrier's customers.

General and administrative provisions, including but not limited to those related to payments, collection, default, deposits, termination or cancellation of service, dispute resolution, liabilities, indemnification, waivers, and similar matters shall be as set forth in the relevant wholesale tariffs or agreements.

The non-recurring charges applicable to listings services for a Carrier's customers will be the standard non-recurring charges for service orders, record orders, etc. (and, as applicable, for manual intervention, expedited service, etc.), that are applicable to orders for wholesale service under this Tariff. For the avoidance of any doubt, absent any contrary tariff provision, the applicable non-recurring charge will be the retail non-recurring charge for listings set forth in Section 14.7 (A)(3)(1) of Tariff No. 15, less the applicable resale discount. A separate non-recurring charge for listings services will not apply where the Carrier requests such services at the same time and on the same order, as the underlying Verizon-provided wholesale service.

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Resale Services

9. Other Services

9.3 Operator and Directory Services

9.3.2 Directory Assistance (DA) and Directory Listing Services Listings for Certain Customers (Cont'd)

B. Notwithstanding the preceding paragraph: (Cont'd)

The Carrier must provide properly formatted listings for inclusion in the Verizon directories and within time frames required by Verizon or the publisher of its directories.

Verizon will provide a listing verification report** which enables a Carrier to review listing information approximately 90 days prior to the directory close date. Each report corresponds to the directories as published by or for Verizon in which the Carrier has requested the inclusion of listing information for its Customers.

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If the Carrier's report contains an error, the Carrier must submit the appropriate correction prior to the scheduled closing date of the publishing of the directory utilizing the appropriate order forms.

At the option of the Carrier, Verizon will include Carrier Customers in the Verizon directory assistance database. If the Carrier chooses this option, it must provide Verizon with its properly formatted listings and updates for inclusion in the directory assistance database within time frames required by Verizon.

A Carrier may electronically view the listings through an electronic interface. This allows a Carrier to view all current published listings of all local carriers, although the identity of the carrier of record will be kept confidential (i.e., the serving carrier will not be indicated). This interface allows the Carrier electronic access to an up-to-date display of the listings database.

Verizon will provide the Carrier with a number of white page directories equal to the total number of the Carrier's listings in the white pages and yellow pages directories rounded up to the nearest hundred, either at the Verizon designated location or through an alternative arrangement.

Publishing errors that are identified by the Carrier that are the fault of Verizon, shall be given credit as specified in Tariff P.S.C. No. 15. No credit or other compensation will be available where the Carrier has not identified the publishing error.

Carrier must agree to abide by the privacy rules and principles adopted by the New York State Public Service Commission.

** Listing Verification Report has been withdrawn from the tariff effective June 1, 2025.

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Resale Services

9. Other Services**9.4 Enhanced 911 (E911) Service**

9.4.1	Description
A.	The Telephone Company will include the reseller's telephone exchange service customers in the relevant E911 database(s).

Resale Services

9. Other Services**9.5 Annoyance Call Bureau**

9.5.1	Description
A.	Resellers will be entitled to use the services provided by the Telephone Company's annoyance call bureau.

Resale Services

9. Other Services
9.6 Atlas View of Listings Service

9.6.1 Description	
A.	Atlas provides the reseller with the ability to electronically request and view the directory listing of an end user. The view of the listing reflects the most recent, completed service order activity. This service provides the reseller with an accurate display of how the listing will appear in the upcoming published directory.
B.	Atlas is provided through an on-line electronic interface system. The reseller will launch a query for either a straight line or caption package listing, using as an access key either a listings identifier, a package identifier, a full name, a partial name, or a telephone line number. The types of listings and corresponding types of query transactions that the reseller may request, are as follows. 1. A straight-line listing which is a single record containing all of the listing information associated with the end user. This type of transaction searches for all single line listings that match the access key (e.g., customer name). 2. A caption package listing which consists of a group of records under a single corporate or organizational heading (or caption) with up to six additional levels of sub-headings and individual listings. This type of transaction searches for all multiple listings that match the access key.
C.	The reseller will be able to view all current published listings for customers of all local carriers, including the Telephone Company, although the identity of the serving carrier will not be indicated. This will allow the reseller real-time access to an up-to-date display of the listings database.

9.6.2 Regulations	
A.	Order for Service— The request for this service will be transmitted by the reseller to the Telephone Company's telecom industry services operations center in electronic format via a communications link established between the reseller and the Telephone Company. The current customer listings record will be formatted by the Telephone Company and transmitted electronically back to the reseller.

9.6.3 Application of Rates and Charges	
A.	Retrieval Charge— A per transaction charge applies to each directory listing delivered to the reseller. A reseller may request any number of listings, but will only be charged for the number of electronic listings successfully transmitted to the reseller.

Resale Services

9. Other Services

9.7 Grandfathering/Withdrawal Exceptions

9.7.1	Grandfathering Description	
A.	The services listed below will be available to resellers on a non-resale basis, under the terms and conditions set forth in the relevant primary retail tariffs and/or Product Guide (except those provisions relating to the grandfathering), and at a price equal to the retail price less the discount specified in Section 10.6.1. of this Tariff. Wide Area Telephone Service (WATS) Virtual WATS Econopath Calling Plan Service Large Volume Discount Plan Flexgrow Service Enhanced Flexgrow Service Flexpath Digital PBX Service Flexpath Digital PBX Disaster Recovery Service Flexpath Digital PBX Port Group Service Flexpath Rate Stability Plan The offering set forth in this section 9.7.1.A. will be grandfathered and no longer available to new customers on and after the implementation date for such grandfathering¹. Moves, additions or changes to subscribers' existing service will not be permitted on and after such date. The offering will remain available to grandfathered customers after the implementation date,¹ but only until the corresponding services are withdrawn from the retail tariffs.	(T)
B.	The services listed below will be available to resellers on a non-resale basis, under the terms and conditions set forth in the relevant primary retail tariffs and/or Product Guide (except those provisions relating to the grandfathering), and at a price equal to the retail price less the discount specified in Section 10.6.1. of this Tariff. Intellipath Digital Centrex Service Electronic Telephone Service Features ISDN Basic with Digital Centrex Service The offering set forth in this section 9.7.1.B. will be grandfathered and no longer available to new customers on and after the implementation date for such grandfathering². Moves, additions or changes to subscribers' existing service will be permitted on and after such date at existing locations only. The offering will remain available to grandfathered customers after April 17, 2016, but only until the corresponding services are withdrawn from the retail tariffs.	1 (N) J

1 See Attachment Page 1, Paragraph 1. following all pages that are a part of this Section, which sets forth the implementation date as provided for in Section 1, Paragraph A.13. of Tariff P.S.C. No.15--COMMUNICATIONS.

2 See Attachment Page 1, Paragraph 6. following all pages that are a part of this Section, which sets forth the implementation date as provided for in Section 1, Paragraph A.13. of Tariff P.S.C. No.15--COMMUNICATIONS.

Resale Services

9. Other Services
9.7 Grandfathering/Withdrawal Exceptions

9.7.1	Grandfathering Description
C.	The services listed below will be available to resellers on a non-resale basis, under the terms and conditions set forth in the relevant primary retail tariffs and/or Product Guide (except those provisions relating to the grandfathering), and at a price equal to the retail price less the discount specified in Section 10.6.1.of this Tariff. Unlimited Local Usage for Business 1-year term plan Unlimited Local and Toll Usage for Business 1-year term plan The offering set forth in this section 9.7.1.C. will be grandfathered and no longer available to new customers on and after the implementation date¹ for such grandfathering. Existing customers may maintain their service and the one-year term commitment plan will automatically renew. Moves, additions or changes to subscribers' existing service will be permitted. The offering will remain available to grandfathered customers after the implementation date¹, but only until the corresponding services are withdrawn from the retail tariffs.
D.	The services listed below will be available to resellers on a non-resale basis, under the terms and conditions set forth in the relevant primary retail tariffs and/or Product Guide (except those provisions relating to the grandfathering), and at a price equal to the retail price less the discount specified in Section 10.6.1.of this Tariff. Call Forwarding Busy Line and Call Forwarding Don't Answer for Business Caller ID – Number Only Call Waiting ID Deluxe The offering set forth in this section 9.7.1.D. will be grandfathered and no longer available to new customers on and after the implementation date for such grandfathering¹. Existing customers may retain these services at existing locations only. Moves, additions or changes to subscribers' existing service will not be permitted. The offering will remain available to grandfathered customers after the implementation date¹, but only until the corresponding services are withdrawn from the retail tariffs.

1 See Attachment Page 1, Paragraph 7. following all pages that are a part of this Section, which sets forth the implementation date as provided for in Section 1, Paragraph A.13. of Tariff P.S.C. No.15--COMMUNICATIONS.

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9. Other Services

9.7 Grandfathering/Withdrawal Exceptions

9.7.2	Withdrawal Description
C.	The services, package and feature combinations listed below will be available to resellers on a non-resale basis, under the terms and conditions set forth in the relevant retail tariffs and/or Product Guide, and at a price equal to the retail price less the discount specified in Section 10.6.1. Custom Calling Services (Residence) - Call Forwarding/Speed Dialing 8 - Three Way Calling/Speed Dialing 8 - Call Forwarding/Three Way Calling/Speed Dialing 8 PhoneSmart Services (Residence) - Busy Redial/Anonymous Call Rejection - *69/Anonymous Call Rejection - *69/Busy Redial/Anonymous Call Rejection - Caller ID/Busy Redial - Call Waiting ID/*69/Busy Redial - Call Waiting ID/Busy Redial - Call Waiting ID Deluxe Number Only/*69 - Call Waiting ID Deluxe Number Only/Busy Redial - Call Waiting ID Deluxe Number Only/*69/Busy Redial - Call Waiting ID with Name/*69 - Call Waiting ID with Name/Busy Redial - Call Waiting ID Deluxe/*69 - Call Waiting ID Deluxe/Busy Redial - Call Waiting ID Deluxe/*69/Busy Redial - Name and Number Delivery Service (Residence) Residence Intellidial Calling Service

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Resale Services

9. Other Services

9.7 Grandfathering/Withdrawal Exceptions

9.7.2	Withdrawal Description
C.	(Cont'd) Residence Custom Calling Services Packaging - Call Waiting/Three Way Calling/Speed Dialing 8 – 5 year contract - Call Waiting/Call Forwarding/Speed Dialing 8 – 3 year contract ISDN Basic Service - Deluxe Feature Package (Residence) - Call Forwarding Busy Line (Residence) - Call Forwarding Don't Answer (Residence) Unicall Intercom Service Call Package Joint User Service (Residence) Call Direct Call Direct Plus Restrex Service Weekend Choice Plan
1.	The offering set forth in this section 9.7.2.C will be withdrawn and no longer available to customers on and after the implementation date for such withdrawal ¹ .

¹ See Attachment Page 1, Paragraph 3, following all pages that are a part of this Section, which sets forth the implementation date as provided for in Section 1, Paragraph A.13. of Tariff PSC NY No.15-- COMMUNICATIONS.

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Resale Services

9. Other Services

9.7 Grandfathering/Withdrawal Exceptions

9.7.2	Withdrawal Description
D.	The services, package and feature combinations listed below will be available to resellers on a non-resale basis, under the terms and conditions set forth in the relevant retail tariffs and/or Product Guide, and at a price equal to the retail price less the discount specified in Section 10.6.1. Custom Calling Services (Residence) - Call Forwarding/Call Waiting/Speed Dialing 8 PhoneSmart Services (Residence) - Call Waiting ID Number Only/*69 - Call Waiting ID with Name/*69/Busy Redial - Caller ID Number Only/*69 - Caller ID Number Only/Busy Redial - Call Waiting ID Deluxe - Call Waiting ID Deluxe Number Only - Call Waiting ID Number Only Call Manager Packages 1 and 2 Residence Custom Calling Services Packaging - Call Waiting/Call Forwarding - Call WaitingSpeed Dialing 8 Dial-A-Visit Dial-A-Visit Message Detail Joint User Service
1.	The offering set forth in this section 9.7.2.D will be withdrawn and no longer available to customers on and after the implementation date for such withdrawal ¹ .

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¹ See Attachment Page 1, Paragraph 4, following all pages that are a part of this Section, which sets forth the implementation date as provided for in Section 1, Paragraph A.13. of Tariff P.S.C. No.15-- COMMUNICATIONS.

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Resale Services

9. Other Services

9.7 Grandfathering/Withdrawal Exceptions

9.7.2	Withdrawal Description	(T)
E.	The services, package and feature combinations listed below will be available to resellers on a non-resale basis, under the terms and conditions set forth in the relevant retail tariffs and/or Product Guide, and at a price equal to the retail price less the discount specified in Section 10.6.1. PhoneSmart Services (Business) - *69/Anonymous Call Rejection - Call Waiting ID/*69 - Call Waiting ID/*69/Busy Redial - Caller ID with Busy Redial - Call Waiting ID Deluxe – Number Only/*69 - Call Waiting ID Deluxe – Number Only/Busy Redial - Call Waiting ID Deluxe – Number Only/*69/Busy Redial - Call Waiting ID with Name/Busy Redial - Call Waiting ID Deluxe/*69 - Call Waiting ID Deluxe/Busy Redial - Call Waiting ID Deluxe/*69/Busy Redial	(N) (N)
1.	The offering set forth in this section 9.7.2.E will be withdrawn and no longer available to customers on and after the implementation date for such withdrawal ¹ .	(N) (N)

¹ See Attachment Page 1, Paragraph 5, following all pages that are a part of this Section, which sets forth the implementation date as provided for in Section 1, Paragraph A.13. of Tariff P.S.C. No.15-- COMMUNICATIONS.

IMPLEMENTATION DATE*
(Effective August 21, 2016)

1. The implementation date of the grandfathering of the following services (see section 9.7.1.A.), filed on October 19, 2012 with an effective date of November 3, 2012, is February 16, 2013:

Wide Area Telephone Service (WATS)
Virtual WATS
Econopath Calling Plan Service
Large Volume Discount Plan
Flexgrow Service
Enhanced Flexgrow Service
Flexpath Digital PBX Service
Flexpath Digital PBX Disaster Recovery Service
Flexpath Digital PBX Port Group Service
Flexpath Rate Stability Plan

2. The implementation date of the withdrawal of the following services (see section 9.7.2), filed on November 30, 2012 with an effective date of December 15, 2012, is February 16, 2013:

Centrex III Airport Service
Centrex III Port Service
Centrex III Airport Port Service

3. The implementation date of the withdrawal of the certain services and features (see section 9.7.2.C), filed on May 2, 2014 with an effective date of May 17, 2014, is August 17, 2014.

4. The implementation date of the withdrawal of certain residence services and features (see section 9.7.2.D), filed on July 3, 2014 with an effective date of July 19, 2014, is August 17, 2014.

5. The implementation date of the withdrawal of certain business services and features (see section 9.7.2.E), filed on September 18, 2014 with an effective date of October 2, 2014, is October 18, 2014.

6. The implementation date of the grandfathering of the services listed in 9.7.1.B. preceding, filed on February 1, 2016 with an effective date of March 1, 2016, is April 17, 2016.

7. The implementation date of the grandfathering of the services listed in 9.7.1.C. and 9.7.1.D. preceding, filed on August 8, 2016 with an effective date of August 21, 2016, is October 17, 2016.

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* See Section 1, Paragraph A.13. of Tariff P.S.C. No. 15--COMMUNICATIONS.