

Verizon New England Inc.

12. Other Services
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12. Other Services**12.3 Direct Inward Dialing (DID) Service for Private Branch Exchange (PBX) Systems**

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 G, of this Product Guide. (This does not impact ISDN PRI or Centrex DID subscribers).

12.3.1 Description	
A.	DID service permits incoming dialed calls from the exchange network to reach a specific PBX station line or other customer premises equipment without the assistance of an attendant. DID service is provided subject to the availability of facilities.
B.	DID service is furnished for use with compatible customer premises equipment subject to the regulations specified in Section 4.
C.	DID service may be furnished on a foreign exchange or foreign central office service basis if it cannot be provided from the customer's local serving central office. If the customer's local serving central office later becomes equipped to provide DID service, the service may then be transferred to the customer's local serving central office. This requires telephone number changes for which S&E charges apply.
D.	DID service is designed for voice communications, not for the transmission of data. Data transmission is not guaranteed over facilities equipped with DID.
E.	All DID calls must be routed over the same PBX trunk group. Trunk lines arranged for DID service may not be mixed in a trunk group with trunk lines not arranged for DID service.

12.3.2 Responsibility of Verizon	
A.	Verizon accepts no responsibility for reserving telephone numbers to be used at a future time. If the provision of additional service necessitates telephone number changes, S&E charges apply.

12.3.3 Responsibility of the Customer	
A.	DID service is furnished upon the condition that the customer must subscribe to adequate facilities (e.g. trunks, circuit packs, etc.) to permit the use of the service without injurious effect on general telephone service.
B.	The customer is responsible for providing interception of calls to vacant or non-working assigned station lines or telephone numbers by means of attendant intercept or a recorded announcement.

12.3.4 Provisions for Other Services	
A.	One primary directory listing is provided with this service.

12.3.5 Application of Rates and Charges	
A.	The rates and charges specified herein are in addition to premises work charges, PBX trunk line rates, and to the rates and charges for associated services and equipment.

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12. Other Services**12.4 Automatic Identification of Outward Dialing (AIOD) Service for Private Branch Exchange Systems**

12.4.1 Description	
A.	AIOD service provides for identification and recording of PBX station line numbers for station originated directly dialed or operator handled toll messages and for the billing of those messages by station line number through central office facilities at the serving central office.
B.	AIOD is provided subject to the availability of suitable central office facilities and only when Direct Inward Dialing is furnished, as each station line associated with this service requires a seven-digit telephone number.
C.	The service is offered for use only with compatible customer premises equipment, subject to the regulations specified in Section 4.
D.	AIOD may be furnished on a foreign exchange or foreign central office basis, if it cannot be provided from the customer's normal serving central office. However, AIOD and DID must be provided from the same central office serving the customer.
E.	All trunks in an outgoing trunk group accessible by PBX station lines must be equipped for AIOD. DID and AIOD are not provided in the same trunk group.
F.	If outgoing messages cannot be identified with an individual station line number, such messages are identified with the main billing telephone number.

12.4.2 Application of Rates and Charges	
A.	The rates and charges for AIOD service are in addition to those for appropriate PBX trunk lines, and to all other applicable rates and charges.
B.	A service establishment charge is applicable when AIOD is initially established for a customer.
C.	A minimum of one data link is required between the serving central office and the customer's premises. Rates and charges for Private Line Type 3002 channels apply to each channel furnished.
D.	The S&E charge for the AIOD (applied per PBX trunk line equipped) does not apply if AIOD is provided in conjunction with central office activity for which a S&E charge applies.

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12. Other Services**12.5 Toll Access Trunk Lines for Private Branch Exchange Systems**

12.5.1 Description	
A.	Toll access trunk lines are available to a customer with a PBX system or Centrex service whose service is authorized for use by transient guests or tenants.
1.	These lines provide one-way access into the long distance network, via a Traffic Service Position System (TSPS), by permitting dialing of toll calls with operator intervention only for billing or charge information.
B.	Toll access trunk lines are provided on the basis of one toll access trunk line for each one hundred dollars and thirty cents minimum average monthly toll revenue as determined from a quarterly analysis of the customer's toll revenues.
1.	If toll revenue information is not immediately available, one toll access trunk line may be provided temporarily, at the toll access trunk line rate, for every 15 guest telephones, subject to the requirement that each toll access trunk line furnished produces the minimum average monthly toll revenue as determined from an analysis of the toll revenues in the quarter following the initial installation.
2.	Toll access trunk lines in excess of these allowances are provided at the excess toll access trunk line rate.

12.5.2 Application of Rates and Charges	
A.	Rates and charges for toll access trunk lines and any excess are comprised of monthly rates and S&E charges.

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12. Other Services**12.6 Toll Diversion Trunk Lines for Private Branch Exchange Systems**

12.6.1 Description	
A.	The trunk lines of a PBX system may be equipped so that attempts to dial toll calls from PBX telephones are diverted to an attendant or to a busy tone. This service is subject to the availability of suitable central office facilities.

12.6.2 Application of Rates and Charges	
A.	A S&E charge applies for each trunk up to a maximum charge for all trunks equipped at one time.

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12. Other Services
12.7 Trunk Multipling Arrangements

12.7.1 Description	
A.	A multipling arrangement is furnished when a trunk line is multiplied between nonmultiple switchboard attendant position equipment or from a switchboard attendant position to station equipment of another type.
1.	Trunk multipling arrangements are available to existing customers at their present locations only.
2.	Multipling arrangements are not involved for multiple appearances of a trunk line between attendant positions of a multiple switchboard installation.

12.7.2 Application of Rates and Charges	
A.	Rates and charges for trunk multipling arrangements are comprised of S&E charges and monthly rates.

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12. Other Services**12.8 Arrangements for Toll Billing Information for Private Branch Exchange Systems**

12.8.1 Description	
A.	PBX and Centrex service customers may obtain details of originating toll calls to associate them with specific lines, telephones, departments, or projects by means of code numbers. These numbers are intended for customer's internal accounting purposes.
1.	Code numbers are furnished in groups of 20 and at a minimum of 10 groups per system.
2.	Bills for toll calls will be rendered at the appropriate toll rates for operator handled or person-to-person calls in accordance with the number furnished to the toll operator at the time the call is placed.

12.8.2 Application of Rates and Charges	
A.	Rates and charges for code number groups are comprised of S&E charges and monthly rates.

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12. Other Services
12.9 Special Central Office Terminal Equipment (SCOTE) for Private Branch Exchange (PBX) Systems

12.9.1 Description	
A.	This equipment is for night, Sunday, and holiday service and is available with manual systems where compatible with service arrangements.
1.	SCOTE is available to existing customers at their present locations only.

12.9.2 Application of Rates and Charges	
A.	Rates and charges apply per each trunk line equipped, and are comprised of S&E charge(s) and monthly rate(s).

12. Other Services**12.10 Secretarial Concentrator Identifier Service**

12.10.1 Description	
A.	Secretarial concentrator identifier service is an arrangement of equipment for connecting telephone answering bureaus with their customers in exchange areas other than those in which the answering bureau is located. This equipment permits common use of a few interexchange or interzone channels, thus eliminating the necessity of providing a separate interexchange or interzone extension line from each customer's line to the answering bureau. Systems can be arranged to provide a maximum of six interexchange channels.
1.	This service is available to existing customers at their existing locations. Maintenance of customer premises equipment is provided subject to supply. 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 G, of this Product Guide.
B.	Termination Liability— A maximum termination liability applies to the following equipment. The liability charge(s) reduce one-sixtieth for each month in service at full rates.
1.	Concentrator
2.	Identifier

12.10.2 Application of Rates and Charges	
A.	Concentrator lines are provided at the rates and charges for Private Line Type 2001A channels.

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12. Other Services**12.11 Secretarial Concentrator Service Bridging Connections**

12.11.1 Description

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| A. | Secretarial concentrator service bridging connections are available for main telephone exchange, PBX, or student Centrex service lines. |
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12.11.2 Application of Rates and Charges

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| A. | In addition to the monthly rates and S&E charges for these connections, charges also apply for main telephone exchange, PBX trunk or Centrex service lines. |
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12. Other Services**12.12 Secretarial Concentrator–Electronic Concentrator Equipment**

12.12.1 Description	
A.	Electronic concentrator equipment is furnished for use with the Autotas Answering System (Servicemark of Candela Electronics Corporation).
1.	Two station arrangements for a Private Line Type 1006 channel are required to change the ring cycle count in each master concentrator.

12.12.2 Application of Rates and Charges	
A.	For channels connecting the concentrator with the telephone answering service bureau, rates and charges apply for Private Line Type 2001A channels (a maximum of 16 per Autotas system).
B.	Where a concentrator(s) is located in a remote central office, interexchange mileage rates and charges apply.
C.	The bridging connection in the central office connecting the concentrator with the client line termination is provided at monthly rates and S&E charges described in Section 12.11.
D.	A one time charge applies for each concentrator line card added.

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12. Other Services**12.13 Service Through Miscellaneous Common Carriers**

12.13.1 Description	
A.	Interconnected service to and from mobile units of customers of a miscellaneous common carrier with which arrangements have been made for the interchange of telephone traffic is available through interconnecting equipment and local connecting channels provided by Verizon.
B.	Customers of a miscellaneous common carrier mobile radio system arranged for Measured interconnected service are furnished interconnected service in which the local message use is measured in terms of message units or per message, per minute basis.
C.	Interconnected service local messages are messages to telephones in the local service area of Verizon's serving exchange from mobile units within range of the miscellaneous common carrier base station that serves the area where the point of connection to the facilities of Verizon is located.

12.13.2 Application of Rates and Charges	
A.	Additional charges, which the miscellaneous common carrier bills to and collects from its customers, are applicable to its portion of the interconnected service as set forth in tariffs of the miscellaneous common carrier.
B.	Measured interconnected service is furnished to customers of a miscellaneous common carrier at the applicable rates.

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12.16 Business Traffic Study Service

12.16.1 Description	
A.	Business Traffic Study Service provides performance reports of call capacity for originating and terminating traffic on access lines or hunt groups. The traffic study report enables business customers to determine how many calls terminate successfully as opposed to the number of calls that reach a station-busy condition.
12.16.2 Regulations	
A.	Business Traffic Service is offered only to business customers where available.
B.	Calls must be carried by Verizon Rhode Island (Verizon RI) and billed by or on behalf of Verizon RI to the customer requesting the study.
C.	Traffic studies are performed on Verizon access lines or hunt groups with local exchange numbers. Studies cannot be performed on toll-free or pay-per-call type telephone numbers.
D.	Traffic studies are performed at the customer's request, per exchange, per customer account.
1.	For customers with access lines or hunt groups at more than one location, a non-recurring charge applies for traffic studies at each location with the exception of 12.16.2.E.1.a. below.
E.	Traffic studies are provided on a non-recurring and recurring basis.
1.	Non-recurring traffic study reports are one-week traffic studies performed at the customer's request, per customer location, per access line or hunt group.
a.	No non-recurring charge applies for the initial non-recurring one-week traffic study performed during a calendar year. Additional non-recurring traffic studies performed during the calendar year incur a non-recurring charge for each report.
b.	No monthly charges apply to non-recurring traffic studies.
2.	Recurring traffic study reports are provided on a weekly, semi-monthly or monthly basis.
a.	Non-recurring charges apply for the initial set-up of each recurring traffic study.
b.	Monthly charges apply for each recurring traffic study. The monthly rate is determined by the number of traffic study reports provided within a 4-week billing cycle.
F.	Traffic study report features may vary by Central Office switching system type.

12. Other Services**12.16 Business Traffic Study Service**

12.16.3 Other									
A.	Traffic study reports may be requested for more than one access line or hunt group at a single customer location. A separate traffic study report is required for each access line or hunt group. Following is a list of possible access lines or hunt groups that would constitute one traffic study report: <table> <tr> <td>Multiline Hunt Group</td><td>Intellipath</td></tr> <tr> <td>Worksmart group</td><td>ISDN Primary Rate Service</td></tr> <tr> <td>Business Lines/Trunks</td><td>ISDN Basic</td></tr> <tr> <td>Remote Call Forwarding</td><td>Centrex Plus</td></tr> </table>	Multiline Hunt Group	Intellipath	Worksmart group	ISDN Primary Rate Service	Business Lines/Trunks	ISDN Basic	Remote Call Forwarding	Centrex Plus
Multiline Hunt Group	Intellipath								
Worksmart group	ISDN Primary Rate Service								
Business Lines/Trunks	ISDN Basic								
Remote Call Forwarding	Centrex Plus								

12.16.4 Application of Rates and Charges	
A.	Non-recurring charges apply as follows:
1.	After the initial requested one-week non-recurring report, non-recurring charges apply to additional one-week non-recurring reports within the same calendar year.
2.	A non-recurring charge applies for the initial set-up of recurring reports.
3.	A non-recurring charge applies per change to an existing recurring report.
B.	Monthly charges apply for recurring weekly, semi-monthly and monthly reports.